

DEFINITION

The AEA Mediation Process involves a Mediator who assists you in resolving differences by talking them out. The AEA Mediator is an impartial person who is not involved in the situation. The AEA Mediation process helps to clarify the problem and helps everyone involved work together to find an agreement which is acceptable to all.

—Adapted from Iowa Peace Institute

OTHER RESOURCES



The AEA Parent-Educator Connection
At your local AEA

AEA Mediation Coordinator
At your local AEA

ASK Resource Center

5665 Greendale Rd., Ste. D
Johnston, IA 50131
Phone: (515) 243-1713 or
800-450-8667
<http://www.askresource.org>

Bureau of Learner Strategies
and Supports

Iowa Department of Education
Grimes State Office Building
400 E 14th Street
Des Moines, Iowa 50319-0146
Phone: (515) 281-3176
Fax: (515) 242-5988

Disability Rights Iowa

400 East Court Avenue Suite 300
Des Moines, Iowa 50309
Phone: (515) 278-2502
Toll Free: 1-800-779-2502 Relay 711
info@DRIOwa.org

PREPARING FOR



AEA Mediation Process



AEA Mediation
Iowa Area Education Agencies

February 2015

ROLE OF THE AEA MEDIATOR

The AEA Mediator's job is to make it easier for you to talk with others involved in the situation that has brought you together. The AEA Mediator will:

- Explain the process and answer your questions.
- Assist you in establishing basic communication guidelines.
- Help clarify the issues that concern you.
- Assist in a conversation about how to improve the situation.
- Make no judgment but instead, focus the responsibility for resolving the issues on those present.



THE DAY'S SCHEDULE

Generally, the AEA Mediation Process will take less than half a day. To make certain that we ensure plenty of time for everyone, we ask that you set aside the entire day.

There is a general schedule that is typical of the AEA Mediator Process. It may look somewhat different depending on the needs of those involved.

1. Introductory remarks are given by the AEA Mediator with the parties signing an agreement to continue with the process.
2. The parties share their view of the situation. There will be a decision on who should speak first.
3. The problems are clarified and put in order to be discussed.
4. All solutions are developed, discussed, and negotiated together.
5. When you reach an understanding, AEA Mediator will help you craft the agreement, using the words of the parties. The AEA Mediator may ask the parties to select a "shepherd" who will oversee the agreement and serve as the point of contact. Before closing the session, the AEA Mediator will make sure the statement is accurate. If an agreement is reached, the AEA Mediator will prepare a written agreement. Parties will decide whether the agreement will be in good faith and therefore non-binding or will be considered "legally binding".



COMMUNICATION GUIDELINES:

The AEA Mediator will assist you in developing communication guidelines for resolving differences. These guidelines would include, but are not limited to:

- Speaking and listening respectfully
- Listening without interrupting
- Be willing to work together to solve the problems