

What is Mediation?

- Mediation is a **confidential** conflict resolution process that helps parties better understand their issues, interests, and needs in order to reach an agreement;
- Mediation is a **voluntary process** which offers a safe space in which to creatively explore options and come up with mutually-agreed solutions;
- Mediators are **independent and impartial** third parties who help parties improve the quality of dialogue and communication during mediation.

mediation



Key Principles of Mediation

1 Impartial Process

- Mediators are unbiased, neutral third parties
- Mediators will not judge or advocate for one side or a solution, but for the process
- Mediators are there to guide the process, making communication effective and constructive

2 Confidential Process

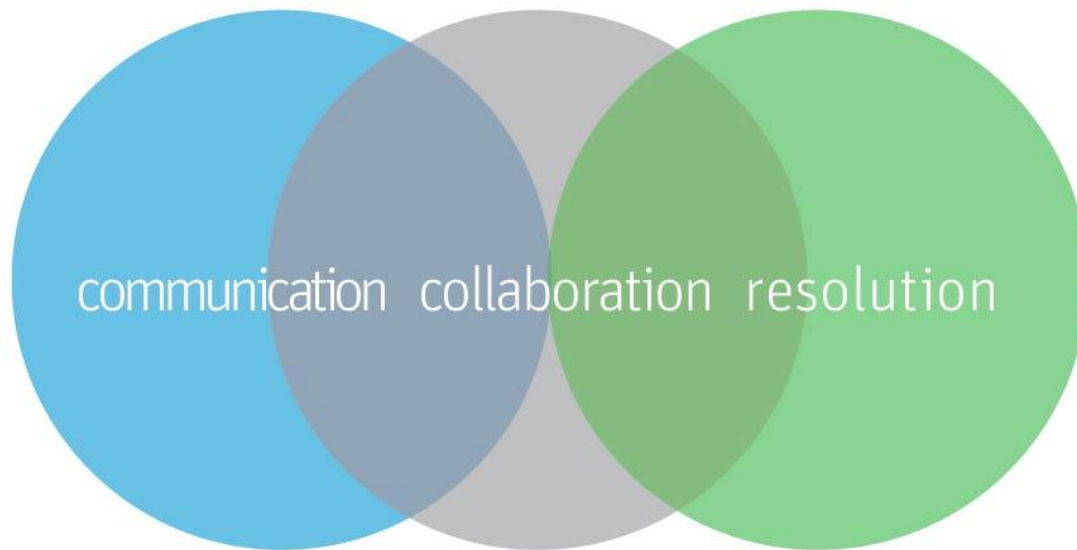
- Participation in mediation is confidential
- Confidentiality is critical to comply with the IDB's Mediation policy
- Confidentiality ensures an open and frank discussion

3 Voluntary Process

- The power of mediation lies in the self-determination of the people involved
- In order for self-determination to work, it is important that participation in mediation and any resulting resolution be voluntary

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