

The mediation process

How does the mediation process work?

Stage 1

The Mediator prepares for the case with both parties having a pre-meeting on their own with the mediator to hear their account, explain mediation and explore options.

Stage 2

If both parties agree, they both go to a joint session where introductions are made, facts and feelings are discussed, and the future is described.

Stage 3

If the mediation goes well, an Agreement may be written, and the mediators debrief the session.



The benefits of mediation

For the parties involved

- There's the chance to resolve their conflicts in a good way.
- You can trust the mediator not to take sides.
- Mediation works well because both parties are there voluntarily, no one is forced to be there.
- The focus is the problem, not the people.
- Parties agree to their own solutions.
- One party doesn't 'win' – BOTH parties' win.

For the school, family or community

- Mediation is a calm way of resolving conflicts.
- Less time is spent sorting out fights and conflicts. because people learn the skill of calmly talking about their issues and resolving them.
- The focus is on the future, not the past!

Just by attending mediation, listening skills, empathy, problem solving, and tolerance of others (cultures, race, class, gender and religious beliefs) improves.

Letting others know how you feel through words and not actions is very powerful.

Mediation helps build self-confidence and better mental health and well-being, often stopping the feeling of isolation as there is finally space, time and respect to be listened to.

Useful questions mediators might ask

- What started this?
- Why have you come to mediation?
- How do you feel?
- What would you like from this mediation?
- What would you like to happen?
- Have you told them how you feel?
- How do you think he or she or they may be feeling?
- Have you got anything to add?
- Why do you feel this way about?
- Would you be willing to?
- Have you any ideas about why this happened?
- How would you like to resolve this?

How we work

Contact us by [telephone](#), [email](#), through [our website](#) or through [our social media channels](#) including [Instagram](#), [Facebook](#), [Twitter](#), and [our blog](#).

Tell us what you're thinking and feeling.

We will get a trained mediator to listen to you and we may recommend further conversations, meeting in person or online.

We may also recommend that we involve the other person who is causing you upset and anxiety if you so wish.

At that meeting, we won't tell you what to do, but we will help you and the other person to discuss your differences.

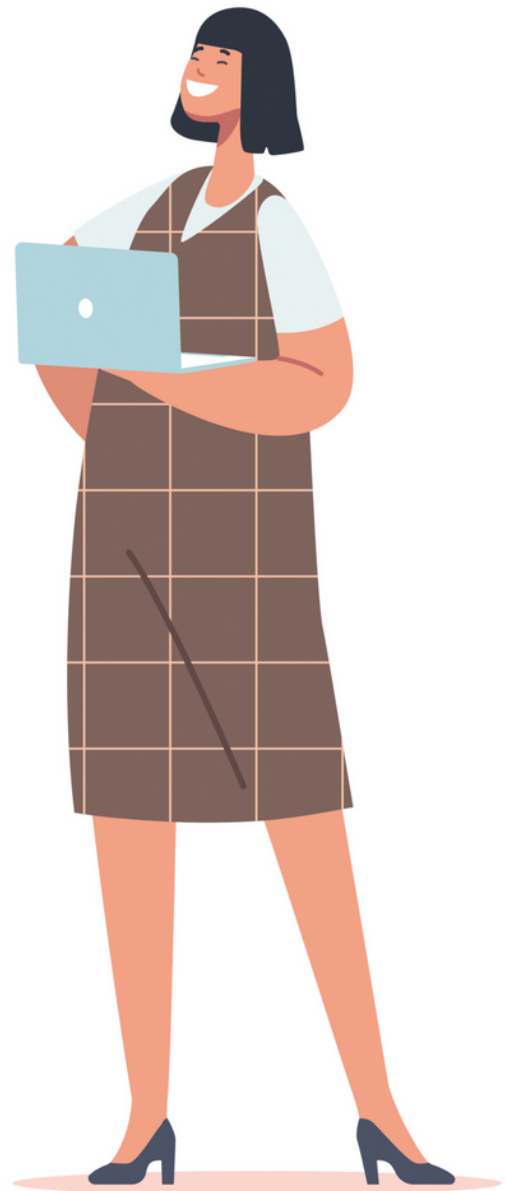
By talking out your differences, we help you to understand the other person's point of view and hopefully come to an agreement on what to do next.

We may suggest some more meetings between the two of you or we may advise you both on how you can set aside your differences and end it there.

When you leave your meeting, you will have a new set of skills to help you to cope with issues in the future.

Tips for mediators

- Look for any common ground between the parties and reflect that back to them.
- Try to lower the level of conflict by using more neutral language.
- The role of the mediator is to facilitate the meeting and the conversations between the parties.
- Always remember that it is the parties' conflict, and they must come up with the solution to the situation, not you.
- Always look for positive comments or offers from the parties.
- Focus on the problem, not the people.
- Mediators never take sides.
- Focus on the future.



What is 'Mediation' – a Glossary of Terms

As you read through this guide, you will find some words that you will need to both understand and be able to explain to the people you might be helping.

Here's what they mean.

- Mediate: To talk to two separate people or groups involved in a disagreement to try to help them to agree or find a solution to their problems.
- Resolve: To come to a definitive decision, to settle, to deal with a matter, uncertainty or problem.
- Voluntary: To do something that is not compulsory, without payment or reward, or feeling obligated to).
- Impartial: To be fair, just and unbiased.
- Empathy: To understand at a deep emotional level, another person's feelings or problems.
- Sympathy: To share feelings of another person, particularly around sadness or trouble.
- Criticise: To find fault, to make judgement about someone's behaviour or other actions.
- Confidential: Letting someone know that the information they pass on to you is private and secret and will not be shared with others.
- Neutral: Not to take any side or position in a controversy or dispute.



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