**Mediation Process Rules for Best Outcomes**

1. **Arguing is Futile (BTDT – Been There Done That)**
   - Participants will focus on now and the future and avoid unnecessary discussions of the past.
   - Participants will focus on resolving conflict and not on assessing blame.

2. **Communicate Respectfully**
   - Participants will address others in a courteous manner and tone.
   - Participants will not interrupt when another person is speaking.
   - Participants will avoid sarcastic, critical, defensive, threatening or judgmental communication/comments

3. **Be Effective**
   - Participants will assume each participant is acting in good faith.
   - Participants will be patient with each other, their lawyer, and the mediator.
   - Participants will listen carefully to stated goals and will take actions/make decisions and compromises in furtherance of the shared goals.
   - Participants will explain *why* he/she desires a certain outcome rather than outright demanding an outcome.
   - Participants will call for a break if he/she feels that progress has ceased or that he/she is about to lose control.

4. **Speak only for Himself/Herself**
   - Participants will use “I” instead of “You” sentences.
   - Participants will express their true interests.
   - Participants will be honest.