

## Handout #2 – Acting As a Mediator

### Step 1: Introduction and Ground Rules

1. “Hello. My name is ...” (*shake hands*)
2. “Would you like to use mediation to solve your problem?”
3. “Everything that you say will be kept confidential...”
  - We are not here to judge...
  - We will not decide the solution for you...
  - Each of you will get a chance to tell your story without interruption.
  - You will create the solution yourselves.
  - Together, you will create an agreement that you can both accept.
4. There are a few ground rules that you need to agree to:
  - Not to interrupt
  - No name calling or putdowns
  - Work hard to solve the problem
  - Be honest

### Step 2: Define the Problem

#### *Storytelling and uninterrupted listening*

5. “Please tell us what happened...(ask one person)
6. *Let them tell their story.*
7. “So...(restate and summarize the story)
8. “How did that make you feel?” (*restate*)
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9. “Please tell us what happened...(ask the other person)
10. *Let them tell their story.*
11. “So...(restate and summarize the story)
12. “How did that make you feel?” (*restate*)
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### **Step 3: Find Solutions**

#### *Creating options*

13. "The issues to be solved are...Are there any other issues?"
14. "Can you think of a solution for the issue of ...?" (*ask one person*)
15. "What do you think of this solution?" (*ask the other person*)

\*\*\*\*\*OR\*\*\*\*\*

16. "Let's brainstorm for 2 minutes. Can you think of some different ways this can be solved?"
17. *List these ideas.*
18. "Which solutions could you agree with?"

### **Step 4: Final Agreement**

#### *Mutual satisfaction*

19. Restate final solution.
20. 4WH (*who, what, when, where, how*)
21. "What could you do to keep the problem from happening again?"  
(*ask each person*)
22. "Do you think the problem has been solved?"
23. "Please tell your friends that you have solved the problem. This will prevent rumors from spreading about you and this problem."
24. "Congratulations. You have worked hard to solve this problem."
25. *Everyone shake hands.*
26. *Have people sign a final agreement.*

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