

1. Mediators welcome disputants, ask their names & introduce themselves. 2. Ask disputants if they want to try mediation to settle their dispute.

3. If yes...READ OUT LOUD each rule below after you write their names according to where they are sitting across from you.

Print the name of disputant X \_\_\_\_\_ Print the name of disputant Y \_\_\_\_\_

4. Both disputants must agree (by saying, "yes") to each of the following rules of the mediation which mediators check off as they read them to the disputants.

\_\_\_ No name calling or threats \_\_\_ No interrupting others \_\_\_ Keep this mediation discussion confidential, \_\_\_ Always tell the whole truth

\_\_\_ You must work hard to solve the problem, \_\_\_ Listen carefully to each other's story. \_\_\_ Cell phones are off? \_\_\_ If information about things that can seriously hurt people (civil rights violations, drugs, weapons, violence, etc.) is discussed, mediators must report this to supervisors immediately.

X \_\_\_\_\_ <<< Disputants' Signatures >>> Y \_\_\_\_\_

5. Mediators decide who will speak first (X or Y) and take brief notes in the space below as each disputant speaks. Use your active listening skills as needed. 6. After each disputant speaks, repeat back to the disputant what s/he said. Correct your notes, if needed. 7. As the problem becomes clear to you, use the Agenda section near bottom of this journal to write down what probably needs to be discussed. 8. Make certain they tell their whole story.

Disputant X's concise story information notes by mediator

Disputant Y's concise story information notes by mediator

Initial statements, non verbal language, responses to other's story, hidden agendas, etc. Draw out each story with open questions, active listening, Reflect back what is said by the disputants with, "I hear you saying..." or, Are you saying...? Ask, "How did that make you feel?" Any hidden agendas? Record information equally below.

"Help me to better understand..." "How did that make you feel." "How do you feel about what s/he said?" - "Let me see if I heard you" and then summarize their story.

Large empty rectangular area for taking notes on disputant stories.

9. Agenda: We need to use our FOCUS FUNNEL now. What problems, items, money, possessions, behaviors REALLY need to be discussed? Read your Possible agenda items notes (below, right & left) list and check with disputants for their accuracy. Then ask, "Anything else?" As disputant's agree with your list, a) first, convert each possibility to about 5 words or less., and finally, b). give each of the 5, or so, word agreed upon agenda possibility a one or two word title. A material issue would be an object's name (e.g. iPod) while a relationship issue would be about their relationship (e.g. relation-

(Possible agenda item notes)

(Possible agenda item notes)

Enter agreed upon agenda items (1 or 2 word each) in the box below.

Copy these to top left box, over. >