

All about Mediation

What do mediators do?

They help people say what they want to other people when they are finding it hard to talk to each other.

Like an advocate?

A bit like an advocate, but a mediator helps **everybody** have their say.

What sort of things do they help with?

Anything that's worrying you and you are finding it hard to say. Usually mediators work with you when there has been an upset or quarrel or when somebody has made a complaint.

How do mediators do that?

They talk to everybody who is disagreeing.

You can see them on your own or with family, friend or an advocate. The mediator makes sure they understand what's important and how everybody is feeling.

What happens next?

When the mediator is sure they understand what everyone wants to say, they bring you together to talk about the things you need to discuss.

What if I'm nervous or upset?

It's OK to be nervous and upset. The mediator will make sure it is safe for everybody to have their say without being nasty to each other.

What happens then?

The mediator makes sure that everybody has their say and everybody listens. They ask everybody to follow rules, like in a meeting, so everybody talks in turn and listens properly.

What happens after we have our say?

The mediator helps everybody to talk to each other so you can come up with good answers about making things better.

Do people usually manage to come up with good answers?

Oh, yes! That's what is so good about mediation – It helps you to find good answers for yourself and it doesn't tell you what to do.