



Family Mediation Framework

Step-by-step guide to structured dialogue

Transform family conflicts into understanding with this proven 5-step mediation process. When everyone feels heard, solutions emerge naturally.

1 Set the Foundation

Create safety and establish ground rules for respectful dialogue

OPENING SCRIPT

"We're here because we care about our family. Let's agree to listen with open hearts, speak honestly, and work toward understanding."

GROUND RULES

• No interrupting • No name-calling • Use "I" statements • Take breaks when needed

2 Share Perspectives

Each person shares their viewpoint without interruption

FACILITATOR PROMPT

"[Name], please share your perspective. Help us understand how you're feeling and what's important to you."

ACTIVE LISTENING

Others listen without preparing rebuttals. Focus on understanding, not agreeing.

3 Reflect & Validate

Summarize what you heard to ensure understanding

REFLECTION TECHNIQUE

"What I'm hearing is that you feel [emotion] because [situation]. Is that right?"

VALIDATION EXAMPLES

"That makes sense" • "I can see why you'd feel that way" • "Your feelings are valid"

4 Find Common Ground

Identify shared values, goals, and areas of agreement

DISCOVERY QUESTIONS

"What do we all agree on?" • "What's most important to everyone?" • "What do we want for our family?"

COMMON THEMES

Love, respect, safety, fairness, communication, family unity

5 Create Solutions Together

Brainstorm options that honor everyone's needs and values

SOLUTION BUILDING

"Given what we've shared, what are some ways we could move forward that work for everyone?"

NEXT STEPS

Choose 1-2 specific actions, assign who does what, set a follow-up date

💡 Facilitator Tips

Stay Neutral: Don't take sides or offer your own solutions until invited.

Watch Body Language: Notice when someone needs a break or feels overwhelmed.

Manage Time: Keep each step moving while ensuring everyone feels heard.

Celebrate Progress: Acknowledge when breakthrough moments happen.