

There are 6 steps to a formal mediation;

- 1) **Introductory Remarks.**
The mediator will give an opening statement. This outlines the role of the participants and demonstrates the mediator's neutrality. The opening statement during the introductory remarks will set out the ground rules for the mediation.
- 2) **Statement of the Problem by the Parties Involved.**
At this time the mediator will give each side the opportunity to tell their story uninterrupted. Most often, the person who requested the mediation session will go first.
- 3) **Information Gathering Time.**
The mediator will ask the parties open-ended questions to get to the emotional undercurrents. The mediator may repeat back key ideas to the parties, and will summarize often.
- 4) **Identification of the problems the parties are experiencing.**
This might also be part of other segments. The mediator tries to find common goals between the parties. The mediator will figure out which issues are going to be able to settle or those that will settle first.
- 5) **Bargaining and Generating Options.**
Methods for developing options may include group processes, discussion groups or sub groups, developing hypothetical plausible scenarios, or a mediator's proposal where the mediator puts a proposal on the table and the parties take turns modifying it. However, the most commonly used method is the caucus.
- 6) **Reaching an Agreement.**
Once the participants are committed to achieving a negotiated settlement, the mediator will propose a brainstorming session to explore potential solutions. This can lead to a final agreement, which diffuses the conflict and provides a new basis for future relations.