5 STAGES OF MEDIATION

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



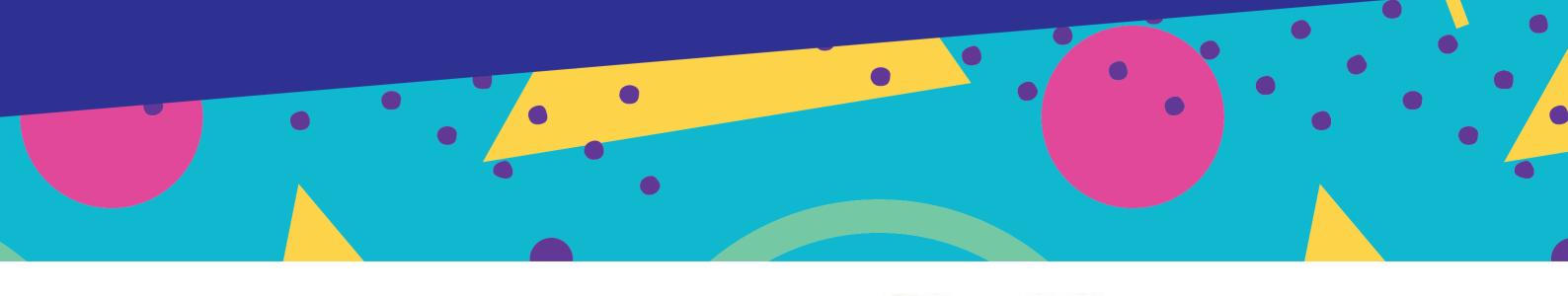


RULES FOR MEDIATORS

- > 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

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DIAMOND 9

