



Security & Mediation: Supporting Peace

Through Presence

HOW SECURITY PERSONNEL SUPPORT MEDIATION

EARLY INTERVENTION AND DE-ESCALATION

Read body language,
listen actively
defuse tension

NEUTRAL PRESENCE

Provide perceived
sense of safety
for parties

INTELLIGENCE GATHERING AND RISK ASSESSMENT

Develop insights into
behaviour patterns,
power imbalances

SUPPORTING CONFIDENTIALITY AND ACCESS

Manage access to
mediation rooms,
enforce participant-only
policies





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Security & Mediation: Supporting Peace Through Presence

A Training Brief for NZ Security Professionals

Introduction

Mediation is increasingly used across Aotearoa to resolve disputes through respectful dialogue and mutual understanding. Security personnel, often the first to witness conflict, play a crucial role in ensuring environments are safe and suitable for mediation to occur. This brief explores how security teams can support mediation processes in their day-to-day work.

Understanding Mediation Principles

Mediation is:

- Voluntary and confidential
- Facilitated by a neutral third party
- Focused on mutual understanding and interest-based outcomes
- Aimed at preserving relationships and restoring trust

How Security Professionals Can Support Mediation

1. Early Intervention & De-escalation

Recognise potential conflict early and use de-escalation strategies to reduce tension before it worsens.

2. Neutral Presence

Security officers can provide a calming and impartial presence that reassures both parties and helps maintain a safe space for mediation.

3. Protecting Confidentiality & Space

Ensure that only authorised individuals enter mediation spaces and maintain privacy during sensitive discussions.

4. Intelligence & Observations

Security teams often have on-the-ground insights into the causes of disputes and can provide helpful context to mediation professionals.



Training & Development

To strengthen mediation outcomes, security personnel should receive training in:

- Conflict resolution and de-escalation
- Empathetic communication
- Trauma-informed care
- Cultural awareness and Tikanga Māori
- Mediation process basics

Conclusion

Security and mediation are both essential to community safety. By recognising the important role security officers play in conflict resolution, we can create more peaceful, respectful environments across New Zealand.

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