**You and the Law**

Chapter 4 Study Guide

**Terms to Know**

* Negotiation
* Settlement
* Arbitration
* Mediation
* Ombudsperson
* Informal talk

**Specifics:**

1. Explain the difference between Arbitration and Mediation.
2. What are the phases of negotiation?
3. What is the least invasive way to resolve conflict?
4. What are three common disadvantages of using the court system to settle disputes?
5. Be able to recognize the difference between an arbitration and a mediation scenario.