

Module 6: Roadside Assistance

Topic 1 Content: Mediation


Mediation Steps

Mediation Steps

Directions

The following steps can serve as a guide in mediating conflict resolution.

Click on each number below to learn about each step.



1 2 3 4 5 6

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Introductions

Mediation Steps

Introductions

Each person is given an opportunity to introduce themselves. The mediator then gives the rules of the mediation session, which would aim to maintain respect and communication among all the parties involved.



1 2 3 4 5 6

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Talk and Listen

Mediation Steps

Talk and Listen

Each conflicting party tells or writes his or her side of the story. The parties listen or read other's sides.



1 2 3 4 5 6

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Define the Problem

Mediation Steps

Define the Problem

Have the parties discuss the following questions:

- What or who is causing the conflict?
- What are the emotions you feel when you encounter this problem or person?



1 2 3 4 5 6

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Brainstorm Solutions

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Brainstorm Solutions

The parties in conflict list ways they may be able to resolve the situation.



1 2 3 4 5 6

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Evaluate Solutions

Mediation Steps

Evaluate Solutions

The parties, with the help of the mediator, place the possible solutions in order of viable outcomes and decide which one or ones will be most beneficial to everyone involved.



- 1
- 2
- 3
- 4
- 5
- 6

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Wrap Up

Mediation Steps

Wrap Up

Each person agrees to the solution and his or her responsibility to the solution by signing a contract.



1 2 3 4 5 6

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