

## STEP 1: FACILITATOR'S OPENING STATEMENT

### INTRODUCTIONS

Facilitator introduction and role

- To be an impartial facilitator, not an advocate or judge
- To assist parties in arriving at their own solutions; however, as the Supervisor to guide and direct if necessary

Review Role of the Parties

### FACILITATION AGREEMENT ACKNOWLEDGEMENT

- Receipt of the facilitator's letter and agreement from all parties confirmation

### GROUND RULES

- Turn off cell phones, pagers, radios and any other distractive device
- Review ground rules

### MANDATORY AND CONFIDENTIAL PROCESS

- All parties are expected to fully participate and are present to reach an agreement
- Parties agree to maintain confidentiality during process

### PROCESS OVERVIEW

- Each party will have UNINTERRUPTED time to present opening statement to fully explain issues, concerns, chronology, and resolution sought
- Parties' opening statements should be between 5 to 10 minutes each
- The facilitator may call a caucus when necessary; a caucus is a confidential meeting between the facilitator and one party
- The focus is on WIN/WIN approach
- Facilitated meetings can last 2 to 3 hours; some meetings can go on longer and subsequent meetings may scheduled

## STEP 2: BUILDING THE AGENDA

- Mediator and all parties will develop an agenda/list of items to discuss
- Identify and clarify the areas that need resolution
- All parties must agree on the agenda items; document agenda items

## STEP 3: JOINT DISCUSSION/NEGOTIATIONS

- Discuss the present history and the need for change
- Focus less on positions and more on interests
- Generate a wide range of possible solutions; challenge parties to try new ideas
- Parties are encouraged to ask questions and discuss the issues with each other
- Parties describe the best alternative (BATNA) and worst alternative (WATNA) to a negotiated agreement
- Discuss potential outcomes/agreements of the problem solving process (agreement)

## STEP 5: WRITTEN AGREEMENT AND CLOSURE

- Review and document agreements; meeting is adjourned
- Facilitator writes the Facilitated Meeting Summary; provides a rough draft to all participants who have the opportunity to provide input
- Once the summary is finalized, all participants will receive a copy
- The Facilitator or any party can request a subsequent meeting, if necessary to address new issues and revisit the agreement(s)