

Steps in Mediation

Written by

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Step 1 ♦♦♦ Introduction
The mediator makes the parties sit together and explains the rules. The mediator's role is not to make a decision but to help the parties reach an agreement. The mediator explains that he or she will not take sides.

Step 2 ♦♦♦ Telling the complaint
Each party tells the facts of their complaint. The person bringing the complaint tells his or her complaint first. No interruptions are allowed. Then, the other party explains his or her version of the facts.

Step 3 ♦♦♦ Identifying the facts and issues
The mediator attempts to identify facts and issues agreed upon by the parties. This is done by listening to each side, summarising each party's views and asking if these are the facts and issues as each party understands them to be.

Step 4 ♦♦♦ Identifying alternative solutions
Everyone thinks of a possible solution/s to the problem. The mediator makes a list and asks the parties to explain his or her feelings about each solution that is put forward.

Step 5 ♦♦♦ Revising and discussing solutions
Based on the expressed feelings of the parties, the mediator revises possible solutions and attempts to identify a solution to which both parties can agree.

Step 6 ♦♦♦ Reaching an agreement
The mediator helps the parties reach an agreement with which both can agree upon. The agreement should be written down. The parties should also discuss what will happen if either of them breaks the agreement.