



# MEDIATION MECHANICS

*Where Conflict Becomes Opportunity*

## Introduction to Conflict Resolution Education

### AIM

- To introduce the concept of Conflict Resolution and inspire applicants to become Peer Mediators

### OBJECTIVE

- Every participant will gain an understanding of what conflict resolution means
- Every participant will have the opportunity to reflect on their own experience of conflict
- Every participant will gain an initial understanding of the role of peer mediator, and consider becoming a peer mediator

Some of the topics covered:

### Session 1

- Focusing on the problem not on each other
- Me too! Game to explore personal experiences
- Anger discussion
- Escalation of Anger
- Strategies to de-escalate anger
- Conflict Resolution Poems
- Listening Games
- Introduction to echo listening
- What is peer mediation
- Mediation Skills
- Skills Affirmation



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## Introduction to the Peer Mediation Scheme for Supervisors

### AIM

- To introduce the concept of conflict Resolution and explain how peer mediation will work.

### OBJECTIVE

- Supervisors will reflect on conflict in school and how they respond to it.
- Supervisors will explore the benefits and concerns regarding peer mediation
- Supervisors will understand how peer mediation works in schools
- Supervisors will understand how they can encourage/facilitate peer mediation

### Session 2

- Introductions
- Introduce conflict Resolution Education
- Conflict Styles
- Conflict in School
- Restorative Grid 4 Approaches
- Introduce Peer Mediation
- Echo Listening
- Reflection on Peer Mediation
- Practicalities
- Hopes and Fears



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## PEER MEDIATION TRAINING

### 1. Setting the scene and initial listening skills

#### OBJECTIVE

##### Setting the scene

- to get to know each other
- to understand what conflict is
- to give examples of the types of conflict school peer mediators are likely to deal with
- explain the difference between peer mediation and staff intervention
- to identify the breadth of skills needed for mediation

##### Listening Skills

- to experience how it feels when the person you are speaking to is not listening attentively and identify what makes good listening
- to consider how body language helps convey a message
- to know people have tendency to 'fill in' when repeating a story

##### Session 3

- meet and greet
- Conflict in schools
- Introduction to mediation
- Mediation skills
- Listening exercise
- Round up



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## 2. Introduce Glide and the greeting stage

### OBJECTIVE

- For the mediators to be able to list the Glide outline that structures a mediation
- For the mediators to describe the skills needed for disputants to feel welcomed and to practice eye contact
- For the mediators to start to learn the promises made at mediation and describe their purpose

### Session 4

- Introduce Glide
- Greetings and promises
- Recap

## 3. The listening stage of glide

### OBJECTIVES

- To describe feelings, different intensities of feelings and how feelings affect body language
- To be able to judge when people need to calm down and allow their anger to subside before carrying out a mediation
- To recognize blame language
- To practice echoing listening



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## Session 5

- Anger and other feelings
- Good listening body language
- Introduce blame language
- Introduce echo listening
- Blame language game
- Listening
- Recap

### 4. The Listening Stage Of Glide Continued

#### OBJECTIVES

- To act out a mediation and practice mediation greeting and listening skills
- To be able to generate open and closed questions and describe their use in mediation

## Session 6

- Colored circle game
- Snowman story
- Goldfish bowl mediation
- Peer mediation practice 1
- Open and closed questions puzzle
- Open and closed questions examples
- Peer mediation practice 2

### 5. Continued Listening and the ideas stage of Glide

#### OBJECTIVES

- To practice using open questions in the listening and ideas stage of



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## Glide

- To assess how ideas can benefit one, neither or both disputants

## Session 7

- Question tiles
- Win/win game
- Ideas quadrant
- Exploring ideas-open questions
- Closing round

### 6. The decision and ending stages of Glide

## OBJECTIVES

- To reinforce that ideas and solutions must come from the disputants and not the mediators
- To assess whether a solution is realistic, practical and specific
- To be able to end the mediation clearly
- To practice all mediation skills covered so far

## Session 8

- Recap
- What are needs
- Decisions
- Ending
- Peer mediation practice 3
- Finishing game



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## 7. Assertiveness and reminders

### OBJECTIVES

- To experience the difference between apologetic, assertive and aggressive communication
- To describe the purpose of mediation being about restoring relationships, not apportioning blame.
- To give reminders clearly during mediation when disputants are breaking the agreement and to judge when it is appropriate to do so.

### Session 9

- Tone of voice lines
- Police activity
- Reminders

## 8. What not to mediate and role play

### OBJECTIVES

- To describe what actions should be taken if issues unsuitable for school peer mediation arise
- To identify common difficult issues that might happen during a mediation
- To practise dealing with difficult situations

### Session 10

- Straight face game
- What not to mediate
- Peer mediation practise 4
- Troubleshooting carousel
- Worries
- Game-here I sit



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## 9. Practicalities and practise

### OBJECTIVES

- To practice mediation, focusing on two-identified skills
- To describe the practical arrangements for carrying out mediation in school

### Session 11

- Saving number 10
- Practicalities
- Personal skill audit
- Peer mediation practice 5
- Co-operation game
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## 10. Round up, affirmations and evaluation

### OBJECTIVES

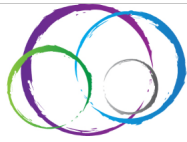
- To recap the main teaching points from the two day.
- To affirm one another in their mediation skills

To evaluate the two day course to assist with future planning

### Session 12

- Elevator pitches
- Recap
- Affirmations
- Me too and evaluation
- Congratulations, thank you's and ending game





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