

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

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