

Dudley **mediation service**

a time to talk



If you're having disputes with members of your family, your neighbours or other people in your community, then talking to the other person may help to resolve the situation.

On the back of this card you will find some useful tips that may help you to deal with the dispute.

If you have already tried to sort the dispute yourself, or you don't feel confident to deal with the dispute, then contact the Mediation Service for advice and support.

Mediation is about listening to both sides of a dispute and trying to come up with a solution which is acceptable to all.

For further information call 01384 812422/812112

- 1** Deal directly with the person you have a problem with - it often makes the problem worse if it is overheard or passed on by someone else.
- 2** Plan a sensible time and place to talk to the other person, perhaps not when you are most angry, but when you feel calm and rational about the situation.
- 3** Think carefully beforehand about what you want to say - be clear about what the problem is.
- 4** Let the other person know you are glad to have the opportunity to resolve the situation.
- 5** Try not to accuse, insult or blame - no matter how you feel about the situation. It's unlikely to make things better and will probably make them worse.
- 6** Don't make assumptions about the person's past behaviour or actions. You may be wrong about the reasons for their behaviour.
- 7** Do give the other person the chance to express their views and feelings. It is essential to let them know that you are listening, even if you don't agree.
- 8** Bring all the issues out into the open and spend the time discussing how they can be resolved.
- 9** Work on the problems together, bearing in mind that the final solution should satisfy both of you.
- 10** Agree to meet each other on future dates to check how things are going.