

# UC DAVIS OMBUDS OFFICE

## MEDIATION OVERVIEW & PREPARATION

An ombuds will work with you through this document in preparation for a mediation, should all parties agree to proceed to mediation.

### OPENING

- Anything **positive** you can authentically say about the other person.
  - Appreciation, what they do well, specific examples, etc.
- Anything you might have **contributed** to the issue(s).
  - Ownership over mistakes, misunderstandings, weak points, poor reactions, etc.
  - Apologies, if relevant.
- **Hopes or goals** for the conversation.
  - Why have you put so much time and energy into working through this?
  - Expressions of common goals i.e. want to make this easier for both of us, want to work better with you and lower both our stress in this process, better serve our constituents, gain greater understanding of all perspectives, etc.

### CONVERSATION

Be prepared to discuss:

- **Issues**
  - What are some (3-5) of the main sticking points between you?
  - Are there specific examples you can recall that illustrate the issues?
    - It can help to write out everything you are feeling and then try to categorize issues.
- **Questions**
  - What are you confused about?
  - What doesn't make sense?
  - Where are you curious about the other person's perspective or choices?
- **Ideas/Requests**
  - Do you have ideas that could help the situation?
    - What could you offer that might move things forward?
  - Are there *tentative*, actionable requests that you have for the other party?
    - Not "I need you to" but rather, "Could we consider...?", or "What would you think about...?", or "Would it be possible to...?".

### COLLABORATIVE AGREEMENT

- Together, you may come up with some action items to constructively move forward.