

## FACTSHEET No 18:



*a better way to settle*

### **Principles that help make mediation a constructive process**

Mediation works best when all those involved in the meetings:

1. Take turns to speak and do not interrupt each other.
2. Call each other by first names, not "he" or "she" or indeed more pejorative labels.
3. Use 'I' statements - for example not "he/she is always letting me down and hurting me" but "I feel hurt and let down when ... happens".
4. Try to describe what they want, rather than what they don't want i.e. what they would like other people to do differently in future, rather than what they don't want them to do, or to stop doing.
5. Try to avoid blaming or attacking others, or engage in put-downs and instead, to ask questions of each other for the purposes of clarifying and understanding them.
6. Try to avoid making rigid demands or taking fixed positions and instead, express themselves in terms of their personal needs and interests and the outcomes that they wish to achieve.
7. Listen carefully when any one person is speaking to them and avoids interrupting.
8. Listen carefully and with an open-mind, with the intention of trying to understand the other person's needs and interests.
9. Recognise that, even if they do not agree with each other, each person is entitled to their own views and perspective.
10. Try to avoid dwelling on things that did not work in the past, or what people did wrongly, but instead try to focus on how they would like things to be done differently in the future.
11. Attempt to avoid unproductive arguing, or expressing high emotion about the past history, and try instead to use the time in mediation to work toward the fairest and most constructive agreement possible.
12. Are able to speak up if they feel that something about the mediation process or meeting is not working for them.
13. Express their concerns if they feel the mediator is not being impartial or even-handed.
14. Feel able to ask to take a break when they need to.
15. Think about and inform the mediator about what, if any, more specific and personal principles not listed above that they may want added to the list..

#### Further Information & Help:

Call 0788 903 9393 or email:

[frances@progressive-mediation.co.uk](mailto:frances@progressive-mediation.co.uk)

[charles@progressive-mdiation.co.uk](mailto:charles@progressive-mdiation.co.uk)

[www.progressive-mediation.co.uk](http://www.progressive-mediation.co.uk)