

GROUND RULES FOR THE MEDIATION PROCESS

1. Attack the problems and concerns at hand. Do not attack each other.
2. Avoid positions; rather express yourself in terms of needs and interests and the outcomes you would like to realize.
3. Work for what you believe is the most constructive and fairest agreement for both of you.
4. During settlement meetings, remember the following:
 - a. Do not interrupt when the other party is speaking. You will have a full and equal opportunity to speak on every issue presented for discussion.
 - b. Do not use language that blames or finds fault with the other. Use non-inflammatory words. Be respectful of others.
 - c. Speak for yourself; make "I" statements. Use each other's first names and avoid "he" or "she."
 - d. If you share a complaint, raise it as your concern and follow it up with a constructive suggestion as to how it might be resolved.
 - e. If something is not working for you, please tell the mediator so your concern can be addressed.
 - f. Listen carefully and try to understand what the other is saying without being judgmental about the person or the message.