

WHY HAVE PEER MEDIATION?

Conflict is a normal part of life, but interpersonal student conflict is on the rise. This affects the entire school community. Trained student mediators have reduced conflict and violence by helping their peers talk out tough issues using a proven problem-solving process that models mutual respect.

WHAT IS PEER MEDIATION?

Peer mediation is a voluntary process during which student mediators assist other students involved in conflict to resolve disputes. Young people are effective mediators because they understand their peers and make problem-solving more natural. Students learn "real world" skills such as active listening, communicating feelings, building trust, and brainstorming solutions.

WHAT KINDS OF DISPUTES CAN BE MEDIATED?

- Misunderstandings between students
- Teasing or name-calling
- Relationship arguments
- Accusations of theft or destruction of property
- Rumors and/or fights between groups

The Program Coordinator and school officials will determine which disputes are appropriate for mediation. Using mediation in addition to traditional discipline can work toward preventing reoccurrence or escalation of student disputes.

PEER MEDIATION TRAINING **TOPICS**

THE FOUR BASIC PRINCIPLES:

1. Neutrality- Not taking sides
2. Self-determination- Let them decide
3. Confidentiality- Keep it in the session
4. Voluntary Consent- Unforced agreement

THE STEPS OF MEDIATION:

1. Pre-Mediation Conference
2. Introductions
3. Joint Sessions
4. Mediator Breaks
5. Private Sessions
6. Writing the Agreement
7. Post-Mediation Debriefing

MEDIATOR SKILLS:

1. Listening to all sides
2. Gaining trust
3. Identifying positions, issues, and interests
4. Building communication between parties
5. Dealing with emotions
6. Dealing with power imbalances
7. Problem solving without giving advice
8. Using settlement techniques

ETHICAL DILEMMAS:

1. Mediator Bias
2. Confidentiality
3. Diversity
4. Impartiality

WHO ARE THE MEDIATORS?

Peer mediators are students from a particular school who, after completing a training, may become qualified to mediate in the program. These mediators must have the ability to be neutral, really listen, keep information confidential, and want to peaceably resolve a variety of conflicts. Peer mediators represent a cross-section of the school's population and are not necessarily the top students. Many peer mediators have been involved in disputes themselves, and therefore are interested in learning how to de-escalate such situations and to help others do the same.

The training usually includes some interested teachers or staff who want to learn new ways of dealing with conflict and to contribute to the success of their school's peer mediation program.

ABOUT NSCM:

North Shore Community Mediation is a non-profit corporation providing mediation services, education, and training to communities on the North Shore. We work with courts, businesses, schools, organizations, individuals and families. North Shore Community Mediation (NSCM) trains and supports the ongoing development of many North Shore peer mediation programs. NSCM is a member of National Association For Community Mediation (NAFCM).

TRAINING INCLUDES

Conflict Theory
Mediation Stages and Process
Practice Role Plays

REQUIREMENTS

Active involvement in the full training. Willingness to participate in challenging exercises and role plays.

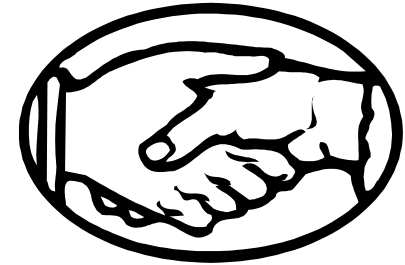
PARTICIPANTS RECEIVE

- 20-Hour High School or 16-Hour Middle School Training
- Group Discussion and Supervision
- Role Play Experience
- Mediation Training Manual
- Certificate Upon Completion
- Optional On-Going Support from NSCM

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NORTH SHORE COMMUNITY
MEDIATION, INC.

PEER MEDIATION TRAINING



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