

The Mediation Process: What do I need to know

NSU Student Mediation Services

This sheet was developed by Student Mediation Services (SMS) to aid you in preparing for your mediation. It contains useful information to help you understand the process as well as your own role in the mediation. Please read this sheet prior to your mediation.

What is Mediation?

Mediation is an effective means for people in conflict to work through their issues and arrive at an agreement the parties can live with. Mediation involves impartial and neutral mediators helping you and the other parties in your dispute. At the mediation, each party will identify their needs and interests, as well as solutions for the future.

The mediation service is free and confidential and is scheduled to accommodate all parties. Mediation is not about right and wrong. It is about working out current problems and looking at future possibilities.

What Will Happen at the Mediation?

The mediation process starts with each party having an opportunity to share their view of the conflict, with no interruptions. You should be prepared to discuss what has brought you to mediation and what your needs and interests are in this 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 finding a workable solution.

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

When you reach a solution that meets everyone’s needs, the mediators will write up an agreement for all parties to sign. Everyone who signs will receive a copy of the agreement. This agreement is a contract, and all those who sign it are expected to live up to its terms.

Your Role in the Mediation

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

1. Decide what the issues are for you in this conflict.
2. Look for solutions.
3. Work with the other parties to determine which solution is most appropriate.

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

Confidentiality is Important in Mediation

Confidentiality allows people to be comfortable working on tough issues. Mediation creates an environment where you can honestly and openly address the issues of the conflict.

Confidentiality is important because it allows people to work out 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.

If you have any questions or concerns please contact the SMS at studentmediation@nova.edu or 954-262-7196. We are committed to making our mediation a successful experience.