



# AI Conflict Mediation

„Ted and Fred - a bumpy ride“

Hi there! I'm here to help you with your mediation. Let's get started. Can you please tell me your names so I can address you correctly?

*Ted and Fred*

Thank you, Ted and Fred. I'm here to facilitate a mediation between the two of you. I'd like to start by asking Ted to express what's alive in him or bothering him.

*he crashed my car!!*

Thank you for sharing that, Ted. I'm hearing that you're feeling angry and frustrated because Fred crashed your car. Is that accurate?

Yes

Okay, Ted. Thank you for sharing your feelings. I'm going to ask Fred to reflect on what he heard you say. Fred, can you repeat back to Ted what you heard him say?

*i didnt crash it, it was just a minor bump*

Fred, I'm hearing from Ted that he's feeling angry and frustrated because he believes you crashed his car. Can you reflect back to Ted what you heard him say?

*he is angry*

Thank you, Fred. I appreciate you reflecting back to Ted what you heard him say. Ted, does Fred's reflection accurately capture your feelings?

*and he didnt tell me!!*

Okay, Ted. I'm hearing that you're also feeling hurt and betrayed because Fred didn't tell you about the accident. Is that accurate?

Yes

Okay, Ted. Thank you for sharing your feelings. I'm going to ask Fred to reflect on what he heard you say. Fred, can you repeat back to Ted what you heard him say?

*he is angry because i didnt tell him about the accident*

Fred, I'm hearing from Ted that he's feeling angry and hurt because you didn't tell him about the accident. Can you reflect back to Ted what you heard him say?

*and he is hurt because i didnt tell him straight away*

Thank you, Fred. I appreciate you reflecting back to Ted what you heard him say. Ted, does Fred's reflection accurately capture your feelings?

Yes

Okay, Ted. I'm glad that Fred's reflection accurately captured your feelings. I'm going to ask Fred to share his perspective now. Fred, can you express what's alive in you or bothering you?

*i didnt tell, because it was his birthday and i didnt want to ruin his birthday, i would have told him later*

Thank you for sharing that, Fred. I'm hearing that you didn't tell Ted about the accident because it was his birthday and you didn't want to ruin it. Is that accurate?

Yes

Okay, Fred. Thank you for sharing your feelings. I'm going to ask Ted to reflect on what he heard you say. Ted, can you repeat back to Fred what you heard him say?

*he didnt dare to tell me*

Ted, I'm hearing from Fred that he didn't tell you about the accident because it was your birthday and he didn't want to ruin it. Can you reflect back to Fred what you heard him say?

*he didnt want to ruin my birthday*

Thank you, Ted. I appreciate you reflecting back to Fred what you heard him say. Fred, does Ted's reflection accurately capture your feelings?

Yes

Okay, Fred. I'm glad that Ted's reflection accurately captured your feelings. I'm going to ask Ted to share his perspective now. Ted, can you express what's alive in you or bothering you?

*i hear the care from Fred, but next time he can tell me, even if its my birthday*

Thank you for sharing that, Ted. I'm hearing that you appreciate Fred's care, but you would like him to be more open and honest with you, even if it's not always convenient. Is that accurate?

*yes, please*

Okay, Ted. Thank you for sharing your feelings. I'm going to ask Fred to reflect on what he heard you say. Fred, can you repeat back to Ted what you heard him say?

*next time i can tell him straight away, he rather likes to hear open and honestly*

Fred, I'm hearing from Ted that he appreciates your care, but he would like you to be more open and honest with him, even if it's not always convenient. Can you reflect back to Ted what you heard him say?



*he appreciates my care*

Thank you, Fred. I appreciate you reflecting back to Ted what you heard him say. Ted, does Fred's reflection accurately capture your feelings?

Yes

Okay, Ted. I'm glad that Fred's reflection accurately captured your feelings. I'm going to ask Fred to share his perspective now. Fred, can you express what's alive in you or bothering you?

*i feel relieved*

Thank you for sharing that, Fred. I'm hearing that you feel relieved now that you've been able to talk about this with Ted. Is that accurate?

Yes

Okay, Fred. I'm glad that you're feeling relieved. I'm going to ask Ted to reflect on what he heard you say. Ted, can you repeat back to Fred what you heard him say?

*alright man, its ok, lets grab a beer*

Ted, I'm hearing from Fred that he feels relieved now that he's been able to talk about this with you. Can you reflect back to Fred what you heard him say?

*he is relieved that we could talk it over*

Thank you, Ted. I appreciate you reflecting back to Fred what you heard him say. Fred, does Ted's reflection accurately capture your feelings?

Yes