

10 COMMANDMENTS FOR EVERY MEDIATOR

- I. Explain to the parties and their lawyers the benefits of Mediation.
- II. Know the facts.
- III. Know the Law and its statutes.
- IV. Be certain about which controversies are subject to Mediation.
- V. Analyze the documents carefully and know the case, as well as the parties and their lawyers.
- VI. Take responsibility for analyzing and recommending solutions to all disputes in the same way a Judge would do it in Court, pursuant to Law and Justice.
- VII. Separate the parties' personal feelings in the case from the current legal disputes.
- VIII. Listen with independent judgment to the arguments of both parties.
- IX. Earn the trust and respect of the parties throughout the process.
- X. Be clear, concise and convincing on all pronouncements issued so that both parties feel equally satisfied with the process.