



CONNAUGHT HALL

36-45 TAVISTOCK SQUARE
LONDON WC1H 9EX

MEDIATION-ARBITRATION MEETINGS

Definitions in conflict resolution

Negotiation is a discussion between two or more people with the goal of reaching an agreement.

Mediation is a voluntary process in which a neutral third-party facilitator helps people discuss difficult issues and negotiate an agreement. Basic steps in the process include gathering information, framing the issues, and developing options, negotiating and formalising agreements. Parties in mediation create their own solutions and the mediator does not have any decision-making power over the outcome.

Arbitration is a process in which a third-party neutral, after reviewing evidence and listening to arguments from both sides, issues a decision to settle the case.

Mediation-Arbitration is a hybrid that combines the processes above. The disputing parties agree to try mediation first, but give the neutral third party the authority to make a decision if mediation is not successful.

Typical meeting agenda

1. Establish ground rules for the meeting.
2. Establish the reason for the meeting.
3. Review any relevant Hall or University regulations.
4. Problems identified by the first party (usually the complainant).
5. Problems identified by the second party.
6. Solutions proposed by the first party.
7. Solutions proposed by the second party.
8. Agree on action to be taken. If mediation is unsuccessful, the chair will stipulate what action must be taken by both parties.
9. Establish a means of monitoring and follow-up.

FROM THE WARDEN

Dr Adrian Clark MBBS MCEM

The Warden's Team —

Enhancing opportunities for personal, social, academic and cultural development through: welfare and pastoral care; discipline and conflict resolution; community and social life; Residents' Club and Hall bar; out-of-hours emergencies; and re-admissions.

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