

WBGR ADR INSTITUTE

ALTERNATIVE DISPUTE RESOLUTION · ESTABLISHED 2026

Facilitative Mediation Training

UNIT 2 · MODULE 2 RECORDING GUIDE

Storytelling, Active Listening, Summarizing and Reframing

Slide-by-slide speaking points for recording this single module lecture video.

PROGRAM

Basic 40-Hour Facilitative Mediation Training

Instructor video lecture production guide · speaking points & recording script

UNIT 2: THE MEDIATION PROCESS — RECORDING CONTEXT**Storytelling, Active Listening, Summarizing and Reframing**

This module belongs to Unit 2: The Mediation Process. Opening statements, party storytelling, agenda setting, issue identification, and interest-based facilitation.

Before you record

- Record the Unit 2 welcome video and the other modules in this unit in the same session so the unit presents as one continuous lecture series.
- Follow the five-slide rhythm below; record the lecture video beside slide five after delivering the talking points.

UNIT 2 · MODULE 2**Storytelling, Active Listening, Summarizing and Reframing**

Help parties feel heard while moving from blame to workable issues.

Slide 1 · Training Focus

Frame the module on camera and tell students what they will be able to do. Focus: Help parties feel heard while moving from blame to workable issues.

- Manage uninterrupted storytelling while keeping balance.
- Summarize each party's story and reframe toward shared issues.

Slide 2 · Core Talking Points

- Storytelling lets each party share their perspective without interruption.
- Summarizing demonstrates understanding and balances airtime.
- Reframing moves the conversation from positions to interests.

Slide 3 · Mediator Language To Model

Demonstrate neutral, facilitative phrasing students can reuse:

- » “Take your time — tell me what happened from your point of view.”
- » “What I am hearing is? did I get that right?”
- » “Both of you have mentioned trust; that may be something we can work on.”

Slide 4 · Role-Play Practice

One student tells a conflict story; another summarizes and reframes it for the class to assess.

Slide 5 » Student Checkpoint & Lecture Video

- Check for understanding: Can students summarize both stories fairly before moving to problem-solving?
- Record the module lecture video here, walking through the talking points beside slide five.
- Remind students the module quiz unlocks after they mark this lecture video reviewed.