

NSU
Student Mediation
Services
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 to address a current conflict the session will be designed to fit the needs of the person seeking assistance.

The service has several questionnaires that can assist you in better understanding your current conflict approach and strategies. Using the results of your questionnaire response, the service can assist you in developing an awareness of your current conflict approach and enhancing your skill for using various approaches and strategies.

To learn more or setup an appointment contact studentmediation@nova.edu or Mediation Services (954-262-7196).

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Whether it's a student disagreement, relationship conflict or dispute between student members in a work group, club or organization, the NSU Student Mediation Services can assist you!



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Division of Student Affairs
SHSS Department of Conflict Analysis and Resolution

For more information visit our website at <http://www.nova.edu/reslife/mediation/> where you can find strategies and steps to follow for resolving roommate and other interpersonal conflicts. You can also schedule an appointment for One-on-One Conflict Coaching or a Mediation Session at studentmediation@nova.edu

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Sound familiar:
The group is angry that our grade is going to suffer because you have not done your share of our history class group project!
ARE YOU EVER GOING TO RETURN THE CLASS BOOKS YOU BORROWED LAST SEMESTER FROM ME?
Why are you passing rumors about me to our friends?
The club members are tired of you not fulfilling the obligations of your position!

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What is Mediation?

NSU Student Mediation Services offer 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.



What will happen in the mediation?

The mediation process starts with each party having the opportunity to share their view of the conflict, without interruption. You should be prepared to discuss what has brought you to mediation and what your interests and values are in the conflict. This is an opportunity to lay out your concerns, not to “make your case.” Mediation is not about proving anything; it’s about resolving differences and creating a workable agreement.

The mediators will then help you to shift gears to problem solving. Problem solving involves all parties looking at possible ways to resolve the issue at hand. As there is usually more than one issue to work on, this part of mediation requires creativity and flexibility on the part of you and the other parties. Your mediators will help you arrive at an appropriate solution that all parties are willing to agree to.

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.

What is your role in the mediation?

Mediation will only be as successful as you make it. Your responsibilities in mediation are to:

- Decide what the issues are for you in this conflict.
- Look for solutions
- Work with the other party(s) to determine which solutions are most appropriate.

Remember, you construct the agreement and the mediators facilitate the mediation. You should come to the mediation ready to work toward a resolution of the problems underlying the dispute.

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 and problems that they might not wish to share with others. Only those people present at the mediation know the content of the session, and the mediators are bound not to share any information relating to the content of the session outside of the mediation.