

# The No Excuses Mediation (No XQZz)

A new mediation platform using deep prep so that each disputant begins the session with a sincere apology, resulting in more effective resolutions

## STEP 1

### Setting the Context (separately with each disputant)

- Reminders of the school's commitment to keeping young people in school and for everyone to be self-reflective
- Disputants asked to take responsibility for actions that escalated the situation
- Mediator assures disputants that she/he "has their back" as they take risks

## STEP 2

### Listening/Validating/ Reflecting (separately with each disputant)

- Listen to the disputant's story without comment
- Note internally where each party might have made a wrong turn
- Mediator reflects back what was heard
- Once they know they have been heard, the disputant is asked to tell their story again but this time asking them to suggest where they might have made errors that inflamed things

## STEP 3

### Clarifying Errors; Prepping for an Apology (separately with each disputant)

- Once missteps are clear, if they want to take responsibility, help them to prepare their apologies
- Mediator reminds them they will be there to support them; apologies are difficult and everyone needs to feel secure in taking that risk

## STEP 4

### The No Excuses Mediation (all parties)

- Once norms are set, apologies are given
- After sincere apologies are given, defenses will come down and disputants can share how they felt during the incident with diminished anger
- They can then move on to working out how to avoid these problems in the future
- Agreements are written down and check-ins scheduled with the mediators

