

Ground Rules

- Please be respectful of each other's words and gestures; do not interrupt.
- Please communicate openly and in good faith. Mediations are designed to provide a safe and confidential environment that allows for candid dialogue.
- Be willing to listen to the others as you would want them to listen to you.
- Give answers from your knowledge and perspective, please don't relate hearsay or third-party information.
- It can be challenging at times not to take matters personally or to feel defensive when statements are made that do not match your account of events or line up with the information as you know it. Trust you will have an opportunity to speak to what you have heard. If you find you need to take a break, please make the mediator aware.
- It is normal for emotions to show in mediations, for all parties. This speaks to the impact the situation is having on the participants. Do not apologize or feel embarrassed should this occur.
- Discussions are confidential; nothing said or done on the process to resolve matters may be used in any other process (complaint, grievance, etc.) going forward. Confidentiality applies to any notes taken during the discussion as well.
- Recording of the mediation is not permitted.
- Please silence your phone until the end of the discussion. If you must receive a call, please request a break and step away from the group.
- You may request a break anytime as needed.
- Mediation is a voluntary process. You, or the mediator, may terminate the session at any time should the discussion not progress in a productive manner or become unsafe.