

**mindfulmediation**

*where psychology meets the law for conflict resolution*

## Mediation Models and Techniques

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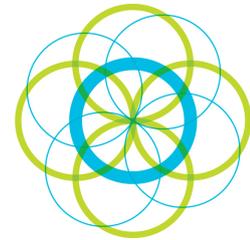
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## Mediation Models and Techniques

**At Mindful Mediation we use best practice models and evidence-based techniques to ensure that we can successfully assist you resolve workplace issues and disputes. These are some of the main models and techniques that we employ.**

### MEDIATION MODELS

We utilise a combination of facilitative, transformative and narrative mediation models throughout the mediation process. These different mediation models each have slightly different goals and methodology.

#### Facilitative mediation

This is about facilitating communication between the parties so that they can gain an understanding of how each party perceives the issues. Once they have a clearer understanding of each others' perspective the parties can move on jointly as problem solvers to look at the options for resolving the issues. When the parties have exhausted all the options they can begin to narrow them down to those that are workable and that both parties can live with. This model of mediation is best used for resolving simple transactional and workplace disputes.

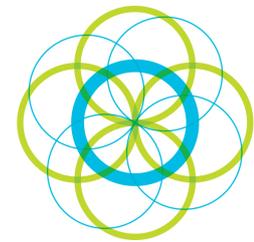
#### Transformative mediation

This is about encouraging the parties to recognise each others' perspectives and accept responsibility for the issues. The parties are empowered to move on to resolve the issues in the way they see best and to learn and grown from their experience. This approach is best used for disputes involving ongoing relationships, where the parties need to consider future ways of relating to each other.

#### Narrative mediation

This approach is about story telling. The parties are encouraged to tell their story and to hear the other party's story. Through the story telling and an incisive style of questioning, parties can gain insight into each other's perspectives and values. We particularly encourage a rich dialogue at the initial one-on-one





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session to get to the heart of each individual's story. This approach is useful for assisting people to understand their perception of the issues, as well as others' perceptions. It assists people to develop alternative views and they begin to see the conflict in a new light. It is also helpful for getting to the heart of what the parties value.

## **OTHER TECHNIQUES**

We base our practice on positive psychology, strength-based and solution-focused techniques. These approaches and techniques are based on a new movement and focus in psychology towards individual's strengths and virtues rather than attempting to "fix" what is "wrong" with them. We focus on leveraging people's strengths to overcome challenges.

### **Positive psychology**

Using positive psychology we assist people to foster positive emotions in their lives. There are a number of well-researched evidenced-based ways of creating positive emotions. We assist people to resolve the issues and to feel more positive about the future. Positive psychology techniques are also used to promote self-care to counter the effects of stress associated with conflict.

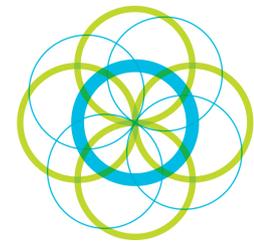
### **Strengths-based approach**

The basis of our strength-based approach is to help clients identify their strengths and how they wish to apply them. The goal is to motivate clients to build and draw upon these strengths when facing challenges. This approach is particularly useful when clients are feeling de-motivated and filled with self-doubt.

### **Solution-focused approach**

Our solution-focused approach means that we focus on future solutions rather than past problems. We reflect upon the past only for lessons learnt and to determine the focus of future strategy and skill building. This approach is particularly useful when clients are feeling stuck and unable to move forward.





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## Further reading

If you'd like to read more about the various mediation models and techniques, these books might be of interest.

**Bowling, D. & Hoffman, D. (2003). *Bringing peace into the room: How the personal qualities of the mediator impact the process of conflict resolution*. San Francisco: Jossey-Bass.**

This book identifies what it takes to be a mediator. It is not just about the skills and techniques you bring to your work but more importantly your presence.

**Bush, R. A. B., & Folger, J. P. (1994). *The promise of mediation: Responding to conflict through empowerment and recognition*. San Francisco: Jossey-Bass.**

This book emphasises that we are forever changed through our experience of conflict. It is for those that aim to do more than just resolve the present conflict.

**Caruso, D. R., & Salovey, P. (2004). *The emotionally intelligent manager: How to develop and use the four key emotional skills of leadership*. San Francisco: Jossey-Bass.**

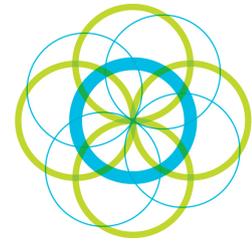
This book describes the fundamental skills of emotional intelligence for managers. There are case studies and illustrations of these skills in action.

**Rosenberg, M.B. (2003). *Nonviolent communication: A language of life*. USA: PuddleDancer Press.**

This book is for anyone who wants to develop fundamental, effective ways of communicating and understanding yourself and others.

**Seligman, M. E. P. (2002). *Authentic happiness: Using the new positive psychology to realize your potential for lasting fulfilment*. Sydney: Random House Australia.**





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This book, by one of the forefathers of the positive psychology movement, is for anyone wishing to change their lives, to live more positively.

**Stone, D., Patton, B., & Heen, S. (2000). *Difficult conversations*. London: Penguin.**

This is for anyone who needs help with structuring a difficult conversation, to ensure that you and the person you are communicating with, get what you need out of it.

**Winslade, J., & Monk, G. (2001). *Narrative mediation: A new approach to conflict resolution*. New York: John Wiley & Sons.**

This book outlines mediation from a storytelling perspective. It provides guidance on how to deconstruct clients' stories and assist them to develop alternative views of the issues.

**Zeus, P., & Skiffington, S. (2007). *The complete guide to coaching at work*. Sydney: McGraw-Hill.**

This book outlines coaching in the workplace from a psychological and business perspective. It provides guidance for workplace coaches and managers wishing to coach their staff.

