

# Stratagame Project

## Mediation



Mediation is an alternative method of conflict resolution, the objective of which is to arrive at an integral solution to a conflict between parties, avoiding the judicial instance.

Mediation consists of the intervention in a conflict of a neutral third party, the mediator, who will assist in the resolution of the conflict with the objective of finding a neutral solution for both parties allowing a consensual agreement to be reached that puts an end to the conflict. The involvement of this third person is the difference with the negotiation process that tries to reach an agreement only between the parties involved.

The principles of mediation are confidentiality, voluntariness, orality between the parties and full communication between them, the impartiality of the mediator and the neutrality of the mediator with regard to the matter in question.

Even though each conflict may be very different, the mediation process must be developed following a series of steps:

1. Preparation. Firstly, the different rules or procedures to be followed in order to reach agreement should be established.
2. Understanding the conflict. The moderator must listen to the history and opinion of both parties in order to understand the problem and in this way be able to help the search for the optimal solution.
3. Defining points of agreement and dispute. The goal is to start both sides to understand the other side's point of view in order to start solving the problem.
4. Creating options for agreement. Once both parties understand each other's opinion, it is time for everyone to start giving ideas to solve those issues where there is a problem. It is important that all parties express their opinions and ideas.
5. Developing an agreement. The agreement that should be made between the parties involved should be SMART (Specific, Measurable, Attainable, Realistic and Time-bound).

The skills necessary to be a good mediator are:

- Active listening skills
- Questioning and clarifying skills
- Emotional intelligence to understand the people involved in the problem
- Summarising skills
- Emphaty
- Must be neutral, able to maintain itself without positioning itself towards either of the two parties involved in the problem.

