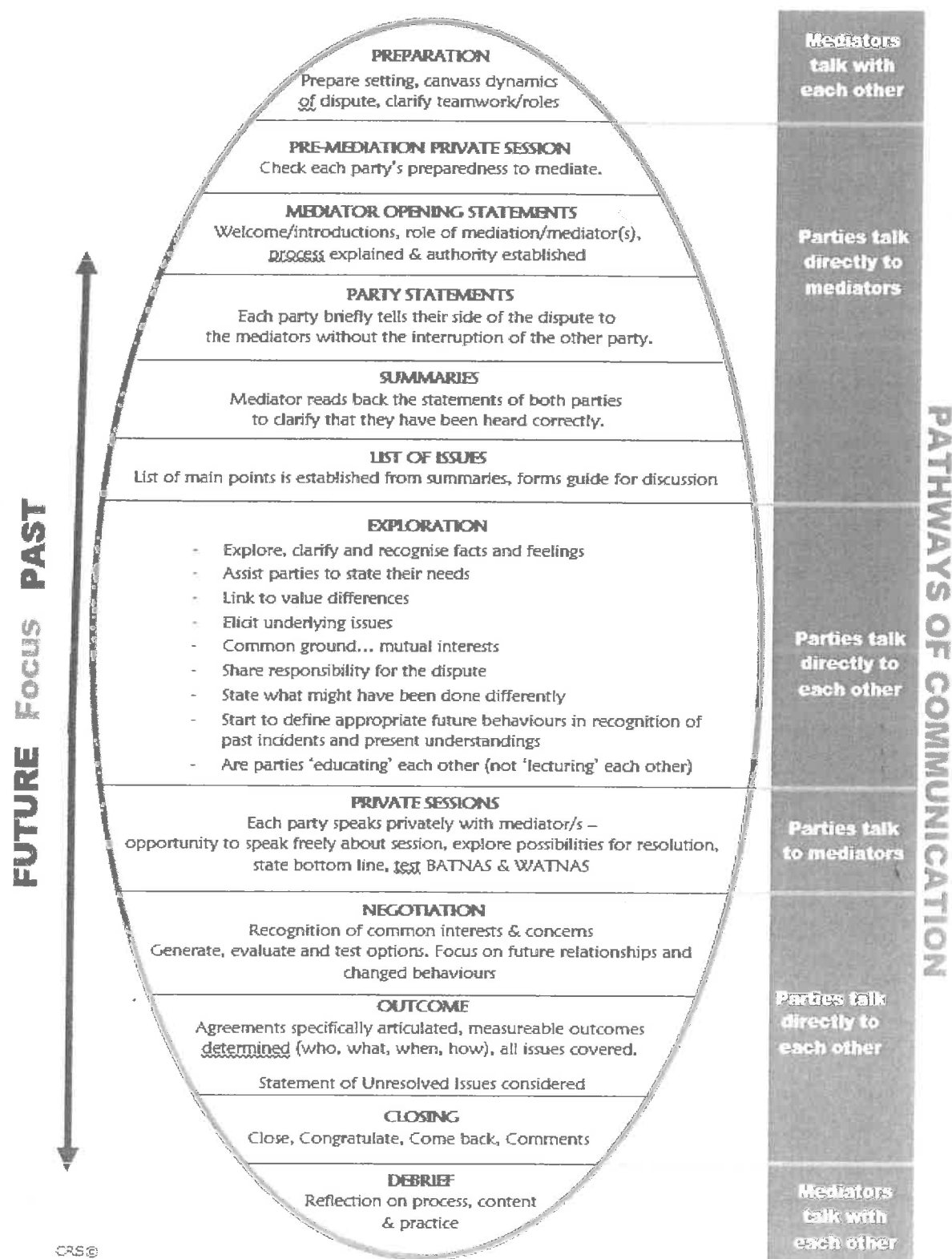


# Stages of Mediation Process



# 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, Rapport, 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 ↔ Party B	Possibilities, Solutions
10. Outcome	Party A ↔ Party B	Agreement, Acknowledgements, Continuing Issues
11. Close	Party A ↔ Party B M1 & M2 ↔ Party A/B	Closure
12. Debrief	M1 ↔ M2	Reflection, Closure