

NVC Mediation Steps

NVC offers a unique format for mediation in which solutions naturally derive from connection. It roughly follows the following steps, although it may be much more fluid in practice:

ESTABLISHING CONNECTION

I A speaks. The mediator translates A's thoughts into observations feelings and needs	→	II Mediator asks B to reflect feelings and especially needs expressed by A.
(repeat the steps ↑ as long as needed)		↓
IV Mediator asks A to reflect feelings and especially needs expressed by B	←	III B speaks. The mediator translates B's thoughts into observations, feelings and needs

Mediator repeats steps I to IV until both parties feel fully heard and understood in relation to the issue discussed.

V SEEKING STRATEGIES

After both parties connect to each other's needs, the mediator invites requests that honor everybody's needs. Mediator outlines all the needs to be honored and invites brainstorming for solutions.