

Mediation

Chunking up

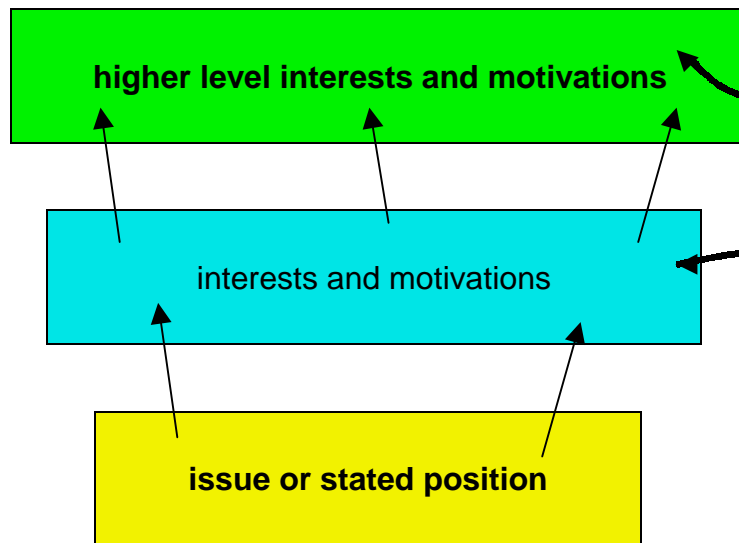
to break deadlocks

to find higher level interests and motivations

Chunking down

to find the real problem

to identify the leverage point



Chunking up

what does holding onto this position do for me/them?

what is my/their benefit from this?

what do I/they get from this?

Chunking down

Identify more detailed problems until find real problem or leverage point e.g. one which is not within own control. This then identifies a new outcome. Then start chunking up and repeat.

