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WHAT MAKES PARTIES TRUST A MEDIATOR?

The answer is found in a mediator's behavior throughout conflict resolution process.

Parties are more likely to trust a mediators when they consistently demonstrate fairness, professionalism, and respect.

*Neutrality: The mediator does not take sides or favor one party.

*Confidentiality: Parties are confident that sensitive information will be kept private.

*Active listening :The mediator listens carefully and ensures everyone feels heard.

*Respect : Every party is treated with dignity, regardless of their position.

*Honesty and transparency: The mediator clearly explains the mediation process and their role.

*Competence: Knowledge, preparation, and effective communication inspire confidence.

*Impartiality: Decisions remain in the hands of the parties, and the mediator does not impose outcomes.

*Empathy: The mediator understands each party's concerns without taking sides.

*Integrity The mediator acts ethically and keeps promises.

The most important thing, is making mediation principles as a watchword.

In Practice

Trust is established through consistent actions rather than words alone. From the first interaction to the conclusion of mediation, mediators foster confidence by communicating clearly, listening attentively, treating each participant with respect, and faithfully applying the principles that guide the mediation process. When participants experience fairness, neutrality, and professionalism throughout the process, they are more likely to engage openly and work collaboratively toward resolution.

Reflection Questions

- What behaviors make me feel that someone is worthy of my trust during a difficult conversation?
- How does consistency between a person's words and actions influence my willingness to communicate openly?
- Which quality of a mediator—such as neutrality, active listening, or transparency—would be most important to me if I were participating in mediation?
- How can I demonstrate fairness, respect, and integrity in my own conversations, even when I disagree with someone?

Key Takeaway

Trust is not created by a mediator's title or authority—it is earned through consistent adherence to the principles of mediation. By demonstrating neutrality, confidentiality, respect, honesty, competence, empathy, and integrity, mediators create an environment where participants feel safe to communicate openly and make voluntary, informed decisions. Trust grows when these principles are not simply discussed but are reflected in every interaction throughout the mediation process.

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