

## Mediation roles

**Mediation** is a transparent, structured, confidential process. An independent, qualified, currently accredited mediator, with the assistance of professional advisors and/or support people, who may or may not be present, provides even-handed assistance to participants to reach agreements cooperatively, if agreements are appropriate.

Mediation provides a personalised series of facilitated, purposeful, structured, respectful conversations

so that **participants** can

- listen to and hear each other
- identify mutual issues to be discussed and agreed
- discuss what is important to each person about each issue
- develop options that may lead to resolution
- consider other approaches for resolution
- aim to reach an agreement

and the **mediator**

- designs the mediation
- advises and adapts the process within the structure of mediation
- facilitates an even-handed dialogue among participants through each of the stages of mediation
- follows the lead of the participants with respect to the issues for discussion

and each **advisor** and **support person**

- engages with the process, the mediator and other participants
- follows the lead of the parties with respect to the issues for discussion
- follows the lead of the mediator with respect to the process.
- supports the participants and cooperates with the process
- reviews the risk analysis

and in which **each person**

- listens generously
- thinks creatively
- speaks moderately
- decides wisely
- concludes satisfactorily.