RED FLAGS: when to pause or stop

- threats
- strong fear
- serious harassment
- severe power imbalance

In these cases, mediation may be unsuitable. Safety first. Pause is a skill.

STOP: calming the room

1. **Stop**
   pause
2. **Breathe**
3. **Observe**
   name what you see: “anger”, “fear”, “stress”
4. **Pick a safe next step**
   break, slower, support

3-STEP RESET

1. **Name the emotion**
   “You seem upset.”
2. **Validate it**
   “That makes sense given what happened.” Respect, not agreement.
3. **Ask about needs**
   “What do you need right now to continue?”

THREE MEDIATOR SENTENCES

- Paraphrasing: “So you mean …, right?”
- Reflecting feelings: “It sounds like you are … because …”
- Summarizing: “Let me summarize the main points…”

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