

Mediation manual

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This mediation manual includes prompts and questions to ask, and is for the mediator to use during the mediation process. For a deeper understanding of the mediation process and the rationale behind the steps, please read the article by [Manuel Küblböck](#).

Step 1: Realise that you already made a huge step

- "I want to emphasise that you've already taken a huge step towards conflict transformation by agreeing to meet today"
- "Most people with a conflict never make it this far"
- It's not "Me vs. You" but "Me + You vs. The Problem"

Step 2: Check in

- Check in with each other by answering the questions "How do you feel right now?"
- A check in can be valuable to disarm the tension in the atmosphere, e.g. by admitting that we are nervous.

Step 3: Decide on meeting principles

- Decide on what common groundrules you want to have during the meeting
- Examples include
 - It's not "Me vs. You" but "Me + You vs. The Problem"
 - Confidentiality. Everything that's said here stays here.
 - Listen to understand. We try to see each other's perspectives.
 - No interruptions
 - We speak for ourselves using "I" statements
 - We speak the truth and from the heart

Step 4: Describe the conflict

- To the meeting initiator: "What has happened that lead you to initiate a conflict - explaining the problem with facts and without emotions."
- To the other party: "I know you must feel the urge to defend yourself. Let's postpone trying to figure out who is 'right' or 'wrong'. What do you observe in the context of this conflict?"
- Both: "What are we trying to achieve together that would benefit from resolving this conflict?"
- So - in essence - you both want the same thing - but you're looking at it from different perspectives - which are heavily influenced by your individual needs and the roles you have in the context of the conflict.

Step 5: Understand your own perspective and needs

- "How is it making you feel?"
- "What do you need - or what is not being met? What kind of change do you want?"
- "Why is this important to you?"

Step 6: Understand the other person's perspective and needs

- "I want you to, in your own words, describe the perspective and needs of the other person."
- "Can you say in your own words what you just heard them say?"
- Complete the sentences
 - "What I heard you say is..."
 - "This is important to you because..."
 - Finish with "Did I get that right?"
- "Do you feel heard and understood by the other person - you might not necessarily agree with each other - but do you feel heard and understood?"

Step 7: Devise a shared strategy that meets everyone's needs

- How can we go from "We just see things differently. It's either my way or your way." into "We can both get what we need if we do it this way."
- "How could we approach this so we both get what we need?"
- One shared strategy can be "let's go our separate ways"

Step 8: Ending

- Express gratitude
- How do you feel now?
- How do you want to end this?