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Mediation Process Description

I. Overview

- A. Orientation Session – I recommend starting with a joint session of all who are part of the mediation process. In this session I give an orientation of the road map I offer for a safe and trustworthy journey of conversation through the conflict situation to a place of each person's needs being met as much as possible. The first part of this session gives an overview of what creates human conflict and disconnection, the process of communication and mediation being offered (based in the work of Nonviolent Communication/NVC), and how this process restores connection and cooperation so the parties can find effective solutions together. The second part of the session provides an opportunity for each of the parties of the mediation to experience the core elements of the communication process applied to their experience of the situation.
- B. Individual Preparation Sessions – In these individual sessions, I provide a private, confidential space for each person to share their perspective and experience of the situation and feel heard and understood. This is also an opportunity for each person to more deeply experience and become familiar with the components of the communication process applied to their own experience, as well as to understanding the other person's experience.
- C. Mutual Understanding Session(s) – In this joint session, I facilitate and guide the parties through a structured process of hearing and understanding each other's experience and perspective. Out of this session comes clarity and mutual understanding of the most important needs and values in this situation for each person to be met going forward. If there is emotional hurt in the situation, there is the option of a Reconciliation and Healing process – empathy for the impact of past hurtful actions and impacts, and the opportunity for emotional pain to be resolved and a restoring of the connection.
- D. Problem-Solving Session(s) – In this joint session, parties are supported to identify the issues to be addressed, brainstorm ideas and solution requests, and then work together to reach agreements to meet each person's needs.



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- E. Commitment Session [optional] – This session provides the opportunity to formally confirm and commit to the agreements that have emerged from the process. It also provides the space to honor, reflect on, and appreciate the journey that was taken together.
- F. Follow Up Meeting [optional] – I have found it quite helpful to schedule a follow up session 4-6 weeks from the Commitment Ceremony to review what is working and what needs to be adjusted or changed with the agreements. Knowing this session is scheduled adds motivation to maintain focus on the agreements and support the agreements to be kept.
- G. Administrative Support and Documentation (1-2 hours) – This is the amount of time I bill for writing up/documenting and sharing back what happens in the Mutual Understanding and Problem-Solving sessions, as well as time spent with communications and other logistics between sessions.

II. Estimate of Hours (for 2 person mediation)

Actual hours could be more or less, and generally more hours the more people involved.

- A. [1-2 hours] Orientation Session – meeting online on Zoom
- B. [2 hours] Individual Preparation Sessions – online
- C. [2 hours] Mutual Understanding Session – online or in person
- D. [2 hours] Problem-Solving Session – online or in person
- E. [1 hour, optional] Commitment Session – online
- F. [1 hour, optional] Follow Up Meeting – online
- G. [1-2 hours] Administrative support/documentation

IV. Estimated total hours: 8-12 hours

V. Cost – My full rate is \$250/hour. A sliding scale rate is possible depending on the situation.

VI. General Timeline (adjustable, flexible)

- A. Weeks 1-2: Orientation and Individual Sessions
- B. Weeks 2-3: Mutual Understanding Session(s)
- C. Weeks 3-4: Problem Solving Session(s)
- D. Week 4-5: Commitment Session [optional]
- E. Week 9-11: Follow Up Session [optional]