## **Stages of Mediation Process**

Mediators PREPARATION Prepare setting, canvass dynamics of dispute, clarify teamwork/roles PRE-MEDIATION PRIVATE SESSION Check each party's preparedness to mediate. MEDIATOR OPENING STATEMENTS Welcome/introductions, role of mediation/mediator(s), Parties talk process explained & authority established directly to mediators **PARTY STATEMENTS** Each party briefly tells their side of the dispute to the mediators without the interruption of the other party. SUMMARIES Mediator reads back the statements of both parties to clarify that they have been heard correctly. LIST OF ISSUES List of main points is established from summaries, forms guide for discussion EXPLORATION Explore, clarify and recognise facts and feelings Assist parties to state their needs Link to value differences Elicit underlying issues Parties talk Common ground... mutual interests directly to Share responsibility for the dispute each other State what might have been done differently Start to define appropriate future behaviours in recognition of past incidents and present understandings Are parties 'educating' each other (not 'lecturing' each other) PRIVATE SESSIONS Each party speaks privately with mediator/s -Parties talk opportunity to speak freely about session, explore possibilities for resolution, to mediators state bottom line, test BATNAS & WATNAS NEGOTIATION Recognition of common interests & concerns Generate, evaluate and test options. Focus on future relationships and changed behaviours Parties talk OUTCOME directly to Agreements specifically articulated, measureable outcomes each other determined (who, what, when, how), all issues covered. Statement of Unresolved Issues considered Close, Congratulate, Come back, Comments DERRIFF ងនេះគ្រាប់ន Reflection on process, content talk with each other & practice CRS®

## **Mediator Roles**

	Step	Communication Flow	Purpose
1.	Preparation	M1 ↔ M2	Focus, Anticipate, Rapport-Team Work
2.	Pre-Mediation Private Session	M1 & M2 ↔ Party A/B	Suitability, Confidentiality, Rappor Identify Changes
3.	Introductions	M1 & M2 ↔ Parties	Rapport, Calm, Focus, Authority
4.	Statement – Party A Statement – Party B	M1 & M2 ↔ Party A/B	Define, Understand, Focus, Information, Authority
5.	Summaries	M2 ↔ Party A/B	Confirm, Clarify, Focus, Guide
6.	List of Issues	M1 & M2 ↔ Parties	Focus, Guide
7.	Exploration	Party A ↔ Party B	Information, Understanding, Options
8.	Private Session	M1 & M2 ↔ Party A/B	Reflection, Checking, Possibilities, Options
9.	Negotiation	Party A $\leftrightarrow$ Party B	Possibilities, Solutions
lO.	Outcome ·	Party A ↔ Party B	Agreement, Acknowledgements, Continuing Issues
1.	Close	Party A $\leftrightarrow$ Party B M1 & M2 $\leftrightarrow$ Party A/B	Closure
2.	Debrief	M1 ↔ M2	Reflection, Closure