

# MEDIATION

## CEDR (DoDEA's CENTER FOR EARLY DISPUTE RESOLUTION)

### What Is It?

Mediation is a process that can be used to resolve problems between individuals or groups. In this process, an impartial person known as a “mediator” helps facilitate communication between the parties. During a mediation session, the mediator helps the parties discuss the problem, identify the real issues, and explore options for creating a voluntary, mutually acceptable solution.

The **mediator** is a trained, impartial individual who has had no previous involvement in the conflict. The mediator does not judge and cannot make decisions for the parties. Mediators can, however, assist parties to communicate, to identify misunderstandings, to recognize where they differ and where they agree, to understand what's important to them, and to find creative solutions.

### Mediation Can Be a Good Idea When the Parties:

- » Want to control the outcome of the process
- » Want to resolve the dispute quickly
- » Might communicate more effectively in a private, confidential setting
- » Could be assisted by having someone with no relationship to the conflict help them communicate effectively
- » Have an ongoing relationship to preserve or want to end a relationship without further discord
- » Would like to reach an agreement if they can, but also want to preserve their legal rights if they are unable to agree\*

### Mediation Is Not Appropriate When:

- » The parties want or need someone to decide who “wins”
- » The parties are not willing to make a good faith effort to resolve the problem
- » Some of the people involved in the conflict would not be involved in the mediation
- » The conflict involves fraud, waste, abuse, or criminal behavior.



### How Do I Get More Information?

For further information about mediation at DoDEA, contact CEDR (DoDEA's Center for Early Dispute Resolution) at [cedr@hq.dodea.edu](mailto:cedr@hq.dodea.edu); 703 588-3060 or see [www.dodea.edu/offices/cedr](http://www.dodea.edu/offices/cedr)

For mediation of EEO claims, contact DMEQ: <http://dodea.edu/offices/eoo>