Learning rule: you mediate an emotional conflict between two people by ...

(1) meeting with each of the conflicting parties separately to listen to their version and calming down their emotions
(2) assessing whether or not there is sufficient willingness to find a solution and, if so, organising a meeting letting each party give their version in turn, and asking whether the other party agrees
(3) asking everyone to give their thoughts and feelings on these matters
(4) assessing whether or not the parties can understand each other’s thoughts or emotions
(5) asking for suggestions to resolve the conflict;
(6) making agreement
(7) checking on the situation from time to time

CLARIFICATION/DETAILS:

(1) Meeting with each of the conflicting parties separately to listen to their version and calming down their emotions
- “I’d like to understand why you are in conflict with X. I’m going to ask X the same question and listen to his/her side of the story.”
- “(At the end) What I’d like to know now is whether you are prepared to work towards a solution? I’ll play the part of the (neutral) mediator.”

(2) Assessing whether or not there is sufficient willingness to find a solution and, if so, organising a meeting, letting each party give their version in turn, and asking whether the other party agrees
- “I suggest that each party gives his/her version of events in turn. The other party can listen and then say where he/she is agrees.”

(3) Asking everyone to give their thoughts and feelings on these matters
- “You’ve heard his/her version. What’s your reaction?”

(4) Assessing whether or not the parties can understand each other’s thoughts or emotions
- “Can you say to what extent you understand each other’s thoughts and emotions?”
- “Do you understand why the other person thinks like that?”
- “What’s still unclear or difficult to understand regarding the other person’s point of view?”

(5) Asking for suggestions to resolve the conflict
- “Now what’s gone wrong, let’s see what we can do to resolve the conflict. What do you suggest?”

(6) Making agreements

(7) Checking on the situation from time to time