

## **Steps to Mediation**

### **Step 1 Introduction**

The Mediator sets the Parties at ease and explains the ground rules.  
The Mediator's role is not to make a decision but to help both Parties reach a mutual agreement. The Mediator explains that he/she will not take sides.

### **Step 2 Telling the Story**

Each Party tells what happened. The person bringing the complaint tells his/her side of the story first. Then the other Party explains his/her version of the facts.  
No interruptions are allowed.

### **Step 3 Identifying Facts and Issues**

The Mediator attempts to identify agreed upon Facts and Issues. This is done by listening to each side, summarizing each party's views, and asking if these are the facts and issues as each party understands them.

### **Step 4 Identifying Alternative Solutions**

Everyone thinks of possible Solutions to the Problem.  
The Mediator makes a list and asks each Party to explain his/her feelings about each possible Solution.

### **Step 5 Revising and Discussing Solutions**

Based on the expressed feelings of the Parties, the Mediator revises possible Solutions and attempts to identify a Solution to which both Parties can agree.

### **Step 6 Reaching Agreement**

The Mediator helps the Parties to reach an Agreement with which both can live.  
The Agreement should be written down.  
The Parties should also discuss what will happen if either of them breaks the Agreement.