



THE ZAG WAY: A COMMITMENT TO COMMUNITY

Resolution Center for Student Conduct and Conflict
Crosby Center 202 (509) 313-4009 resolutioncenter@gonzaga.edu



Mediation

A process intended to increase understanding and create agreements to move forward through a conflict. The meeting is between two or more parties and coordinated by trained facilitator(s) who serve as a neutral third party and focus on the needs, rights, and interests of the parties. The facilitator(s) uses structured forms of communication, consultation meetings, and negotiation to assist parties in reaching a doable agreement that is mutually satisfactory.

Participation

Participation is voluntary. If one or more parties choose not to participate, then other services or resolution processes may be considered.

The Process

Opening Statements

Negotiations

Solution



Agenda



Caucus



Post-Mediation Communication



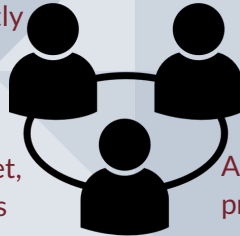
When is Mediation Appropriate?

The use of mediation as an Alternative Resolution Process is at the discretion of the Resolution Center for Student Conduct and Conflict, based on the facts and circumstances of an alleged violation of the Student Code of Conduct.

Mediation may be appropriate when:

1. Student Code of Conduct violations directly relate to a conflict between two or more parties.
2. The parties take ownership, express regret, and have a willingness to repair relationships and community.
3. The parties are interested and willing to participate in the process.

Students can also request mediation as a service to resolve specific issues or conflicts. Contact the Resolution Center for Student Conduct and Conflict for more information.



Participants

Parties: Two or more parties need to come to an agreement on a conflict or issue

Support person: Parties may bring a support person to the process

Facilitator(s): Resolution Center staff or other Gonzaga University community members trained in alternative resolution processes

Benefits

- Active participation in conflict resolution process.
- Demonstrate effective communication skills.
- Understand the impact of actions.
- Engage in reflective and critical thought.
- Greater capacity to manage conflict.