

Samaritan Center of Puget Sound Mediation Services

More About Mediation

Conflict is difficult and often painful. Most people find it very stressful; others try to avoid it. An alternative to “fight or flight” can be found, however, through mediation.

Mediation is a process in which a neutral facilitator can help people in a conflict reach mutual agreement through a “win-win” solution. Mediation is voluntary. It allows people to develop their own solutions and preserves relationships.

Here are a few important things to understand about the process of mediation:

What the mediator does:

- Helps each side understand their respective issues and interests.
- Assists them in prioritizing issues.
- Facilitates the negotiations and guides each side toward common interests.
- Is neutral and ensures that each person has ample opportunity to contribute to the process.
- Does not make decisions, but encourages participants to find a mutually-satisfactory solution.

What the people in conflict do:

- Agree to participate in a “good faith” effort to resolve the dispute.
- Contribute creative ideas and attempt to find common ground.
- Listen carefully and attempt to understand opposing points of view.
- Consider shifting from their initial position in order to achieve a “win-win” solution to the dispute.
- Be courteous and cooperative throughout the process.
- Reach agreement on as many issues as possible.

Mediations are confidential negotiations in which participants and mediators sign a confidentiality agreement prior to beginning the mediation.

Those participating in mediation have the right to seek guidance and counsel at any time before, during or after the mediation and before signing any written settlement agreement.

How to contact us:
Direct Dial Phone 206-957-4696

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Others as needed