

# Guidelines for Effective Communication in Mediation

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## Things to remember

- Sometimes it is uncomfortable to speak about things close to your heart. The risk is almost always worth it.
- Opinions are not facts
- Perceptions are reality until we can understand otherwise
- All issues can be resolved. Together we will find a way!

## During the conversation - **Speaking**

- Talk about what is important to you. These include:
  - o concerns,
  - o hopes,
  - o expectations,
  - o assumptions,
  - o priorities,
  - o beliefs,
  - o feelings,
  - o values and
  - o needs.
- Balance the past with the present and the future
- Speak only for yourself, use "I"
- Take the time you need to express yourself
- Say things in a way that helps the other person hear you

"You can't resolve a conflict with the same mindset that created it"

Einstein

## During the conversation - **Listening**

- Listen to understand the other person.
- You don't have to agree to understand.
- Listen fully without trying to figure out how you're going to respond. You will have time to get your thoughts together before you need to speak again.

*"Out beyond all the ideas of right doing and wrong doing there is a field. I'll meet you there."*

*Rumi. 13<sup>th</sup> century philosopher*

*Slow down. Take a deep breath. Take the time you need. Give the time they need.*