

WBGR ADR INSTITUTE

ALTERNATIVE DISPUTE RESOLUTION · ESTABLISHED 2026

Facilitative Mediation Training

COMPLIANCE INSERT · SEGMENT C

Information-Gathering Skills — Open, Probing, Clarifying, and Closed Questions

Printable speaking-point insert for Unit 2 · Module 3 — Agenda Building, Issue Spotting and Interest Identification.

PROGRAM

Basic 40-Hour Facilitative Mediation Training

Instructor video lecture production guide · speaking points & recording script

MARYLAND RULE 17-104 · COMPLIANCE SEGMENT C**Information-Gathering Skills — Open, Probing, Clarifying, and Closed Questions**

Where this is recorded: Unit 2 · Module 3 — Agenda Building, Issue Spotting and Interest Identification

Why this segment is required

A qualifying basic mediation training must name and teach the information-gathering skills a mediator uses to surface facts and interests.

Speaking points to record

- Information gathering is a named skill: open, probing, clarifying, and closed questions each surface facts and interests in a different way.
- Questions are used to gather information neutrally — never to lead a party toward a particular answer.
- Open and clarifying questions draw out the interests underneath stated positions.

Mediator language to model on camera

- » “What mattered most to you in that moment?”
- » “Underneath that request, what would it give you that matters?”

Student checkpoint

- Can students use open and clarifying questions to gather information without leading the party?
- This segment is mirrored in the module quiz bank so it stays examinable.