**Parties [Employees]:**

**Manager:**

**Mediator:**

**Date and Place:**

**Methodology:**

1. Identify issues / Define problems that cause differences to escalate
   1. Mediator should share background
   2. Ask participants to describe the conflict by describing incidences
   3. Ask participants to share feelings regarding the incidences
   4. Ask each participant to restate what the other participant(s) said
   5. Mediator should summarize what s/he has heard from parties and obtain their agreement on the summary of the conflict
2. Explore issues (Mediator leads this)
   1. What are the perceptions?
   2. What are the assumptions?
   3. What are the consequences?
   4. What perceptions can be changed?
   5. What assumptions should not be made?
3. Generate movement and options on each issue
   1. Mediator moves conversation to brainstorming and asks for ideas from each on:
      1. What action can I do to create and foster a harmonious environment?
      2. What action can I give up in order to remove barriers to a harmonious environment?
   2. Will I be able to do this?
   3. Is this in alignment with the manager’s goals?
4. Reach agreement on what each party will do, put it in writing and have both sign

**Introduction and Ground Rules:**

1. Prayer
2. Introduction and Roles (Mediator should describe her/his role)
3. Addressing each other
4. Define and explain process and purpose of mediation (i.e., differences between parties have escalated into conflict. The conflict has negatively affected the workplace to the point that it is interfering with employees’ ability to complete their work, and creating an environment that is not welcoming and therefore undermining our Catholic mission).
5. Review methodology (see above “Methodology”, and below)
6. Offer option of caucus during process (separate sessions) if suggested by a party
7. State behavioral guidelines (i.e., looking at each other; using the other’s name when making reference; focusing on facts and stating feelings using “I felt …, I was …” in the language rather than making “you” accusatory statements; etc.)
8. Manager must approve of agreement
9. Parties will sign agreement and commit to it
10. Meeting will adjourn with apologies, handshakes and a prayer.
11. Any questions?

# Worksheet

# Identify issues / Define problems that cause differences to escalate

## Mediator shares background

## Participants describe incidences

Incidences as I seem them are:

## Participants share feelings

My feelings are:

## How did the other party describe incidences and their feelings?

# Explore issues / problem

## What are the perceptions?

## What are the assumptions?

## What are the consequences?

## What perceptions can be changed?

## What assumptions should not be made?

# Generate movement and options on each issue

## What action can I do to create and foster a harmonious environment?

## What action can I give up in order to remove barriers to a harmonious environment?

## Will I be able to do this?

## Is this in alignment with the manager’s goals?

# Reach agreement and sign

(Mediator will write down on a separate page what each party agrees to do / refrain from doing, and both parties will sign and date agreement. Mediator will sign and date agreement.)