

## *Expectations of the Mediator*

- ✚ Mediators will be neutral and impartial. They will not act, or create the appearance of acting as an advocate or representative for anyone involved in the conflict.
- ✚ Mediators will disclose to the individuals involved in mediation, any relationship or interest that may appear biased or partial.
- ✚ Mediators manage and facilitate the negotiation and problem solving process. They do not control the outcome. Those at the mediation table determine the outcome.
- ✚ Mediators keep information confidential in the mediation sessions.
- ✚ The mediator does not represent the State of Colorado, nor give legal advice.

## *Role of the Mediator*

- ✚ **Communication handler.** Encourages and facilitates constructive communication.
- ✚ **Legitimizer.** Helps the parties recognize the rights of all others involved.
- ✚ **Process facilitator.** Provides and maintains an effective process by taking the initiative to keep the process productive and moving forward.
- ✚ **Resource expander.** Encourages each person to look for and find a larger range of alternatives. Provides resources outside the setting of mediation.
- ✚ **Problem explorer.** Enables people to examine problems from a variety of viewpoints, assists in defining basic issues and interests, and explores mutually satisfactory options.
- ✚ **Reality tester.** Helps build reasonable and doable solutions. Asks questions that challenge each individual to avoid extreme and unrealistic goals.