

## Exercise 5

# THE MEDIATORS

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**In a nutshell:**

The purpose of this exercise is to get participants to frame each other's problems in terms of systemic blockages.

**Estimated time:**

60 – 90 minutes

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**When to use this exercise:**

This exercise is suitable to help market actors build on Milestone 1 and reach Milestone 2 in the participatory market mapping journey.

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**Prerequisites:**

Participants need to have a largely shared understanding about how their market system works, with an appreciation of the importance of the relationships between the market actors. 'Map the market system' is a good exercise to carry out before this one. Participants also need to have already discussed their problems with each other. The exercise 'Your problem is our issue', or 'Put myself in your shoes' can serve this purpose.

## Objectives:

- Selected participants act as mediators to help other participants see each other's points of view. In doing so participants come to understand the valid challenges that other market actors face and stop blaming each other;
- Participants frame their own and each other's problems in terms of blockages that affect the entire system. In particular mediating participants come to appreciate how they are affected by others' problems and the value that they can add from acting as a mediator.

## How it works:

The exercise builds directly on previous exercises discussing individual problems.

- Facilitators help participants to select a small number of the most contentious blockages in the system.
- For each of these blockages the facilitators look for volunteers among the participants to mediate discussions in groups. Facilitators look for mediators that are seen to be distanced from the blockage and are seen as fairly impartial.
- Groups are formed to discuss each of the blockages.
- All the participants come back together and the mediators present to the whole group about how the discussions went.
- Other actors are invited to make comments and additions.