

## A Mediator's Role

1. Explore opportunities for agreement (but don't set expectations or determine "correctness")
2. Protect participants' autonomy to choose (but note power dynamics that could affect choice)
3. Monitor and note communications dynamics without judgment (but be ready to pause to protect)

## A Mediator's Tools

1. Participant agreement to let the mediator manage the process and establishing an agreed process
2. Good questions, e.g., "I wonder about..."; "What would success on this issue look like?"
3. Reframe accusatory and demand statements to identify participants' potential interests

## A Mediator's Pitfalls

1. Potential bias or appearances of partiality (participants always have right to say "no" to a mediator)
2. Judgment (stating or suggesting what is "correct")
3. Trying to control the participants (vs. relying upon or concluding the process)

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*Mediation Best Practices*