

STAFF OMBUDS OFFICE

MEDIATION PREPARATION

QUESTIONS TO CONSIDER

Mediation is a **voluntary** and **confidential** process which brings people together to move beyond polarities and transform a conflict into an opportunity by allowing stories to be shared. The mediator as an impartial third party facilitates communication between two or more employees to assist them in increasing understanding about the situation and reaching mutually agreeable solutions. The following are some questions to help prepare for the process:

What are your goals for the mediation?

What are the issues to be addressed?

What is the impact of this situation on you?

What does the other person need to know to understand your perspective?

What questions do you have? What are you curious about?

Set your intention! How would you like to communicate your message?

What are possible solutions you can think of? Moving forward what can you both do differently?