



Students are encouraged to seek mediation in the playground if they are experiencing problems sorting out conflicts with their peers.

**Cool Schools
Peer Mediation
Steps to
Support our
Positive Behaviour Plan**



CARLTON SCHOOL MEDIATORS

STEPS OF MEDIATION

INTRODUCTION & RULES

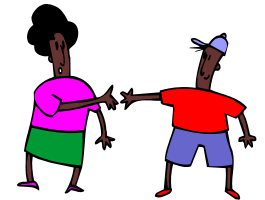
1. Introduce yourselves.
2. Ask if they want to solve the problem with you.
"Can I help you solve your problem?"
3. If yes, then start to negotiate.
4. Explain and get agreement to the four rules of mediation:
 - Do not interrupt - you will each have a turn;
 - No name calling or "put downs";
 - Be as honest as you can;
 - Agree to solve the problem.
5. Decide on the person to talk first.
Ask, "What happened and how do you feel?"
Restate what happened back to the person in your own words.
You can ask for more details if you feel they are needed.
Say, "Is there anything else you need to tell me?"
6. Ask the second person to talk.
Ask, "what happened and how do you feel?"
Restate what happened back to the person in your own words.
You can ask for more details if you feel they are needed.
Say, "Is there anything else you need to tell me?"
7. You may have to repeat the steps 5 and 6 until the situation is clear.
8. Make sure that no one breaks the rules.
If someone does say, "Remember the rules - do not interrupt, you will each have a turn."



9. Ask the first person, "So what could you do to solve this problem ... (the action) ...?"
Restate back to the person in your own words.
10. Ask the second person, "So what could you do to solve this problem ... (the action) ...?"
Restate back to the person in your own words.

FINDING SOLUTIONS

11. Get agreement to suggestions.
Say to both, "Do you agree to this solution?"
12. Make sure that both parties are happy with the solution. Make sure that all problems are solved, as there may be more than one problem.
13. When agreement is reached, ask both parties to shake hands and say, "No hard feelings."
14. Thank the disputants and congratulate them for being able to solve their problem.
15. Congratulate yourselves for being such great mediators and for doing a brilliant job.



DIFFICULT DISPUTES

If disputants don't want to mediate, offer the choice of getting the duty teacher.

Say, "Do you want to mediate or do you want to solve the problem with the teacher?"

You have done your job well. The duty teacher will negotiate with anyone who chooses not to negotiate.