Mediation Agenda

1. Mediator Introduction
   • Zoom Troubleshooting
   • Role
   • Ground Rules (see below)
   • Process Overview

2. Opening Statements
   • Goal(s)
   • Topics

3. Sharing Perspectives & Increasing Understanding

4. Brainstorming Solutions

5. Closure

Ground Rules

1. Follow Zoom Mediation Etiquette
   • Use chat only for technical problems; not for private communication
   • Keep video on during the mediation
   • One person speaks at a time (If two people are talking at the same time, zoom does not capture both voices.)

2. Maintain Confidentiality
   • Private place to talk
   • No recording or documentation
   • No sharing what was said in mediation with others

3. Show Mutual Respect

4. Speak for Yourself
   • Use “I” Statements
   • Use first person’s name

5. Demonstrate Understanding & Acknowledge Impact

6. Suspend Judgment

7. Provide Solutions & Make Constructive Requests