Mediation Technique

1. Explain that you are going to try and make this relationship better and they will be able to move forward after this mediation session.

2.  Ask each person in turn to give their opinion on what the problem is between them.  Ask them to speak to each other not to you, and ask them to let each other have their say without interrupting.

3.  Repeat back a summary of what has been said after each person has had a chance to speak.

4.  When each person has had their say, ask them to tell each other how they are feeling about their relationship and the situation.

5.  Ask each of them in turn what they think could be done to improve things. Ask them each what they are going to do to improve things. Ask them to say “I am going to …”.

6.  Ask them if they want to try harder to be friends, or avoid each other for a few days and try mediation again.

7.  Even if the session has been successful and they have resolved their issues, still meet up with them again each day for a week then less frequently just to ensure things are still ok.

8.  Give them a small project to do together to help their friendship and encourage team work.