

## DEFINITION

The AEA Resolution Facilitator Process involves a Resolution Facilitator who assists you in resolving differences by talking them out. The Resolution Facilitator is an impartial person who is not involved in the situation. The resolution process helps to clarify the problem and helps everyone involved work together to find an agreement which is acceptable to all.

—Adapted from Iowa Peace Institute

## OTHER RESOURCES



The AEA Parent-Educator  
Connection  
At your local AEA

AEA Resolution Facilitator  
Coordinator  
At your local AEA

Parent  
Training & Information  
Center of Iowa

321 East 6th Street  
Des Moines, Iowa 50309  
Phone: (515) 243-1713 or  
800-450-8667  
<http://www.askresource.org>

Bureau of Student and Family  
Support Services

Iowa Department of Education  
Grimes State Office Building  
Des Moines, Iowa 50319-0146  
Phone: (515) 281-3176  
Fax: (515) 242-6019

Iowa Protection and Advocacy, Inc.

950 Office Park Road, Suite 221  
West Des Moines, Iowa 50265  
515-278-2502 • 515-278-0571 (TDD)  
800-779-2502 • 515-278-0539 (FAX)  
[info@ipna.org](mailto:info@ipna.org)

## PREPARING FOR



## AEA Resolution Facilitator Process



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## ROLE OF THE FACILITATOR

The Resolution Facilitator's job is to make it easier for you to talk with others involved in the situation that has brought you together. The Resolution Facilitator will:

- Explain the process and answer your questions.
- Assist you in establishing basic communication guidelines.
- Help clarify the issues that concern you.
- Assist in a conversation about how to improve the situation.
- Make no judgement but instead, focus the responsibility for resolving the issues on those present.



## THE DAY'S SCHEDULE

Generally, the AEA Resolution Facilitator Process will take less than half a day. To make certain that we ensure plenty of time for everyone, we ask that you set aside the entire day.

There is a general schedule that is typical of the AEA Resolution Facilitator Process. It may look somewhat different depending on the needs of those involved.

1. Introductory remarks are given by the Resolution Facilitator, with the parties signing an agreement to continue with the process.
2. The parties share their view of the situation. There will be a decision on who should speak first.
3. The problems are clarified and put in order to be discussed.
4. All solutions are developed, discussed, and negotiated together.
5. When you reach an understanding, the Resolution Facilitator will help you craft the agreement, using the words of the parties. The Resolution Facilitator may ask the parties to select a "shepherd" who will oversee the agreement and serve as the point of contact. Before closing the session, the Resolution Facilitator will make sure the statement is accurate. If an agreement is reached, the Resolution Facilitator will prepare a written agreement. Parties will decide whether the agreement will be in good faith and therefore non-binding or will be considered "legally binding".



### COMMUNICATION GUIDELINES:

The Resolution Facilitator will assist you in developing communication guidelines for resolving differences. These guidelines would include, but are not limited to:

- Speaking and listening respectfully
- Listening without interrupting
- Be willing to work together to solve problems