

## DOES YOUR FAMILY HAVE PROBLEMS WITH UNDERSTANDING EACH OTHER?

## DO YOU STRUGGLE TO GET YOUR POINT ACROSS, OR DO YOU FEEL THEY DON'T LISTEN?

## IF YOU FEEL YOU HAVE HIT A BRICK WALL AND JUST CAN'T GET THROUGH

### ...THEN MEDIATION CAN HELP

**talk<sup>2</sup> sort** mediators work with families to solve issues around...

- understanding each other
- agreeing and understanding the rules
- agreeing on what can be achieved
- managing behaviour
- living together so everyone's happy
- Ensuring young people living away from home have support

Our aim is to provide a free and confidential service where we listen to you without making judgements and help you to come up with a clear way to move forward. The key to mediation is helping each person to feel that they have an equal say - and therefore an equal responsibility - in sorting things out.



### HOW DOES MEDIATION WORK?

By deciding to work with talk<sup>2</sup> sort mediation, you have already taken an important step towards getting things back on track. The aim of mediation is to reach an agreement that makes things better for all of you.

The basic types of mediation are:

#### **INDIVIDUAL MEETINGS** **JOINT FAMILY MEDIATION**

**Step 1** Meet with the mediator to talk about what has happened to cause the problem, what you want to happen in the future and what your ideas for resolving it are

**Step 2** If you choose, the mediator will then contact the other people involved to arrange a similar visit with them. The things you have said are kept confidential

**Step 3** Again, if you want to and when you are ready, the mediators can arrange a joint meeting somewhere you all feel comfortable. The mediators help you to discuss the problem, talk about how you feel and decide what you want to do about it

**Step 4** Everybody works together to make agreements about how best to move forward

#### **ONE TO ONE MEETINGS** **WITH A MEDIATOR**

There is no pressure at any stage and some people choose to stick at step 1. This can help you to see things more clearly, learn from the past and decide how you could handle things from now on to achieve some positive changes

### STILL UNSURE ABOUT USING MEDIATION?

Try asking yourself these questions:

- Do you want to sort the problem out?
- If you don't think that there is a problem, can you see how other people might think there is?
- Would you like the chance to give your side of the story in a safe environment?
- Do you want someone to listen to you without judging you?
- Do you think that everyone has been open and honest so far?
- What will happen if you do nothing?

**Mediation is voluntary,  
you decide how far you want to go.**



**WHAT OTHER FAMILIES HAVE SAID ABOUT talk<sup>2</sup> sort MEDIATION:**

**"MEDIATION WAS PRACTICALLY A LIFESAVER FOR ME AND MY FAMILY. THINGS ARE A LOT BETTER "**

**"IF I HADNT HAD YOU TO TALK TO I DONT KNOW WHAT I WOULD HAVE DONE. THINGS BEGAN TO HIT HOME AND I AM NOW HAPPIER AND I'M TAKING RESPONSIBILITY FOR MY ACTIONS"**

**"THEY ARE DOWN TO EARTH, SAY IT HOW IT IS. WHAT I REALLY NEEDED AT THE TIME"**

**"THEY LISTENED TO BOTH SIDES AND GOT US LOOKING AT THINGS DIFFERENTLY. THE COMMUNICATION BETWEEN US HAD TOTALLY BROKEN DOWN BUT THEY WERE ABLE TO RE-ESTABLISH THAT."**

**" talk<sup>2</sup> sort is LIKE MY SAFE ZONE"**

**" AT FIRST I EXPECTED YOU TO TELL ME WHAT TO DO BUT INSTEAD YOU GAVE ME LITTLE STRATEGIES OF HOW TO MANAGE . YOU MADE ME THINK OF WHAT I COULD DO. I PREFER THIS BECAUSE I DONT LIKE PEOPLE TELLING ME WHAT TO DO."**

talk<sup>2</sup> sort

