1. The mediator must not decide the outcome. The mediator is not the decision-maker or problem-solver in the mediation; the parties are. The mediator’s job is to facilitate discussion and help the parties come to an agreement that they find mutually acceptable.

2. The mediator must keep confidential that which is disclosed in the mediation process.

3. The mediator must explain his or her qualifications to the parties, and should not accept a case that s/he is not qualified to handle.

4. The mediator must make sure that the parties understand the mediation process before beginning.

5. The mediator must disclose any possible conflicts of interest that s/he may know of as soon as possible.

6. The mediator must withdraw if s/he cannot be impartial to the parties or if his or her ability to be impartial has been questioned.

7. The mediator must not use information gained in a mediation for personal benefit.

8. The mediator must not offer professional advice, but rather direct the parties to professionals outside the mediation when needed.

9. The mediator must be careful to advise parties of the right to consult with legal counsel before entering into a binding agreement.

10. The mediator must not force agreements between parties.