

ADRIA ONLINE MEDIATION SKILLS PRACTICE SESSIONS

If you are practicing for a particular goal such as a course re-evaluation, a supervised mock mediation (Q.Med) or a mediation skills assessment (C.Med), please review the skills & competencies required as outlined in each of the forms. The following mediation model is only one option for you to use when demonstrating your skills and competencies.

MEDIATION MODEL

Prepare	Phase 1	prepare for discussion, agree to mediate
Identify	Phase 2	identify issues, set the agenda
Explore	Phase 3	explore interests and needs
Create	Phase 4	create options, develop possibilities
Evaluate	Phase 5	evaluate options, consider solutions
SOLVE	Phase 6	Solve, conclude the process

1. Prepare

Setting the stage

- Welcome / collaborative tone
- Logistics (time, note-taking, cell phones, parking, what to do if not finished, breaks)
- roles
- process - PIECES – Prepare, Identify, Explore, Create, Evaluate, Solve
- guidelines
- caucus
- confidentiality
- knowledge and authority
- agreement to mediate
- commitment to participate

2. Identify

What is to be resolved?

- Agenda (Issues/topics)
 - mutually inclusive
 - neutrally framed
 - resolvable
- Prioritize first topic

3. Explore

Why is it important?

- Active listening skills (open questions, probe, reflect feelings, empathize, paraphrase, reframe, summarize)
- Finding commonalities
- Uncovering interests/needs
 - PEACH – Priorities, Expectations, Assumptions, Concerns, Hopes
 - BFVNs – Beliefs, Fears, Values, Needs
- Balanced discussion
- Summary of interests

4. Create

What are some options for resolution?

- Brainstorm options without evaluating or judging
 - be creative
 - all participate

5. Evaluate

How do these solutions meet our needs?

- Evaluate options against unique and common interests
- Consider objective criteria
- Do solutions meet the needs of all parties?

6. Solve

Develop the detailed action plan

- Develop detailed action plan
- Who does what, when, where?
- What if?
- Follow-up to reassess
- Written Agreement
- Testing the Agreement

COMMON INTERESTS

Acceptance	Accountability	Achievement	Acknowledgement
Adventure	Affection	Appreciation	Authority
Autonomy	Belonging	Beauty	Being Heard
Celebration	Clarity	Commitment	Communication
Competency	Connection	Consistency	Contribution
Creativity	Efficiency	Empathy	Equality
Excitement	Experience	Expertise	Fairness
Financial Security	Freedom	Fulfillment	Fun
Health	Honesty	Inclusion	Imagination
Independence	Input	Integration	Intimacy
Motivation	Nurturance	Opportunity	Organization
Originality	Peace of Mind	Privacy	Profitability
Recognition	Relaxation	Respect	Responsibility
Safety	Satisfaction	Security	Self Assured
Sense of Order	Sensitivity	Sharing	Standards
Strength	Support	Teamwork	Time
Trust	Understanding	Unity	Validation