SUMMIT MEDIATORS
52 Suiderkruis Street, Nelspruit, 1200
mediate@summitmediators.com
+27 (0)82 316 9022

How Mediation Works at Summit Mediators

At **Summit Mediators**, we believe that clarity brings confidence. That's why we guide you through each step of the mediation process with transparency and care. Whether you're navigating a family matter, workplace tension, or interpersonal breakdown - our structured process helps you find clarity, direction, and resolution.

Step 1: Initial Contact / Intake
This is your first step toward the summit.

- **What happens**: You or both parties reach out to schedule an initial consultation (via phone, email, or our website).
- **Our role**: We gather basic information about the nature of the dispute and determine whether mediation is appropriate for your situation.
- **What we do during intake**:
  - Explain what mediation is (and isn't)
  - Clarify our role as neutral facilitators
  - Assess the readiness of all parties to mediate
  - Discuss confidentiality, voluntary participation, and costs
  - Provide you with an Agreement to Mediate and an intake form

This session is often done individually to ensure both parties feel safe and heard from the start.

Step 2: Joint Mediation Sessions
This is the heart of the process - where we climb together.

- Held in a neutral, private setting (in-person or online)
- All parties are given equal time to speak and be heard
- The mediator facilitates respectful communication, clarifies misunderstandings, and explores interests (not just positions)
- We guide the conversation toward practical, realistic, and mutually acceptable solutions

Sessions may run 1.5 to 2 hours and often require more than one meeting, depending on the dispute's complexity.

Step 3 (*Alternative*): Pre-Mediation (One-on-One Preparation)
Should the intake process present a unique case where both parties cannot meet together, we ***may*** schedule **individual pre-mediation sessions** to:

- Understand your goals, concerns, and expectations
- Unpack the emotional undercurrents
- Explore possible outcomes or areas of agreement
- Coach you on how to communicate effectively during mediation

This step helps build trust and prepares you, both emotionally and practically, for a productive joint session.

4: Drafting the Agreement
Once common ground is found and resolution is in sight, we:

- Summarize the points of agreement
- Draft a written record (e.g., Mediation Report, Parenting Plan, Settlement Agreement, or Memorandum of Understanding)
- Ensure both parties understand the terms before signing
- Recommend legal review if required (especially in parenting plans or financial matters)

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Agreements are tailor-made and can be made legally binding with assistance from attorneys, family advocates, or courts, where applicable.

Step 5: Follow-Up Support (Optional)
We offer check-ins after mediation to support implementation of the agreement and help manage any new concerns that arise.

- Follow-up mediation sessions (if needed)
- Conflict coaching for ongoing communication
- Referral to additional services (therapy, legal aid, etc.)

To book a call or intake mediation consultation, please contact office@summitmediators.com.