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.

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