

- 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...

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.

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- 9. The Agenda: Problems, items, money, possessions, behaviors which need to be discussed. 10. Read your list and check with disputants for accuracy. (Possible agenda item notes)

Enter agreed upon agenda items in the box below.

11, Brainstorm for solutions. Mediators do not offer solutions! What do/did they expect from the other regarding material, monetary, relationship, behaviors, etc. Ask each what they want. Ask the other if that is possible. How can we make each of you happy? What needs to happen? What were things like before this dispute? If they were friends, ask "Do you want to try to get your friendship back?" Any feelings from hidden agendas in play? Help us to understand what you mean/feel/want/need. . .