

MWI's Mediation Training Program

Welcome!



MWI's Mediation Training Program

- Purpose
- Methodology
- Challenges
- Expectations
- Logistics
- Agenda Review
- Questions?

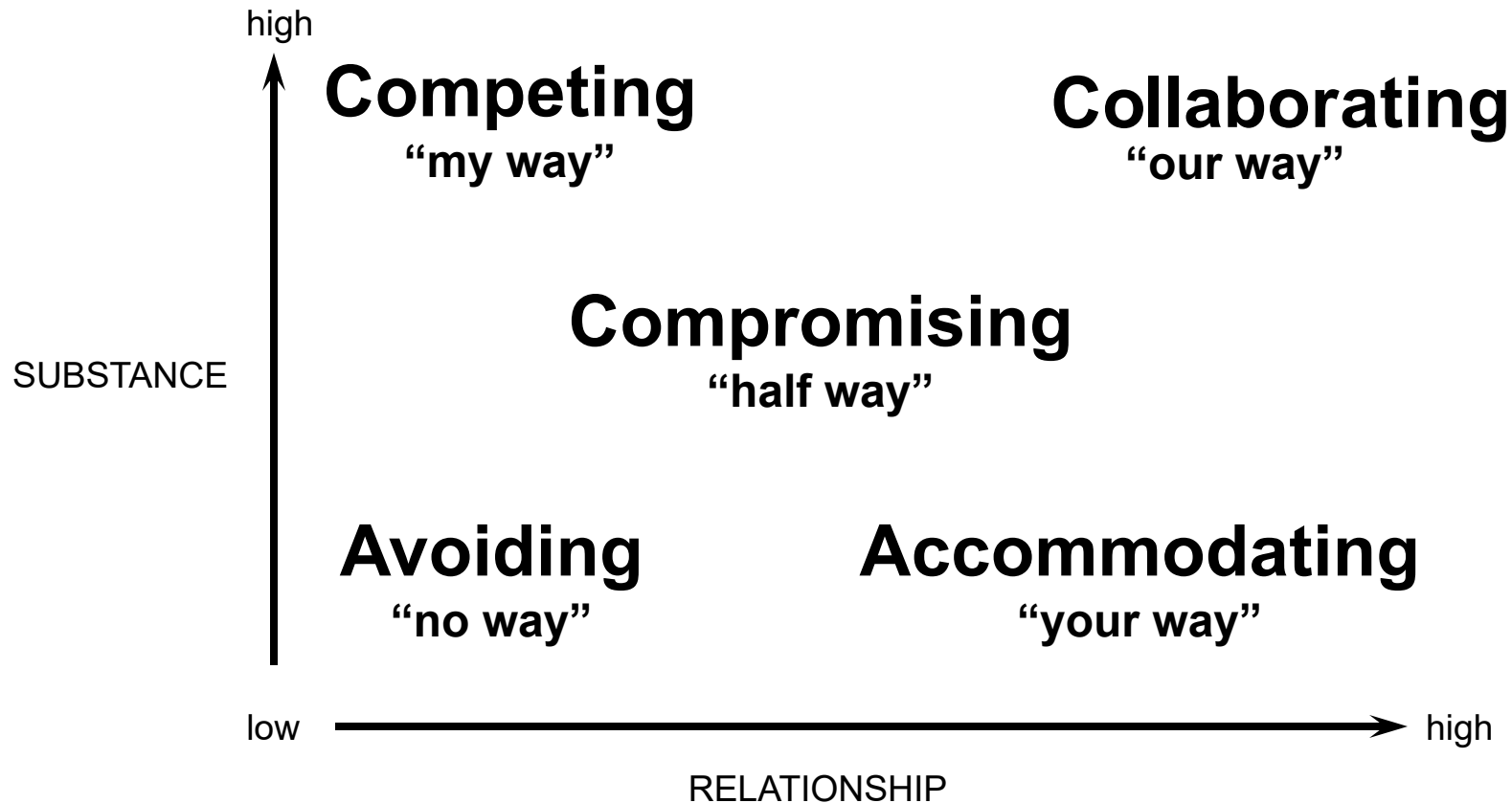


Zoom Overview

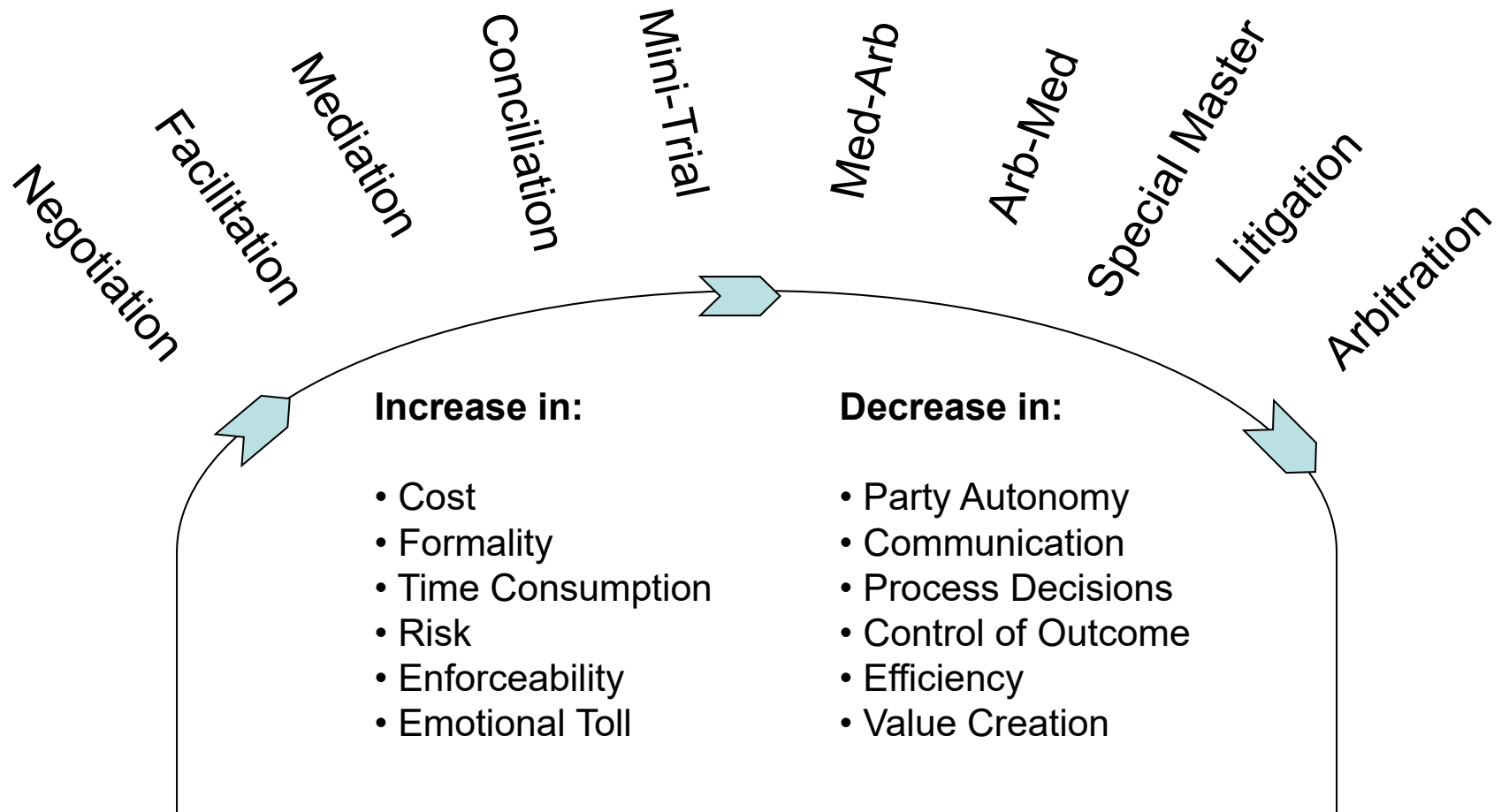
- Two views (top right-hand corner) – Gallery (see everyone) vs. Speaker view
- Leave camera on during the training
- Chat feature will be on – check if you're sending a message to everyone vs. a specific person
- Raise hand - Alt+Y (PC) / Option+Y (Mac) to ask a question
- Check that your name is correct
- Please mute your mic when you are not speaking. Hold spacebar down to temporarily unmute your microphone.



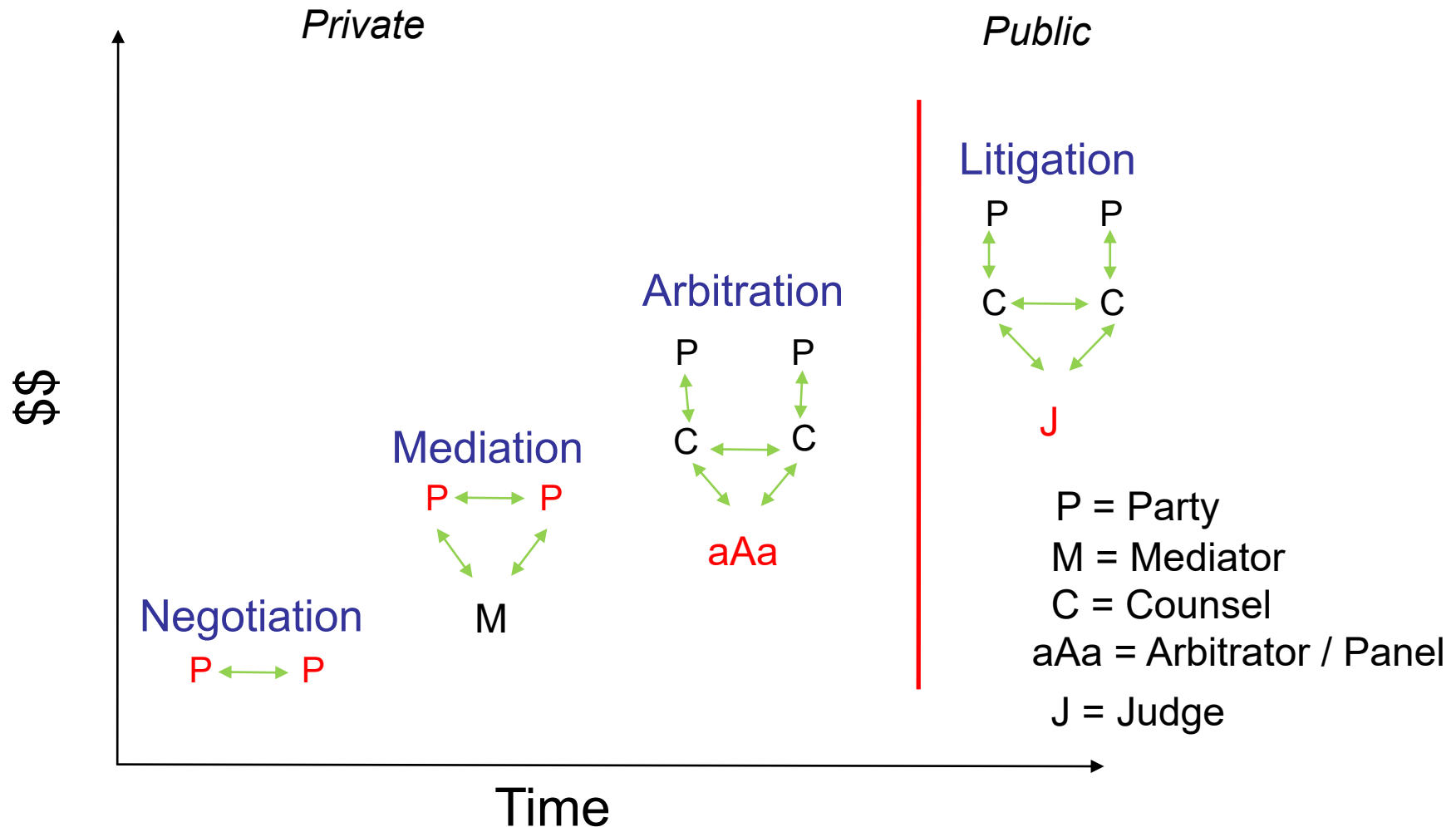
Conflict Styles



Dispute Resolution Processes



Dispute Resolution Processes



Mediation Overview

- Definition – “Assisted Negotiation”



- Goals of Mediator:

- Manage process effectively
- Facilitate communication
- Focus on interests
- Help parties define and meet goals



Principles of Mediation

- Voluntary
- Impartiality / Neutrality
- Confidentiality
- Informed Consent
- Self-Determination



Structure and Stages of Mediation

Pre-Mediation - Screening and intake / Preparation

- Initial Joint Session (public)
 - Defining an agenda / Identifying interests
- Individual Sessions (private)
 - Generating options / Analyzing alternatives / Making decisions
- Final Joint Session (public)
 - Reaching closure / Agreement Writing

Post-Mediation - Evaluation / Follow-Up



Mediators' Introduction

1. Welcome / Names
2. Explain process and roles
3. Voluntary
4. Confidentiality
5. Neutrality
6. Structure of mediation
7. Agreements
8. Confirm participation / questions



Initial Joint Session

- Mediator 1 and 2 split the Mediators' Opening
- Mediator 1
 - Asks - who would like to begin? (Party A)
 - Informs Party B about next steps and lets them know they will have the same opportunity / Asks Party A – why here and what are you looking for
- Party A speaks
 - Mediator 1 thanks Party B for waiting and summarizes Party A's perspective to confirm understanding / Mediator 2 summarizes any additional points (if needed)
 - Mediator 2 invites Party B to speak – why here and what are you looking for
- Party B speaks
 - Mediator 2 thanks Party A for waiting and summarizes Party B's perspective to confirm understanding
 - Mediator 1 summarizes any additional points if needed
- Mediator 2
 - Asks both parties - Is there anything either of you wish to add? Summarizes
 - Asks each party to define what a successful mediation looks like for them | Listen and summarize



Mediators Caucus

1. How are YOU doing?
2. How are WE doing as a team?
3. What do we know about each party's INTERESTS?
4. What do we do next and why?

