

## **Steps to the Mediation Process**

### **Step 1: Pre-conferences**

The mediator meets individually with participants to hear their perspective on the conflict and to determine whether mediation is a good option.

### **Step 2: Agree to Mediate**

Participants understand and sign the Mediation Participant Guidelines

### **Step 3: Share Point of View**

This is the time where each person gets to tell their side of the story about what happened and how they feel about the conflict/situation.

- ***What happened?***
- ***What were you thinking/feeling at the time?***
- ***Who else was affected by what happened?***
- ***How has the conflict changed your relationship?***
- ***What do you feel is the major problem to be resolved?***

### **Step 4: Identify Needs and Interests**

This is the time to ask each party what their needs and interests are for the identified problem(s) to be resolved. If there is more than one problem, make a list, take one at a time.

- ***What do you need in order to fix the problem?***
- ***How do you want things to change?***
- ***What might happen if this doesn't get resolved?***
- ***What do you want the other person to understand about where you are coming from?***

### **Step 5: Brainstorm Solutions: Create Win-Win Options**

Now it is time to brainstorm ideas. Ask for any idea that comes to mind, no discussion or evaluation of ideas, list as many as possible.

- ***What ideas do you have that would help resolve the conflict?***
- ***What possible solutions would fix the harm?***
- ***What options can you think of to prevent the situation from happening in the future?***

### **Step 6: Evaluate Options**

Evaluate which option would work best and what people are willing to do.

- ***Which idea will resolve the problem?***
- ***Do you think it will work for both of you?***
- ***Does it fix the harm? Is it fair?***

### **Step 6: Write the Agreement**

The final step is to write and sign an agreement. This becomes a plan between both parties that addresses the Who, What, When, Where and How. The agreement should be balanced, mutually satisfying, specific, realistic, and fair.

**What are you willing to do?**

**Is the problem resolved?**

**What have you agreed to?**