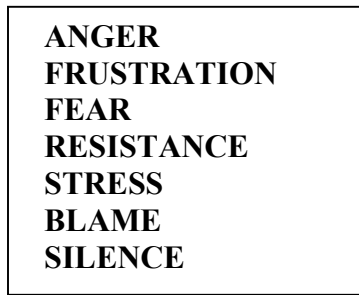


**THE CHANGE PROCESS**

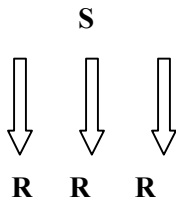
OLD WAY



NEW WAY

MISERY ZONE

**PERCEPTIONS**



A. Event

B. Perceptions/Self talk

C. Response-Feelings/Emotions  
 Behavior

**THE LEVELING PROCESS**

1. I need\_\_\_\_\_.
2. You feel\_\_\_\_\_.  
(AVOID: ordering, warning, preaching, advising, criticizing, questioning, humoring, withdrawing, explaining)
3. I can understand how you might feel\_\_\_\_\_. I'd feel that way too if I thought \_\_\_\_.  
All I am saying is that I need\_\_\_\_\_. OR  
We both need\_\_\_\_\_.

**TYPICAL PROBLEM SOLVING METHOD**

1. Identify the Problem
2. Formulate solutions/Positions
3. Discussion

**MEDIATION METHOD**

(Reverse steps 2 and 3 above)

1. Identify the problem
2. Discussion: Needs \* Shared interests \* Objective criteria
3. Solution/Position

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