I've felt drawn to practical tips. I once discovered I was an "introvert" learner. This apparently means that I learn best when "thrown in at the deep end" and lose out when "absorbing and understanding data". A few years ago, I referred to a book by Peter Honey (2009) in which he describes the four learning types: activist, reflector, theorist and pragmatist (see http://www.peterhoney.com for a self-assessment tool). I perhaps realize why, when offered practical tips, I feel I have a choice, either accepting or remembering them, or unthinkingly as at a flashy or in front of new triad to choose the latter, effectively throwing the manual out of the window and replacing it with something else. However, I now teach mediation as well as position and, as French say, "sweat" (I think it's "sweat"). "To teach is to start fresh", I thought. Having tried long ago, I reject "teach" (it's too heavy). Indeed, some students may find these rather heavy and might not realize that some of these ideas are actually saying something that I've never proposed. They might find it more helpful if I say that certain moves can be described as improvisation or, internalized into the precepts and values and practiced it time and again, we can begin to improvise. And improvisation is the one in which the mediator simply responds like a human being. I sometimes think that we have the right tone or weight. "Teach" captures it, I think, but learning phrases have a choice that leads itself to improvising, to recognizing and to problem solving. So I started collecting phrases from colleagues and put them into a booklet.

Here are some of the key ones:

**Acknowledging**

What do you think of that?
That sounds really important to you.
What do you think about that?
What do you feel about that?
I am wondering about this. If .........., then ..........?
So, what you're saying is ..........?
Can you explain that a bit more?
Can I just ask what you meant by ..........?
I am wondering about this. If .........., then ..........?
So, what you're saying is ..........?

**Checking/clarifying**

What needs to happen for you to ..........?
How will you recognize it when it happens?
What would be the effect of that?
What could you live with?
How do you think they see the situation?

**Encouraging**

You really don't see things the same way. It's OK to disagree – that's why we're in mediation.
You really have a knack of using the right words at the right moment. And so they do. Indeed, if you watch a lot of mediators you hear the same turns of phrase cropping up again and again. This must be because they have the right tone or weight. "Teach" captures it, I think, but learning phrases have a choice that leads itself to improvising, recognizing and problem solving. So I started collecting phrases from colleagues and put them into a booklet.

**Option generation**

Would it be OK if I ask you to say back to X what you heard them say to you?
Have you heard that before?
Does that surprise you?
On hearing something positive from the other side
What needs to happen for you to ..........?
How will you recognize it when it happens?
What do you want to achieve today?
What are you looking for?

**Reality testing**

If you had a magic wand what would the future look like?
What would be the effect of that?
What could you live with?
How do you think they see the situation?

**Summarising**

What would be the effect of that?
What could you live with?
How do you think they see the situation?

**Focusing**

What needs to happen for you to ..........?
How will you recognize it when it happens?
What do you want to achieve today?
What are you looking for?

**Future Focus**

You really don't see things the same way. It's OK to disagree – that's why we're in mediation.