

MICHIGAN JUDICIAL ARBITRATION MEDIATION SERVICES, P.C. MI-JAMS, P.C.

Mediation Quotes:

“Getting Past No: Negotiations in Difficult Situations,” William Ury (2007)

Don't React: Go to the Balcony:

- “Speak when you are angry and you will make the best speech you will ever regret”
Ambrose Bierce
- “When angry, count to ten before you speak; if *very* angry, a hundred.” Thomas Jefferson

Don't Argue: Step to Their Side:

- “Rarely is it advisable to meet prejudices and passions head on. Instead, it is best to appear to conform to them in order to gain time to combat them. One must know how to sail with a contrary wind and to tack until one meets a wind in the right direction.”
Fortune de Felice 1778

Don't Reject: Reframe:

- “Craft against vice I will apply.” William Shakespeare *Measure for Measure*
- “People are usually more convinced by reasons they discovered themselves than those founded by others.” Blaise Pascal

Don't Push: Build A Golden Bridge:

- “Build your opponent a golden bridge to retreat across.” Sun Tzu
- “Tell me, I may listen. Teach me, I may remember. Involve me, I will do it.” Chinese Proverb
- “When the conversation began, he was always of my opinion, and when it ended, I was always of his.” 17th Century Pope

Don't Escalate: Use Power to Educate:

- “The best general is the one who never fights.” Sun Tzu
- “An eye for an eye and we all go blind.” Mahatma Gandhi
- “To win one hundred victories in one hundred battles is not the acme of skill. To subdue the enemy without fighting is the acme of skill.” Sun Tzu
- “Use power to bring them to their senses, not to their knees.” William Ury
- “Absolute power,...Heady stuff...Use it sparingly.” Winston Churchill
- “The more power you use, the more you need to defuse the other side’s resistance.”
William Ury
- “The more brutal your methods the more bitter you will make your opponents, with the natural result of hardening the resistance you are trying to overcome.” Sir Basil Liddell Hart
- “For every ounce of power you use, you need to add an ounce of conciliation.” William Ury
- “Next to knowing when to seize an advantage, the next most important thing is knowing when to forgo an advantage.” Benjamin Disraeli
- “Your goal is not to win over them, but to win them over.” William Ury
- “Why, madam, do I not destroy my enemies when I make them my friends.” Abraham Lincoln

Let MI-JAMS Resolve Your Jams

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