

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