

# Mediation Process and Ground Rules

## Introduction and Ground Rules

Review the ground rules with the student and his host family. Be sure that both agree to abide by the rules.

1. agree to solve the conflict
2. be honest about your feelings
3. listen without interrupting
4. be respectful of each other's feelings
5. carry out the agreement

## Telling the Story

The Mediator chooses the person to speak first. Each person tells his or her side of the story. They should include how they feel.

## Searching for Solutions

Now that each disputant has listened to the other's side of the story, the mediator asks each person "What they could do to solve the conflict?". As a mediator you repeat back their solutions and record everything which they say. This is not a time for choosing – only thinking.