



# 5 STAGES OF MEDIATION

1. WELCOME & INTRODUCTION
2. GETTING THE STORY
3. FINDING OUT MORE
4. EXPLORING OPTIONS
5. REACHING AGREEMENT  
(OR NOT!)

# RULES FOR MEDIATORS

- > DON'T TAKE SIDES
- > DON'T OFFER SOLUTIONS
- > KEEP THINGS CONFIDENTIAL

# RULES FOR PARTICIPANTS

- > SPEAK ONE AT A TIME
- > BE RESPECTFUL
- > DON'T BLAME THE OTHER PERSON/PEOPLE

W

I

N

A

WHEN

I FEEL

I NEED

CAN I ASK?

# DIAMOND 9

**GOOD LISTENER**

**LEADER**

**KIND**

**PATIENT**

**CONFIDENT**

**HONEST**

**RESPECT  
FOR PEERS**

**UNDERSTANDING**

**GOOD  
COMMUNICATOR**