

Sun Devil Suggestions

What is a mediator? A Mediator...

- Keeps the conflict confidential
- Is a good listener and does not interrupt
- Believes that disputes can be resolved non-violently
- Is neutral and doesn't take sides

Some basic principles of mediation:

- Attack the problem, not the person
- Negotiate from 'interests' and 'needs' not from positions
- Generate options for mutual gain
- Agree to win/win resolutions that are fair, balanced, specific, and realistic

How to do it (Use the "OGE BOA" Principle):

- Opening
- Gathering Information
- Explore Common Interests
- Brainstorm Options
- Options- Choose One
- Agreement

Behaviors that help during mediation:

- Showing empathy/courtesy
- Using clear, concise language and active listening
- Checking accuracy of inferences and assumptions
- Be aware of your own and others' frame of references, stereotypes, biases, and prejudices
- Developing positive communication skills
- Remember that non-verbal communication conveys messages as powerfully as the spoken word.
- PATIENCE, PATIENCE, PATIENCE!

Behaviors that hinder during mediation:

- Failing to acknowledge each person as an individual
- Jumping to conclusions
- Being judgmental
- Failing to take into account culture-specific behavior

And remember...

"Peace is not the absence of conflict but the presence of creative alternatives for responding to conflict -- alternatives to passive or aggressive responses, alternatives to violence."

—Dorothy Thompson

Resources

Books to check out from the SDIC Leadership Library (MU 3rd floor):

- *A Model For Conflict Management*
- *Conflict*
- *Giving and Receiving Feedback*
- *Handling Conflict*

Websites to visit:

<http://www.acrnet.org/>

<http://www.crinfo.org/>

<http://www.diversityresources.com/resources.htm>

Other Resources:

Your advisor!

Visit the Intergroup Relations Center (965-1574 or Student Services, 2nd floor)

Counseling and Consultation (965-6146 or Student Services, 3rd floor)