

Mediation using the NACM – Nationally Certified Mediation Model

Professional Mediations, LLC – professional certified mediators

Step-by-Step Mediation Participation Process

1. Initial Contact / Intake

- One or more parties reach out to the mediator (directly or via referral).
- The mediator explains the process, answers questions, and screens for appropriateness (e.g., safety, willingness, suitability).
- Intake forms or pre-session questionnaires may be completed.

2. Agreement to Mediate

- All parties sign a written agreement confirming:
- Voluntary participation
- Confidentiality rules
- Neutrality of the mediator
- Commitment to respectful dialogue

This sets the foundation for trust and accountability.

3. Pre-Session Preparation

- The mediator may hold brief individual calls or meetings to:
 - Clarify issues
 - Understand perspectives
 - Identify emotional or logistical needs
- Parties gather any documents or notes they want to bring.

4. Opening Session

- The mediator welcomes everyone, explains ground rules, and sets the tone.
- Each party shares their perspective without interruption.
- The mediator listens actively, reframes issues, and identifies common ground.

5. Issue Identification

- Together, the group defines the key issues to be addressed.
- The mediator helps separate emotions from practical concerns.
- A clear agenda is created for the session.

6. Exploration & Dialogue

- Parties discuss each issue in turn.
- The mediator facilitates respectful communication, asks clarifying questions, and manages tension.
- Options and possible solutions are brainstormed collaboratively.

7. Negotiation & Problem-Solving

- The mediator guides parties toward mutually acceptable solutions.
- Compromises are explored, and creative options are considered.
- The focus remains on fairness, dignity, and sustainability.

8. Agreement Drafting

- Once consensus is reached, the mediator drafts a written summary or formal agreement.
- Parties review, refine, and sign the document.
- The agreement may include follow-up steps or accountability measures.

9. Closing & Follow-Up

- The mediator affirms progress and acknowledges the effort of all parties.
- Optional follow-up sessions or coaching may be scheduled.
- Families or workplaces leave with a clear, documented plan for moving forward.

Why This Process Works

- **Voluntary & Neutral:** Everyone participates by choice, with a trusted neutral guide.
- **Structured but Flexible:** Each step provides clarity while adapting to unique needs.
- **Relationship-Preserving:** Focuses on dignity, communication, and long-term peace.
- **Efficient & Affordable:** Resolves disputes faster and at lower cost than litigation.