

KEY POINTS

For Mediation to be Effective, be Prepared to:

- Use this opportunity to take a fresh look at the issues and possible outcomes
- Focus on the child's special needs and how they affect his or her education
- Share any conclusions you may have reached, as well as your observations and concerns
- Hear new information regarding the child even though it may differ from your own experience
- Consider new options which may not have been considered before

You Can Expect the Mediator to:

- Help you to talk about your concerns in a confidential setting
- Manage the meeting and assist in the negotiations
- Listen to everyone carefully without taking sides
- Encourage everyone to take a fresh look at the issues
- Help you to identify jointly the issues to work on
- Explore areas of possible agreement but not make decisions about what anyone must do

For additional resolution options for disputes, visit the Virginia Department of Education [Resolving Disputes webpage](#) or email ODRAS@doe.virginia.gov.