

INTER-LOCAL CONFLICT RESOLUTION GROUP

Mediation Observer Roles and Responsibilities

1. **Follow the instructions of the assigned mediators regarding all aspects of the mediation.**
2. Dress appropriately—do not wear any clothing (uniforms, jackets, hats, pins, etc.) that indicate any agency or union with whom you are affiliated.
3. Report to the mediation location at least one-half (1/2) hour before scheduled mediation start time. Please be aware that your punctual attendance is critical. If you arrive late, your observation will be at the discretion of the assigned mediators. If the session is in progress, you are NOT to interrupt the mediation by knocking on the door at your arrival. You must wait for a break.
4. If necessary, make coffee.
5. If necessary, set up mediation room.
 - Arrange chairs for parties & mediators at conference table.
 - Arrange observer chairs on perimeter of room, well away from the conference table.
 - Assemble all required mediation forms and distribute as required.
 - Make sure note pads or several sheets of paper and pens/pencils are available for parties.
 - Place pitchers of water and drinking cups on conference table.
 - Place snacks, if available, and a box of tissues in the room.
 - Make the mediation room, reception area and break-out room(s) as safe, comfortable and workable as feasible.
 - If ADR Program staff is not available, one observer should remain in the reception area prior to the start of the mediation to act as host/hostess to parties. **(DO NOT DISCUSS THE CASE)**
6. Complete mediation observation forms and return to ADR Program staff (leave on chair or slide under door if necessary)
7. Participate in mediation de-briefing at close of mediation.
8. It is the role of each observer to observe and critique the activities of each mediator, not the mediation content. **Remember you are not a party to the mediation—do not talk during the mediation and do not talk or relate to the disputants other than as directed by a mediator (such as to escort parties in or out of a room).**
9. Please clean up the mediation room and surrounding areas (rinse out coffeepot, etc.), lock doors and turn out lights before departing.