How to Mediate Conflict

Mediation: Mediation is a form of assisted communication. It involves negotiation to resolve differences conducted by an impartial party.

- Strive to be impartial
- Isolate conflict to only those who are involved
  - Gather Information
  - Define the problem
  - Is everyone aware of problem
  - How have people been dealing with the issue?
  - Have the people involved confronted one another?
- Bring people together to discuss the situation
  - Have each speak, without interruption, about the problem
  - Assist them to set a goal and achieve these goals throughout the conversation
  - Summarize and clarify the agreement for them
  - Stress that you are not responsible for coming to an agreement they are!
  - Communicate a positive feeling on your part about their working to improve the issues between them
- Define rules of the mediation
  - One person speaks at a time
  - Each person must listen to each other
  - Refer to each person by their name rather than “her” or “she”
  - ALWAYS use “I” statements. “I feel upset when Mary….“ instead of “Mary really ticks me off when she….”
  - No raised voices
  - No insults or sarcasm
  - Be attentive to body language and how things are said.
- Encourage, but don’t find a solution
  - Allow them to find a resolution they are both pleased with
- Follow up! Schedule a follow up meeting with both of them a week or two later. Make sure that their resolution is working for everyone involved.

Six Rules for Conflict Mediation

1. Never take sides
2. When possible, use a win-win strategy
3. Help ensure that personal integrity is maintained
4. Get conflicts into the open
5. Be aware of barriers to conflict resolution (defensiveness, put-downs, manipulation)
6. Do not involve more people than necessary