

Practical mediation skills handout 1

What is mediation?

- Mediation is process that aims to help people who are in some form of dispute to reach a positive resolution of their problem.
- Central to mediation is that any agreement is reached by the parties and is not imposed by a third party.

When to use mediation?

- Mediation can be used in a variety of situations including workplace disputes, difficult relationships and relationships that have broken down (but no breach of standards has occurred).
- Mediation can be used with individuals and teams who are experiencing difficult relationships.
- Mediation will only work if both parties can negotiate and will participate in discussion.

Role of the mediator

Mediators:

- are impartial third parties who help people resolve their differences
- establish a positive and constructive environment for people to listen and speak to one another
- work with both parties to develop a shared understanding of the issues
- help to restore/improve positive communication between the parties
- help the parties to explore and consider options
- facilitate the parties to agree a way forward

continues overleaf

Skills of the mediator

- Ability to build trust
- Good communication skills – listening, reflecting, feedback
- Identify real issues
- Keeping both parties “safe” in the discussion (being heard, not attacked etc)
- Identifying mutually agreeable options
- Agreeing mutually agreeable options
- Reaching agreement