

# PREPARING FOR FAMILY MEDIATION

Your attitude, emotional readiness, and behaviour coming into mediation can make a **real difference to the outcome**.

Here are some helpful tips for preparing yourself for the process.

## ATTITUDE

### BE OPEN

by being prepared to hear other points of view. Have an open mind and heart.

### BE FLEXIBLE

by thinking about what has and hasn't worked so far, and what may work better.

### BE CURIOUS

by wondering about what the other person's experience of the situation may be.

### BE INTERESTED

by asking them about their experience, perspective, and their wishes.

## EMOTIONAL READINESS

### WHAT TRIGGERS

you to feel upset or angry?

### WHAT HAPPENS

when you feel overwhelmed?

### WHAT STRATEGY

can you use to stay grounded?

### PLAN FOR

in case you need to take a step out.

Be ready to listen and to compromise. Focus on making changes for a better future together.



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## BEHAVIOR

### TAKE RESPONSIBILITY AND APOLOGISE.

Is there anything you can take responsibility for? Apologies can help if you feel one is warranted.

### LISTEN ACTIVELY

Listen to the content of what is being said, and the emotions behind it.

### THINK BEFORE YOU SPEAK.

Think first about the language you use. Try to use non-blaming language.

### BE SELF-AWARE.

Be aware of non-verbal cues you are sending: Do you appear interested, or are you looking away? Are you frowning? Are your arms crossed? These behaviours can send messages to the other person and can impact the conversation.

Mediation can help you and your family find mutually beneficial solutions to foster healthy, respectful relationships.

The Senior Relationships Mediation Service always prioritises the values and needs of the older person.



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