

A Facilitative Mediation Process

AC Resolution

Author: Ann Milne

Today there are many different mediation styles and models of practice. Ann Milne discusses the importance of finding one's own style and model. She proposes consideration of the facilitative approach to mediation.

In facilitative mediation, the focus is to manage the processing of the issues so that the parties can be in charge of the outcome or product. There are three main categories that a facilitative mediator attends to: personal issues, relationship issues and topical issues. When parties have found a strategy for dealing with the personal and relationship issues, the topical issues are likely to be resolved.

A facilitative mediator manages the mediation process and the parties decide the outcome of their discussion. Managing the process includes explaining the dispute resolution process and its effectiveness to the parties. Other techniques that can be helpful during facilitative mediation are separating the person from the problem, reminding parties to focus on their future, focusing on the parties' interests rather than their positions, and discussing effective communication dynamics.

Ann Milne reminds us that, "Having choices is what mediation is all about."

Milne, A. (2007) A Facilitative Mediation Process. *ACResolution*, Volume 6, Issue 2, pp. 10-11.

Prepared by Kerstin Schuhfleck, FDR Graduate Assistant