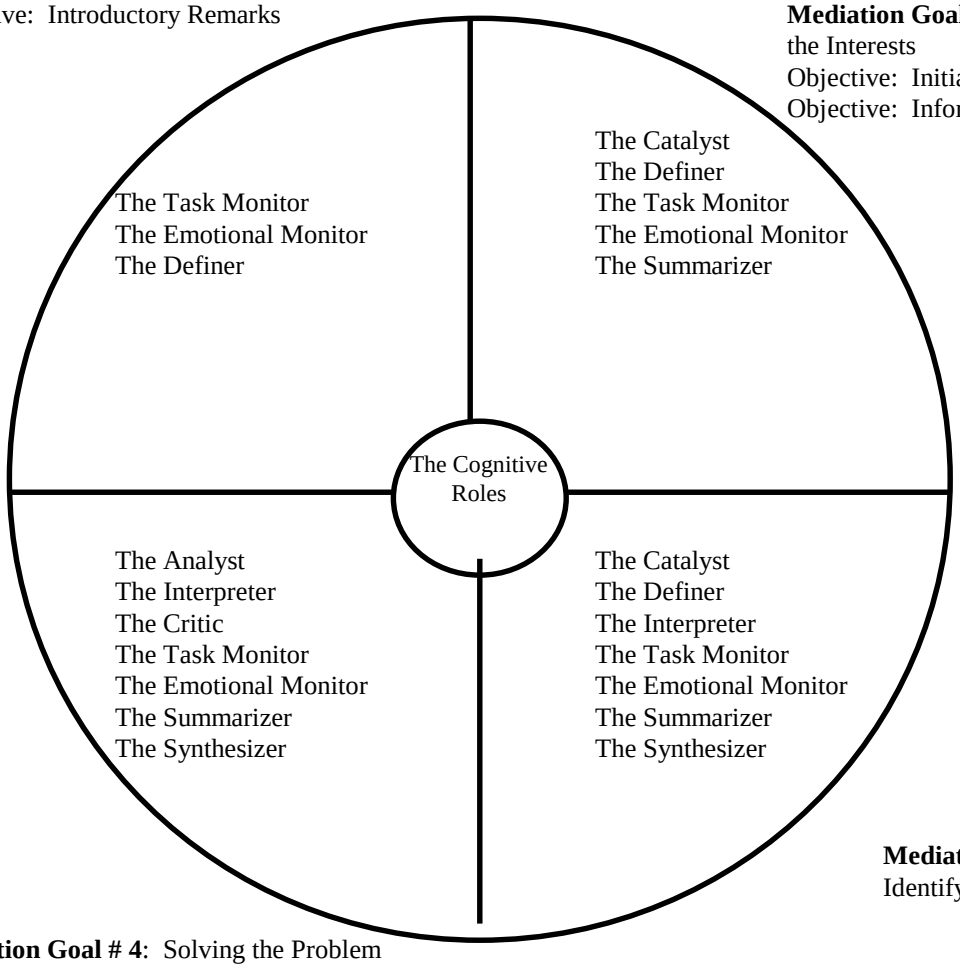
Diagram 1: The CRM Model

Mediation Goal # 1: Establishing the Parameters
Objective: Preliminary Arrangements
Objective: Introductory Remarks

The Task Monitor
The Emotional Monitor
The Definer

Mediation Goal # 2: Determining the Interests
Objective: Initial Statements
Objective: Information Gathering

The Catalyst
The Definer
The Task Monitor
The Emotional Monitor
The Summarizer



The Analyst
The Interpreter
The Critic
The Task Monitor
The Emotional Monitor
The Summarizer
The Synthesizer

The Catalyst
The Definer
The Interpreter
The Task Monitor
The Emotional Monitor
The Summarizer
The Synthesizer

Mediation Goal # 3:
Identifying the Problem

Mediation Goal # 4: Solving the Problem
Objective: Generating Options
Objective: Bargaining & Negotiating
Objective: Agreement Writing/Reality Testing

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