

6 Steps in the Mediation Process

1. The parties involved in the conflict agree to seek an independent mediator's help.
 - a. Who is in each role?
2. The mediator hears both sides of the dispute.
 - a. What is the conflict on each side?
3. The mediator and the parties work to clarify the wants and needs of each party.
 - a. What solution do both sides want to have?
4. The parties and mediator brainstorm possible solutions.
 - a. Of the possible solutions, which one will work the best for everyone?
5. The parties and mediator evaluate each possible outcome.
 - a. What effects will each outcome have?
6. The parties choose a solution that works for each of them.
 - a. Which solution was used to resolve the conflict?