Mediation and Our University Values

Mediation reflects the values that guide our university community:

Dignity

Every person is treated with respect.

Equality

Power imbalances are recognised and addressed.

Transformation

The focus is on learning, growth, and change.

Ubuntu

We acknowledge our shared humanity and responsibility to one another



When to Consider Social Justice Mediation and Peacebuilding

This approach may be appropriate when:



Social justice Mediation and peacebuilding may be appropriate when: -

Communication has broken down - Conflict is escalating - You want a respectful, confidential space to talk - You prefer a solution-focused approach



Social justice Mediation and Peacebuilding

Empower students and staff to take responsibility for resolving conflict.

Visit the Transformation Office Website

NELSON MANDELA
UNIVERSITY

Transformation Office

Social Justice Mediation & Peacebuilding



A student- and staff-centred approach to dialogue and understanding



What is Mediation ?

A social justice mediator is a neutral facilitator / like a middle person, who helps parties in a dispute or conflict engage in dialogue and negotiate solutions that promote fairness, equality, and human dignity.

Therefore, in the university context, a social justice mediator would address conflicts and disputes linked to gender-based violence (GBV), harassment, and discrimination among students, staff, and faculty.

Not all GBV cases in universities can or should go to mediation (especially serious criminal cases like rape or sexual assault).

But mediation can be effective for certain categories of GBV-related conflicts where ongoing relationships, community safety, and educational environments are at stake.

A Social Justice Approach



Conflict does not occur in isolation. Social justice mediation looks beyond the immediate incident to understand:

- Context and lived experiences
- Power dynamics and institutional influences
- Visible and less visible forms of harm

By addressing these dimensions, the process supports fairer, more inclusive, and more sustainable outcomes.

What Mediation Is

- A voluntary and confidential process
- Facilitated by a neutral and trained mediator
- Focused on dialogue, listening, and understanding
- Aimed at constructive, practical, and forward-looking outcomes

What Mediation Is Not

- A disciplinary hearing
- A court or legal process
- About punishment or “winning”
- About forcing agreement