

The following guidelines are offered as a way to ensure mutual respect throughout the entirety of the conversation. Prior to the discussion a clear concern should be identified along with the desired outcome. Prior to the mediation discussion, guidelines can be added that may not be addressed below.

- The parties involved agree to take turns speaking and not interrupt each other.
- The parties involved agree to call each other by our first names, not "he" or "she."
- The parties involved agree to not blame, attack, or engage in put-downs and will ask questions of each other for the purposes of gaining clarity and understanding.
- The parties involved agree to express ourselves in terms of our personal needs and interests and the outcomes that we wish to realize.
- The parties involved agree to listen respectfully and sincerely try to understand the other person's needs and interests.
- The parties involved recognize that, even if we do not agree with it, each of us is entitled to our own perspective.
- The parties involved will not dwell on things that did not work in the past, but instead will focus on the future we would like to create.

If either party feels as though the desired outcome has not been achieved, an additional mediation may be scheduled or other options may be explored.