

Ground Rules for a Successful Mediation Meeting

**Sample Ground Rules for a Facilitated Discussion (The HR Toolkit)*

- One Person speaks at a time and identifies the issues that are important for him or her to discuss as well as what he or she views the conflict to be.
- Each person should also be prepared with some ideas for solutions to the problem.
- Listen to what others say about the situation as well as how they felt about it and what they thought about it.
- If you have something you feel you must say, make a note and wait your turn.
- PLEASE DON'T INTERRUPT. Each person has a right to be heard completely. You will get your turn.
- Work hard to understand what the other person is saying even if you need to take notes.
- Remember that when we are very emotional, our IQ can temporarily drop 10 to 20 points, so be aware that you may be misunderstanding something if you are extremely emotional about the conflict.
- Be prepared to explain the other person's point of view if you were asked to.
- Be prepared to explain your feelings, thoughts and needs.
- Be prepared to try to understand the other person's feelings, thoughts and needs.
- Be prepared to try to understand the other person's feelings, thoughts and needs both now and in relation to any previous interchange you may be discussing.
- Be prepared to consider that you may have been mistaken about something, have been missing information, or may have made an incorrect assumption.
- Follow the instructions of the facilitator/ mediator
- Be aware of time limits
- Be willing to make some adjustments in your behavior if any are requested.
- Be ready to request behavioral changes from the other person
 - More of something
 - Less of something
 - Something entirely new or instead of something