

Mediation Matters

Guidelines for Observing Mediations

In an effort to balance the need for education for the trainees and the comfort level of the participants, we ask that the observers as well as mediators follow the guidelines listed below. We appreciate your time and feedback. If you have any questions or concerns please contact our office at 584-6361.

- Mediators will acknowledge your presence as an observer and make the parties aware that observation is part of the apprenticeship for new mediators.
- Choose to sit with a good vantage point of the mediators and participants. Do not sit at the table.
- Be aware that participants may try to engage you, make eye contact, etc. You should consider yourself invisible to the parties and the mediators. Be aware of your facial expressions, returning eye contact, and any nonverbal signs of agreement and/or disagreement such as nodding or shaking the head.
- Mediators will be instructed to avoid drawing observers into the process, asking questions, verifying procedure, etc.
- You may take notes regarding the process, however be careful not to note information which may compromise confidentiality.
- You'll have any opportunity to debrief with the mediators following the mediation.

Thanks for your continued interest in mediation.