Roommate Conflict Mediation Process

Arranging the Mediation

1) Complete the first 3 sections of the Roommate Conflict Resolution Worksheet
2) Arrange a meeting with all those involved in the conflict.
3) If you are having a hard time with this step, contact your RA and seek their assistance.

During the Mediation

Steps to Take:

1) Sit down with each other in a calm and neutral setting
2) Remember that you are there to resolve the conflict
3) Discuss the rules of the conversation.
   a. Rule 1: Each person will have a chance to speak about their issues or concerns.
   b. Rule 2: Be Respectful which means no interrupting, name calling, or yelling at the each other.
   c. Rule 3: If the first two rules are not followed and interrupting and yelling happens you will stop
   the mediation and you will set up a meeting with your RA or with Residence Management
4) Once everyone has had the opportunity to speak and share, you will begin to discuss a solution.
5) Once you have finalized a solution, you will either verbally state that you will abide to the solution or
   you can sign it like a contract. State that you will try it for the next two week/three weeks/whatever you
   think is appropriate and then you will sit down again and discuss how it is going.
6) Ask if there are any more questions/comments/concerns.
7) End the mediation.

Things to Remember During the Meeting:

1) You must be respectful. Even if you have opinions, share them respectfully.
2) If you feel threatened or things are way out of control, don’t be afraid to stop the meeting and
   seek assistance from your RA or from Residence Management.

What Happens if I Seek Help from my RA?

1) You contact your RA and say that you have been having a conflict
2) Your RA will ask you to thoroughly explain the conflict and what steps have been taken to resolve the
   conflict
3) If you have not attempted to discuss the conflict with the parties involved, your RA will suggest that you
   make an attempt at resolving the conflict on your own.
4) If a mediation with the RA is required, the RA will hear both sides of the conflict prior to the mediation
5) In the mediation, the RA will set some ground rules and will remain neutral. The RA will help you
   come up with a solution and get you to come to an agreement.
6) After some time, the RA will follow up with those involved with the conflict and see how things are
   going
7) If a solution could not be found or if conflict begins again, the RA will refer the mediation onto the
   Community Advisor or a Residence Manager.