

# Roommate Conflict Mediation Process

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## 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.