

LEVEL SEVEN

Level Seven's 7 steps to **Mediating Conflict**



Step 7 – Act: Support the final outcome

Step 6 – Act: Take a problem-solving approach

Step 5 – Act: Role model positive behaviours

Step 4 – Accept your responsibility to facilitate a solution

Step 3 Accept those involved have a right to fair treatment

Step 2 – Acknowledge the feelings of the people involved

Step 1 – Acknowledge existence of the situation