



# Handout #1: Mediation

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- ✓ Step 1: Introduction and Ground Rules
  - Do Not Interrupt
  - No name calling or putdowns
  - Be honest
  - Work hard to resolve the problem
- ✓ Step 2: Define the Problem
- ✓ Step 3: Find Solutions
  - Mediators do not suggest solutions
- ✓ Step 4: Final Agreement
  - Who, what, when, where, how

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