

NOVA SOUTHEASTERN UNIVERSITY

STUDENT MEDIATION SERVICES



- ✓ *Roommate issues.*
- ✓ *Relationship conflicts.*
- ✓ *Team dynamics.*

Constructive conflict resolution assistance is available for ALL students.

WHAT IS MEDIATION?

NSU Student Mediation Services offers conflict resolution assistance in a confidential and safe setting to NSU students, student work groups, and student clubs and organizations.

Mediation is an effective process for people in conflict to work through their issues and arrive at a mutually satisfying agreement. As trained and neutral third-party conflict resolution specialists, our staff can assist you with communicating issues, determining interests, generating options, and developing an agreeable outcome to a conflict that supports and enhances your relationship.

The mediation service is free and confidential. Mediations are scheduled to accommodate all parties. The process is not about right or wrong. It is about working out current problems and looking at options for possible solutions.



CONFIDENTIALITY IS KEY!

Mediation creates an environment where you can honestly and openly address the issues of the conflict.

Confidentiality is important to this process, because it allows people to work through issues they might not wish to share with others. Only those people present at the mediation know the content of the session. Mediators and the participants are bound by confidentiality not to share any information about the content of the mediation session.

YOUR ROLE IN MEDIATION

Mediation is as successful as you make it. Your responsibilities include:

- Identifying your issues in the conflict.
- Working with other(s) to find the most appropriate solutions.
- Taking ownership of the outcome.

You construct the agreement, while mediators facilitate the process. Come to mediation ready to work on resolving the underlying issues of your dispute.

WHAT HAPPENS IN MEDIATION?

Mediation begins with an opportunity for each party to share his or her view of the conflict, without interruption.

Be prepared to discuss your reasons for participating in the conflict and your interests and values. Consider this an opportunity to lay out your concerns, rather than "make your case." Mediation is not about proving anything. It is about resolving differences and creating a mutually satisfying agreement.

Mediators can help you shift gears to problem solving, which involves all the parties looking at possible ways to resolve the issues at hand. As conflicts usually involve more than one issue, this

part of mediation requires creativity and flexibility on the part of all parties. The mediators will help you arrive at an appropriate solution, to which all parties are willing to agree.

When you reach a solution that meets everyone's needs, the mediators will assist the parties in writing an agreement for all participants to sign. Everyone who signs the agreement will receive a copy. This agreement is a contract, and all who sign it are expected to live up to its terms. Parties are welcome to come back to mediation at any future time to revise the agreement, as necessary.

ONE-ON-ONE CONFLICT COACHING

One-on-One Conflict Coaching is an individualized and confidential service available to students interested in developing or enhancing their understanding of conflict and the various styles, skills, and strategies for conflict resolution. Coaching is intended to provide the knowledge and support necessary to assist you. Whether as an educational experience or as a way to address a current conflict, the session will be designed to fit the needs of the person seeking assistance.

The service offers questionnaires that can assist you in better understanding your current conflict approach and strategies. In evaluating your questionnaire response, the service can assist you in developing an awareness of your current conflict style and enhancing your skill for using various approaches and strategies.

NSU STUDENT MEDIATION SERVICES

Goodwin Residence Hall, Room 100E

phone: (954) 262-7196

email: studentmediation@nova.edu

Web site: www.nova.edu/studentmediation

**MEDIATION SERVICES OFFERED
TO ALL NSU STUDENTS INCLUDE:**

- One-on-One and Group Mediation
- Conflict Coaching
- Conflict Skills and Resolution Strategies
- Presentations and Training

Whether you're facing roommate issues, relationship conflicts, team dynamics, or a dispute among members of a student work group, club or organization, NSU Student Mediation Services can assist you.

To schedule an appointment, please contact Student Mediation Services at *studentmediation@nova.edu* or call (954) 262-7196.

If you are a residential student at NSU, your Resident Assistant can also assist you in scheduling an appointment.

For additional information, please visit *www.nova.edu/studentmediation*.



Student Mediation Services is sponsored by the NSU Division of Student Affairs and the NSU School of Humanities and Social Sciences Department of Conflict Analysis and Resolution.