

# **What is mediation?**

Mediation is any voluntary process for resolving disputes in which another person helps the parties negotiate a settlement.

# Why mediation?

A resolution agreed by the parties is more likely to be successful than a resolution imposed by someone else.

# When does mediation work?

- Mediation is most likely to resolve a conflict when:
  - The parties want a resolution.
  - All the important stakeholders come to the table.
  - The parties are (eventually) able to express the reasons for their discomfort and distress.
  - The mediator is able to control and sustain the process.
  - The parties are capable of living up to their promises.

# How does mediation work?

- Written information and verbal explanation is provided to the separate parties to allow them to decide whether or not to agree to mediation.
- The mediator(s) meet the parties at separate meetings to hear the individual descriptions of the dispute, including its origins, the current situation, how they feel about it and what they would like to see happen. These sessions are confidential and help to focus on the real issues that need to be addressed and allow the mediator to decide whether or not the parties can be brought together.
- If/when the mediator considers that the process can proceed the parties are brought together.

# How does mediation work?

- At the mediation session there is an opening statement by the mediator explaining the structure and setting the ground rules/rules of engagement.
- Each party is then given uninterrupted time to have their say including what they would like to see happen.
- The parties are then allowed to have an exchange (the arguing and discussion begins) within the rules of engagement.
- This exchange is intended to generate options with a view to building an agreement before settling on an agreement, which is eventually written.

# **Mediation and the Private Rented Housing Panel (PRHP)**