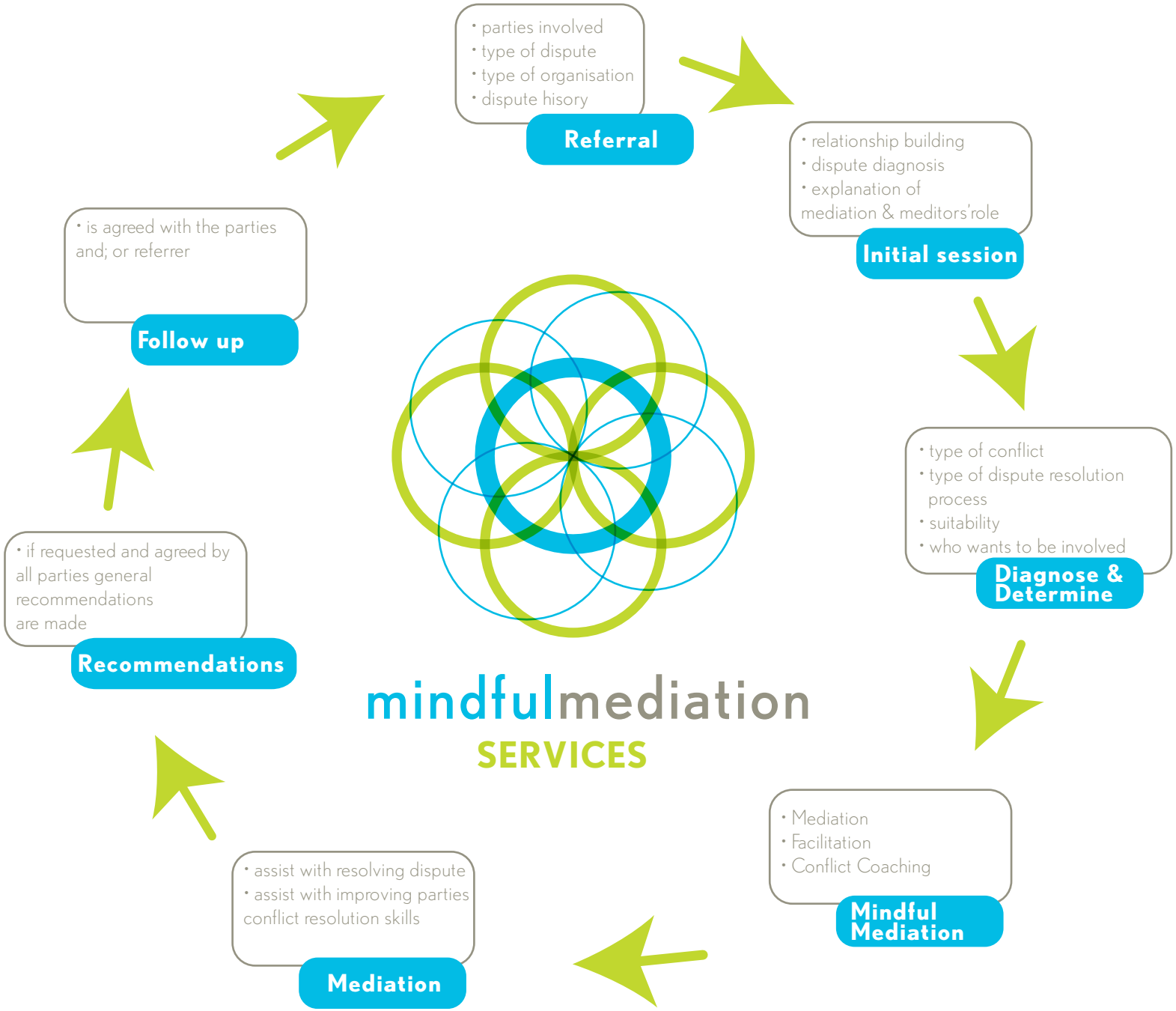
• parties involved
• type of dispute
• type of organisation
• dispute hisory
Referral
• relationship building
• dispute diagnosis
• explanation of mediation & meditors'role
Initial session
• type of conflict
• type of dispute resolution process
• suitability
• who wants to be involved
Diagnose & Determine
• Mediation
• Facilitation
• Conflict Coaching
Mindful Mediation
• assist with resolving dispute
• assist with improving parties conflict resolution skills
Mediation
• if requested and agreed by all parties general recommendations are made
Recommendations
• is agreed with the parties and; or referrer
Follow up
mindfulmediation
SERVICES