

What is Mediation?

Resolving Conflict

There are many different ways to resolve conflict, from peaceful discussion to court action or going to war. Mediation is just one more way to resolve conflict, but there are some aspects of mediation that make it special:

- Mediators are impartial – they are there to help both sides.
- Mediators do not suggest answers – this is the job of the people they are helping.
- Mediation is voluntary – everyone must agree to take part.
- Mediation is private and confidential.
- Mediation is informal and agreements are not legally binding.

Definition of Mediation

There are many definitions of mediation, depending on the model or approach the mediator uses. Here is the definition we use for this course:

“Mediation is where someone impartial is asked by people involved in a conflict to help them make a confidential and informal agreement and/or improve understanding.”

Values

Here are some values that many mediators say they believe in:

- Conflict should be resolved peacefully and co-operatively wherever possible.
- People should always be treated with respect and without unfair discrimination.
- Everyone has the potential to grow and to change.

