



## What Is Mediation?

Mediation is an effective way of resolving disputes by involving an independent and impartial, third party - the mediators. It provides a safe, structured and positive environment for people in dispute to come to a mutually acceptable agreement and better understanding of each other. The disputants, not the mediators, will decide the terms of the agreement.

### Mediation seeks to:

- › Change behaviour
- › Resolve conflict
- › Make realistic, workable agreements
- › Treat people fairly

### It provides the opportunity for people to:

- › Communicate (both speaking and listening)
- › Exchange feelings, ideas and perceptions
- › Negotiate
- › Participate fully in the process of decision making

## Understanding Mediation

Mediation allows you to take control of your situation and resolve it.

### The mediation process:

An initial session will take place at a time convenient for you to discuss the situation from your point of view. This will involve:

1. An introduction by the mediators to explain their role and the mediation process
2. An opportunity for you to explore ideas regarding the conflict and potential resolutions

The mediators will not repeat anything said in this session to the other party. Following that initial session, you don't need to agree to anything that you're not comfortable with. You can talk to the mediator again before anything happens. They will be there to listen to you and will work with you to create a way forward that everyone is happy with.

*"Things are great. We are not only being civil with each other, but we are now friends. I am so grateful that I chose the mediation service, and I can't thank you enough." **Tenant***

## Mediation changes lives

Not only is mediation incredibly effective at resolving disputes, it also:

- Prevents issues resurfacing
- Creates new, healthy relationships
- Increases confidence and improves mental health

Ultimately, mediation can remove the problems in your life and set you up for a brighter future.

Choose happy. Choose mediation.

Remember, all you need to commit to at first is that initial session with the mediator. How you proceed from there is up to you.

*"I am very thankful for the help the mediation service provided, as not only have the issues lessened, but my mental health has also improved. I'm able to be more open, and I feel more hopeful about the future." **Tenant***