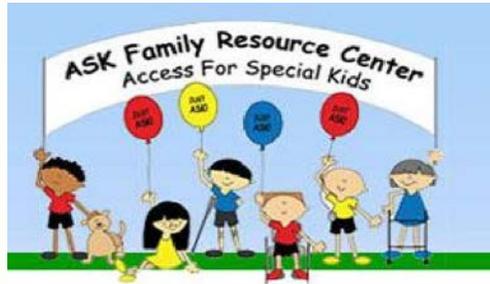


Definition

Mediation involves a mediator who assists both parties in resolving differences through discussing the issues at hand. The mediator is an impartial person who is not involved in the situation. The mediation process helps clarify the problem and helps everyone involved work together to find an agreement which is acceptable to all.

Adapted from Iowa Peace Institute

Who We Are



ASK Family Resource Center

5665 Greendale Rd. Ste. D
Johnston, IA 50131
Phone: 515-243-1713
1-800-450-8667
www.askresource.org

Bureau of Learner Strategies & Supports

Iowa Department of Education
Grimes State Office Building
400 E. 14th St.
Des Moines, Iowa 50319-0146
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Preparing for



November 2014

Mediator's Role

The mediator's job is to make it easier for you to talk with others involved in the situation. The 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.
- ~ Focus on the issues and help those present come to a mutual solution to the problem at hand



The Day's Schedule

Generally, mediation will take at least 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 mediation process. It may look somewhat different depending on the needs of those involved.

1. Introductory remarks are given by the mediator, with the parties signing an agreement to continue with the process.
2. The parties share their view of the situation. Typically, the parents are asked to speak first.
3. The problems are clarified and discussed one-by-one.
4. All solutions are developed, discussed, and negotiated together.
5. When an agreement is reached, the mediator will help craft the language of the agreement, using the words of the parties. Before closing the session, the mediator will make sure the statement is accurate.
6. The mediator will ask the parties to select a "shepherd" who will oversee the agreement and serve as the point of contact.
7. If an agreement is reached, the mediator will prepare a legally binding written agreement for signatures.



Communication Guidelines:

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

- ² Speaking respectfully
- ² Listening carefully
- ² Working together to solve problems