

# **MEDIATION**

## **DEALING WITH CONFLICT IN A COMPLEX SOCIETY**

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# **FIRST RESPONDERS**

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## Role Description

### COMMUNITY STABILITY IS OUR CORE FOCUS.

**1. Gather Information**

**2. Do an Assessment**

**3. Note down the indicators or information you received.**

**4. Ask the relevant questions. Why are they protesting, who are the leaders, who are instigators?**

**5. Try to engage the leaders of the protest action, introduce yourself as a first responder and ask if you can assist them by bringing the relevant service provider to the table.**

**6. Inform the district safety coordinator and mediation coordinator. Brief them about the situation and your assessment of the current situation**

**7. Introduce mediator to protestors/ when introducing mediator to the protestors your job is not done.**

# **ENGAGER WHO CAN BE ?**

- **Community / CPF / Neighborhood Watch member**
- **Coordinates communication from the community to the liaison in terms of what the problem is.**
- **Gather information**
- **Introduce the concept of bringing in a neutral person { mediator }**
- **Introduce mediator to group**
- **Assist mediator with the process of community engagement**

# **THE LIAISON WHO?**

- **SAPS or Law Enforcement member**
- **Coordinate communication between all law enforcement agencies**
- **Liaise information between the engage r and other stakeholders**
- **Point of contact for law enforcement and disaster management**



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