

## Mediation Planner

*taken from*

### LIVE AS A LEADER

Inspiration and Tools to Transform Yourself, Your Team, and Your Life

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You will find this exercise on pages 163-164 of your book:

### **Action Step: Using the Mediation Meeting Planner**

In this exercise, select a current workplace conflict that two of your employees are having with one another. Select a situation where you can help resolve this conflict by having a mediation meeting with these individuals. Use the Mediation Meeting Planner as a template to prepare for and conduct the meeting. Alternatively, if you don't have a situation with others but a conflict of your own, use the planner to plan out how you'll have that conversation.

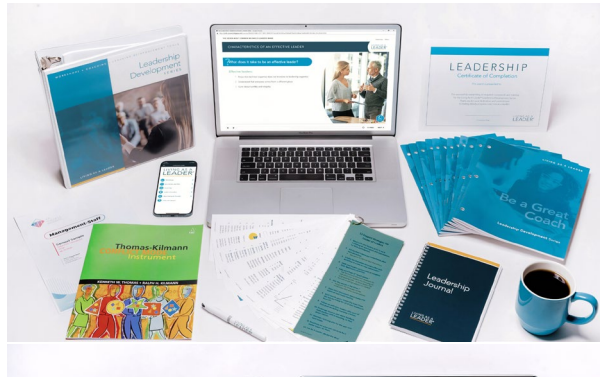
Remember, practice your plan so you can use it. Steer toward using the cognitive approach. Always keep in mind that conflict doesn't have to be a nasty drag-out issue. Recognize that it can simply be a situation where people or teams don't seem to be in alignment about an issue, process, or situation, but they can work through it to reach a better situation.

## Mediation Planner

Refer to pages 158-160 in your book for notes about each of the steps below.

<b>1. Welcome and Purpose</b>	
<b>2. Meeting Agenda</b>	
<b>3. Establish Ground Rules</b>	
<b>4. Create Dialogue</b>	
<b>5. Each Person Share Story/Experience</b>	
<b>6. Work Toward Agreement</b>	
<b>7. Close the Discussion and Follow Up</b>	

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