

Quick Tips on *Mediation*

Mediation is a process used to resolve conflict. The people involved can sit face to face and discuss their disagreement. This uninterrupted communication makes it possible for each side of the dispute to be heard.

After the problem has been defined, disputants create possible solutions; evaluate the results and work towards reaching a win/win agreement that all parties can live with. It is the mediator's role to facilitate disputants through this process.

SOME BASIC PRINCIPLES OF MEDIATION:

- attack the problem, not the person
- negotiate from “interests” and “needs,” not from positions
- generate options for mutual gain
- agree to win/win resolutions that are fair, balanced, specific, and realistic

HOW TO DO IT:

Use the “OGE BOA” Principle

- **O**pening
- **G**athering Information
- **E**xplore Common Interests
- **B**rainstorm Options
- **O**ptions - Choose One
- **A**greement

ALL PARTICIPANTS MUST:

- make a commitment to solve the problem
- NOT interrupt
- NOT name call, or put others down
- NOT become violent

WHAT IS A MEDIATOR?

A Mediator...

- keeps the conflict confidential
- protects the participants
- is a good listener and does not interrupt
- believes that disputes can be resolved non-violently
- is neutral and doesn't take sides

KINDS OF PROBLEM SOLVING PROCESSES:

1. Mediation
2. Negotiation
3. Arbitration
4. Conciliation/Fact Finding-process of two parties agreeing to solve a problem without a third party



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