

## Mediation Introduction

Instructions to the candidate before the mediation.

1. You are very welcome. The fact that you are here today shows that you would like to resolve the issues between you and find solutions.
2. Thank you both for signing the Agreement to Mediate in our private meetings which I will remind you of how we work today.
3. You have seen my current Practising Certificate (show again) to practise as a mediator and the **IMI (International Mediation Institute)** code of professional practice. *Do not mention MII or MFI.*
4. You will also see that I abide by the Code of Ethics and am bound by the Mediation Act of 2017.
5. You can seek legal advice (as per Mediation Act 2017) and other advice as needed such as legal/professional advice at any stage.
6. The principles of mediation are:-
  - Impartiality  
Let me know if you recognise me or if you feel that I am not being impartial.
  - Voluntary
  - Confidentiality  
We can take notes but I would ask you to destroy them at the end of the mediation as I will do too.
  - Self determination  
My role is to facilitate you to come to your own solutions in a non judgemental way so you can speak freely without fear. This can be an emotional space with some difficult conversations.
7. We do this following the SISA method (give short explanation of SISA)
  - Storytelling – you will both get equal time
  - Issues
  - Seeking solutions
  - Agreement - Depending on whether the participants in the mediation reach an agreement - this agreement will draw on their own words.

8. Guidelines:

- a. Managing of interruptions
- b. Use of respectful language
- c. Use of preferred names
- d. Assigning of uninterrupted time for the mediation
- e. Confirming that nobody else is in the room
- f. Turn off mobile phones
- g. Confirmation of no recording
- h. Note taking agreement - as per relevant legislation and Code of Professional Practice.
- i. Able to withdraw at any time (either client or mediator)
- j. Time out request

9. Well done on taking the first step in coming to mediation today. If at any time you feel you need a short break for any reason, please, let me know. We can pause for a short break if necessary.

10. Are there any questions? Who would like to share their story first?

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