

## Parents and Educators Working Toward Mutual Solutions

### CADRE/ALLIANCE Mediation Video Script

VIDEO	AUDIO	GRAPHIC
	<p>The following video is intended to introduce viewers to special education mediation. It is meant to be a general introduction and is not intended to interpret federal or state law. It is hoped that the viewer will get an improved understanding of the mediation process and the role of the mediator. Benefits and limitations of the mediation process are reviewed. Sources of additional information are provided at the end of the video.</p>	<p>#1 - Video Title: Parents and Educators Working Toward Mutual Solutions</p>
<p><b>MONTAGE OF DIVERSE PEOPLE</b></p> <p>Variety of people, representing various racial, ethnic, cultural, age, disability backgrounds.</p>	<p>What <i>is</i> mediation?</p> <p>Mediation is finding a solution through cooperation.</p> <p>Mediation is finding a solution by participation.</p> <p>It's finding a solution through communication.</p> <p>...by taking action.</p> <p>Finding a solution...<i>that's</i> mediation.</p>	
	<p>It sounds like a great way to solve problems...and it is. Mediation is really just a process--a powerful, effective process to create an agreement that will resolve differences and create a better relationship between people having a dispute.</p> <p>A neutral person called the mediator manages this process, and it's her job to help parents, educators, and service providers communicate more effectively with each other and then develop a written document that contains the details of their agreement.</p>	<p>#2 - (MONTAGE OF UPCOMING PROCESS)</p>
<p><b>PARENTS, 2 SHOT</b></p>	<p>(F) For us as parents, mediation had a lot of benefits. It was easy to arrange and in our case took less than a day to complete and was free.</p>	

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MALE PARENT	We felt the mediator did a good job of being fair and not taking sides. Each of us had a chance to say what was on our mind.	
FEMALE PARENT	We were able to say what was on our minds; they were able to say what they were thinking. We talked about some new options and alternatives, and together we came up with a solution.	
MALE PARENT	Following my initial training, I have mediated for almost five years. I believe in mediation because 85% of the time it results in a written agreement.	
MEDIATOR MS	I help them to look at points of agreement and disagreement, help identify different options, and when we're ready I assist with writing down the terms of the new agreement.	
PARENTS 2 SHOT	(M) It's like I said before, we have an agreement that we can all work with, and that's what's best for our child.	
	<p>(VO) The Benefits of Mediation</p> <p>Parents and educators jointly develop the final agreement rather than an outside individual.</p> <p>Parents and educators work together, and they are in control of the outcome.</p> <p>Mutual agreements result in greater satisfaction for everyone involved.</p> <p>Mediation assists everyone to better understand differing points of view.</p> <p>Mediation may be less costly and disagreements are resolved more quickly than traditional legalistic procedures.</p> <p>Written agreements resulting from mutual resolution are more likely to be kept.</p>	<p>#3 - THE BENEFITS OF MEDIATION</p> <p>(a-f)</p> <ol style="list-style-type: none"> <li>a. Parents and educators jointly develop the final agreement rather than an outside individual.</li> <li>b. Parents and educators work together, and they are in control of the outcome.</li> <li>c. Mutual agreements result in greater satisfaction for everyone involved.</li> <li>d. Mediation assists everyone to better understand differing points of view.</li> <li>e. Mediation may be less costly and disagreements are resolved more quickly than traditional legalistic procedures.</li> <li>f. Written agreements resulting from mutual resolution are more likely to be kept.</li> </ol>

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	<p>These are some potential concerns about mediation that you should be aware of:</p> <p>Mediation can sometimes be an emotional, tiring, and frustrating process.</p> <p>Parents and family members may feel at a disadvantage if they don't adequately prepare.</p> <p>Some complex situations might need multiple mediation sessions in order to create a clear and detailed agreement.</p> <p>There are no guarantees that mediation will lead to a written agreement.</p>	<p>#4 - POTENTIAL CONCERNS ABOUT MEDIATION</p> <p>(a-d)</p> <ol style="list-style-type: none"> <li>a. Mediation can sometimes be an emotional, tiring, and frustrating process.</li> <li>b. Parents and family members may feel at a disadvantage if they don't adequately prepare.</li> <li>c. Some complex situations might need multiple mediation sessions in order to create a clear and detailed agreement.</li> <li>d. There are no guarantees that mediation will lead to a written agreement.</li> </ol>
MS MEDIATOR	<p>Now that we've all been introduced let me talk about some of the basic ground rules. Only one person is going to speak at a time and everything that is said here will be kept confidential. I'm going to ask that everyone be respectful when they talk to each other...</p>	
	(VO) Then the participants were asked to each give their opening remarks.	<p>#5 - OPENING REMARKS</p> <p>(will crawl across the bottom of the screen – while action is taking place)</p>
F PARENT READS REMARKS	<p>We are here because we have not been able to agree with the school about our son Dan's IEP and his services. Dan has a learning disability in reading and writing as well as attention deficit disorder...</p> <p>(VO) When John and Kathy were done, the School District representatives, Jane and Don, gave their opening remarks.</p>	

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SCHOOL DIST REP	<p>We have some real differences of opinion about Dan's needs and which services he should receive. While we agreed to come here, I don't hold out much hope for an agreement, but we're willing to talk. (Resigned rather than attacking tone)</p> <p>(VO) After the family and school shared their initial concerns, some time was spent identifying the topics for discussion.</p>	#6 – Choosing the Topics (crawl across bottom of the screen)
	MALE PARENT	We want the school to pay for Dan's tutoring.
FEMALE PARENT	And, we need better communication with Dan's teachers.	
SCHOOL REP #1	There are limitations to what we can do for each and every student on an individual basis.	
SCHOOL REP #2	We can't just pay for private tutoring whenever a family hires someone?	
MEDIATOR	It's important that all of us are open to new alternatives. We have to also be realistic about how we can implement new solutions and the kind of agreement that we can reach. Keeping that in mind, let's come up with some options and see what people think about them.	#7 – Solutions and Options (crawl across bottom of the screen)
SR1	It might be possible to...(Rolling audio cross-fades)	
MALE PARENT	The only problem is that the school isn't providing the kind of individual attention Dan needs.	
FEMALE PARENT	What if we tried meeting with his teachers before the school year begins to ensure they are familiar with Dan?	
SR2	That might work, especially if we have regular evaluations to review with the teachers.	
MALE PARENT	What about the whole issue of paying for the testing and tutoring we found for him?	
SR1	That's going to be very difficult. We can't pay for services that we weren't involved in contracting for.	
SR2	What would you think about paying for additional help beyond what we can provide?	

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WS, MEDIATOR SR 1 & 2 LEAVE ROOM	Perhaps, we need to take a minute to discuss this privately.	
	(VO) A caucus is a separate meeting called by the mediator. It is a chance to privately discuss or develop a response, to figure out how to proceed or even to let out emotions in private. The mediator will meet separately with both the family and the school.	#8 - THE CAUCUS  *Separate Meeting  *Opportunity to Privately Discuss Topics  *Mediator meets separately with both parties
WS OF COUPLE & MEDIATOR ALONE		
SR 1 & 2 SITTING DOWN AT TABLE	(VO) When everyone returned to the room, the family and school continued working together.	
MEDIATOR  -LIN		