Label and Fact: FAIR and BRIDGE

Annex 35 · Module 1: Introduction to Mediation

Fill in the left column during the session each time someone uses a label. In the right column, write the same thing as a fact, that is, an action you can see or hear.

In conflict, people often use labels. Labels are fast, but they attack identity and make people defend themselves. FAIR = facts, not labels.

LABEL	FACT
"He is lazy."	"He missed two deadlines this week."

BRIDGE: curiosity instead of guessing

Another common problem is misunderstanding across cultures or habits. People can have different ideas about respect and directness. Safe questions you can read aloud: "In your culture or team, what is respectful in this situation?" · "What would a good solution look like for you?"

1. My question

Write one respectful question that helps you understand the other person's norms or meaning.

2. My rewritten label

Choose one label you hear in conflicts and rewrite it as a neutral fact.

Labels create fights; facts and curiosity create progress.

Name: _____ Date: _____

Co-funded by the European Union

DEQ-2023-2-SK02-KA220-YOU-000177746