



ENTERPRISE MEDIATOR CHECKLIST

Instructions: This checklist is a guideline for use when mediating for the Division of Personnel Management Enterprise Mediation Services.

PRIOR TO THE MEDIATION

- Review materials from Mediation Coordinator regarding special circumstances and scheduling.
- If co-mediating, confer with co-mediator to determine roles during the pre-mediation planning and mediation.
- Email both parties to introduce yourself as mediator(s) and begin scheduling (sample on page 2).
- Work with the parties to establish a neutral location or virtual setting and time for the mediation. (Contact the Enterprise Mediation Coordinator for assistance if needed).
- Email both parties to confirm mediation details (sample on page 2).
- Review the Mediation Stages Overview, Mediator Skills and Reminders, and any other training materials or documents.

AT THE MEDIATION

- If mediation is held in person, bring tissues (Kleenex), legal pads, writing utensils, and/or white board and markers. If it is held virtually, have technology and any note-taking supplies ready.
- Come prepared with any personal notes or handouts.
- Arrive early to set up the meeting room in a neutral arrangement or sign in early for virtual mediation in order to be present before the parties sign in.
- Conduct all phases of mediation including introduction, information, agenda setting, problem solving, agreement, and wrap-up, taking caucus or break if needed.

AFTER THE MEDIATION

- Self-evaluate (What went well? What would you do differently?).
- Email evaluation information including link to both parties within 48 hours.
- Complete and send the Mediation Outcome Form to the BEI Mediation Mailbox within 48 hours.

MEDIATOR SAMPLE EMAILS TO PARTIES

INITIAL EMAIL INTRODUCING SELF AS MEDIATOR

Dear [NAME],

This email is to let you know I have been assigned as your mediator. The mediation will take place at a location other than your worksite. I will locate a room and make the reservation as soon as we've selected a date and time for the mediation. The mediation will be scheduled for two hours.

At your earliest convenience, please send me the dates and times you are available for the mediation during the following time period: [insert dates/times you are available].

If you have any questions or concerns prior to the mediation, please contact me.

EMAIL CONFIRMING DATE/LOCATION

Good morning/afternoon,

Thank you for your participation in mediation. The mediation has been scheduled {at/via} [physical location of the mediation or virtual system]. The mediation will be held on [date], beginning at [start time]. Please plan to arrive no later than [start time].

In advance of the mediation, there are a few points I would like to reiterate:

- The mediation may be canceled up to 48 hours prior to the mediation with the ability to reschedule. If either of you cancels or withdraws your consent to mediate within 48 hours of the mediation, the request to mediate will be deemed rescinded. To reactivate the process, you must submit a new request to the Mediation mailbox.
- The mediation is scheduled for two hours. If you need more than two hours, or if you wish to schedule an additional session, you must submit a new request to the Mediation mailbox.
- Please continue to respect the integrity of the mediation program and do not share this message or its contents with other individuals.

Finally, please take some time to review and consider the following questions:

- What is the dispute really about for you?
- How does your view of the dispute change when you think about it from the other party's point of view?
- What issues do you and the other party agree on?
- What would you like to accomplish at the mediation?
- What do you need to feel satisfied with the outcome of the mediation?
- What do you think the other party needs to feel satisfied with the outcome of the mediation?
- In what ways do you have room for give and take?
- What might the other party say or do that would make you upset, and what might you say or do that would make the other party upset? Think about what you can do to avoid getting upset and unnecessarily causing the other party to get upset.

Following the mediation, an evaluation form will be provided for an opportunity to provide feedback.