



Roles of neutrals in public disputes:

Address Relationship Barriers

- Counselors/therapists
- Conciliators/conveners
- Team builders



Roles of neutrals in public disputes:

Provide Procedural Assistance

- Coaches
- Trainers
- Facilitators
- Public Issues Educators
- Mediators





Roles of neutrals in public disputes:

- Data and Information Providers
- Arbitrators





Ways to overcome deadlock and generate movement:

- Use facts.
- Use doubts.
- Appeal to commonly held standards.
- Identify priorities.
- Identify constraints on others.





Ways to overcome deadlock: (continued...)

- Trade-offs.
- Compromise - don't give up key interests.
- Integrative solutions.
- Stroke the parties.
- Use humor.

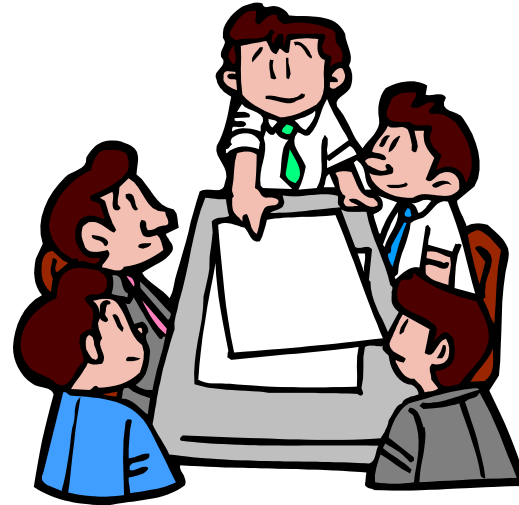




Turning lemons
into lemonade

Ways to overcome deadlock: (continued...)

- Role reversal.
- Peer pressure.
- Focus on the future.
- Remind parties what happens if agreement is not reached.
- Be agent of reality.





Ways to overcome deadlock: (continued...)

- Break issues into parts.
- Legitimize feelings.
- Keep talking, try again.

