

FACILITATING THE 5-STEP MEDIATION MODEL

1. When I sit down to mediate between two people, I usually will have had at least one Pre Mediation session with each person (using the Enemy Image Process structure, including explaining in detail the 5-step Mediation Model, and sometimes doing some role playing ahead of time).
 2. I like starting the mediation with some rounds of check in and foundation setting. I first do a round of asking each person how they are doing, how they are feeling in general this day, independent of the conversation with the other person they are about to have. Then I do a round of asking how each is feeling about the mediation conversation today and if they have any hopes, intentions, etc. they would like to state. At this point I also say my intentions of what I hope to support happening in the conversation. Lastly, I explain again the 5-step mediation process, and confirm that they are both willing to try using this structure. I also ask about any other pre agreements they might like to make, such as confidentiality, and anything else that would add to their feeling of safety and trust.
 3. I usually start the mediation session with taking a minute or so of silence to gather and center ourselves, perhaps suggesting they focus on their breathing and intentions. Then I ask who would like to speak or listen first. I then ask whoever goes first what they would like the other to hear right now.
 4. In the first phase of the process there are 4 steps: 1. Person A expresses and I provide empathic listening and reflection (Elements of Empathy), 2. I ask Person B if they are willing to reflect back to A what they heard from A and A's needs, 3. I ask B how they feel about what they heard and what they want A to hear now, and 4. I ask A if they are willing to reflect back to B what they heard and B's needs.
 5. As we cycle through the 4 steps, I start introducing more and more coaching rather than just reflective listening. My goal in doing this is to help them shift focus from attachment to their thoughts and strategies to a focus on universal needs, and how they can feel connected within themselves and with each other through this.
 6. When both say they feel complete expressing what they want to say and feel heard and understood as they would like, I invite them into the second phase of Solution Requests and Agreements. I like starting this phase by asking them to throw out ideas (in brainstorming mode) of requests of the other or themselves that might meet the needs expressed by both of them.
 7. For this second phase it can be helpful to have a flip chart and put up the needs from the first phase and the brainstorming ideas for meeting them.
- Once all the requests are on the table, I help them find where they agree, the Main Agreements (I may use the Need Behind the No process to deal with any objections). Once the Main Agreements are set, I see if they want to make Supporting Agreements to help keep the Main Agreements, and also a Restoring Agreement in case any Main Agreements aren't kept.

JOHN KINYON
EMPATHY • MINDFULNESS • COMMUNICATION

www.JohnKinyon.com