Mediator Pocket Card

3-QUESTION FILTER, before you start

1. **Voluntary?**
   Do both people really want to take part, without pressure?
2. **Safe and balanced?**
   Can both speak without fear, threats, or strong power pressure?
3. **Future-focused?**
   Do they want a plan for the future, not only blame for the past?

If one answer is “no”, mediation might not be the best tool. You may need a different process, support person, or formal route. If it’s not voluntary and safe, don’t mediate.

MEDIATION MAP, 5 STEPS

1. **Open**
   welcome, explain purpose, explain rules
2. **Stories**
   each person shares their view
3. **Topics**
   what needs to be solved
4. **Options**
   possible solutions
5. **Agreement**
   clear next steps

People may jump back to earlier steps, especially when emotions rise. The map helps keep direction: “Where are we now? What is the next step?”

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