

## **Mediation & Facilitated Conversation**

### **Ground Rules**

- Refrain from making assumptions about others' motives
- Listen with respect and work hard to understand others' interests
- Parties and mediator will not shy away from hard and difficult questions
- Parties will avoid interruptions and rely on mediator to see that everyone is recognized
- Parties will focus on solutions (on what can be done as opposed to what can't be done)
- Parties will be sensitive to the length of comments and repetition in order for everyone to be heard
- Parties agree to prepare for each session and to stay engaged during each session
- Dialogue will be open and candid and everyone will work to maintain an atmosphere that promotes creative thinking and cooperation
- What is said during this mediation will not be used in future procedures without the consent of all parties

Ground rules adapted from Mares-Dixon & Associates

## **Homework**

In preparing for the mediated/facilitated session you should

- Think about issues you wish to discuss and resolve
- Think about what you want for Me, the Other Person, Us, and the Department (or unit)

## **Process**

1. Sharing views and concerns by parties (lists, not elaborations)
2. Summary of views and concerns by mediator/facilitator
3. Develop agenda – mediator/facilitator will initiate a list of topics you wish to discuss/explore
4. Explore issues in depth – focus on your interests, share additional information, ask questions, express feelings, clarify intentions, etc.
5. Option generation
6. Option evaluation
7. Reach agreement