



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

- Email both parties to inform them you have been assigned as the mediator. (sample email at the end of this document)
- Establish a neutral place and time to meet. (Contact the Enterprise Mediation Coordinator for assistance if needed)
- Email both parties confirming mediation details. Use the "read receipt" option to be sure both parties receive the confirmation. (sample email at the end of this document)
- Contact Human Resources (HR) for both parties informing them each party will be attending a confidential meeting at the date and time agreed upon. If during working hours, HR should inform the supervisor(s) that each employee will be attending a confidential meeting without loss of pay. (No further information should be provided to HR or the supervisor).
- Receive and prepare the Mediation Outcome Form, two Mediation Evaluation Forms, and any other materials. Contact the Enterprise Mediation Coordinator for any missing materials.

AT THE MEDIATION

- Bring tissues (Kleenex), legal pads, writing utensils, and/or white board and markers.
- Bring copies of the Mediation Services Guidelines, Evaluation Forms (if providing paper copies), Introduction Guidelines, and any personal notes/handouts on the mediation process (e.g. interests sheet, door slammers and openers, mediation stages/overview, etc.).
- Arrive early to set up the meeting room in a neutral arrangement.
- Conduct all phases of mediation including introduction, information, agenda setting, problem solving, agreement, and wrap-up, taking caucus or break if needed. Provide evaluation forms with envelopes (if using paper forms).
- Distribute/discuss evaluation form

AFTER THE MEDIATION

- Self-evaluate (What went well? What would you do differently?)
- Email evaluation forms to both parties within 48 hours (if using electronic form).
- Complete and send the Mediation Outcome Form to the Enterprise Mediation Coordinator.

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,

I have reserved a conference room for the mediation at the [offsite location of the mediation] located at [address]. The mediation will be in [room name/number] 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 from the Program Guidelines: 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. In order to reactivate the process, you must submit a new request to the Mediation mailbox. The mediation is scheduled for 2 hours. If you need more than 2 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 that the other party needs to feel satisfied?

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.