



Federal Communications Commission  
Office of Workplace Diversity

**Mediation Process – Mediation Prep Questions  
Alternative Dispute Resolution Program**

These questions are designed to help you start thinking about your interests and developing strategies on how to best serve your interests while taking into account the other party's interests and goals to the extent you know them.

1. What is the issue that you would like resolved?
2. Summarize the facts leading up to the problem in chronological sequence.
3. What are your interests, i.e., what do you really want or need? Try to focus on what you need in order to move forward.
4. What do you think the other party really wants or needs? Try to envision how you would react and what you would want if you were in their situation. You may want to prepare questions in order to obtain more information.
5. Identify and list as many creative options as you can that would resolve your concerns and meet your interests. Think about how you will convey these resolution options to the other party.
6. Consider what the other party could reasonably do to meet your interests. Think of what you could do to satisfy the interests of the other party and support the mission of the agency.
7. Of all the options, which is the best? Which is the most realistic? Prioritize your options and allow room for flexibility.
8. If you can't get everything you want, what can you accept in order to have a resolution now?
9. If you DO NOT settle this dispute in mediation, what are your other alternatives? What will those alternatives COST? Consider factors such as time, money, uncertainty and stress.