



Holy Cross School Peer Mediation Handbook

Name _____

Room _____

Mediation- Go for the WIN-WIN!



1. Agree to follow the ground rules

- Do not interrupt
- No name calling
- Tell the truth
- Work hard to solve the problem



2. Communicate about the problem

- Use "I statements"
- Listen actively
- Understand the other person's viewpoint



3. Brainstorm for solutions

- Be creative
- Look for common ground



4. Resolve the conflict

- Find a WIN-WIN solution
- Firm up the solution



Welcome to Peer Mediation

W.A.L.T

Become a Peer Mediator

We will be successful when we:

- are active listeners
- use 'I' statements
- know the different types of conflict
- used open / closed questions correctly
- use the process and skills of a Peer Mediator (*summarise stories and seek win / win solutions*)
- complete our duty as per the roster
- are good role models for other students



Welcome to Peer Mediation

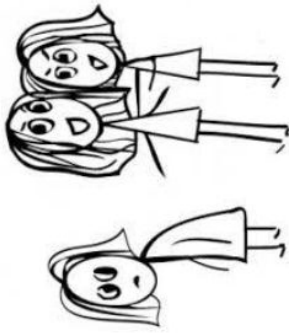
What is Peer Mediation?

The aim of the Peer Mediation Programme at HCS is to get “peers” to resolve conflict within the school playground using mediation. This important role can be extremely beneficial to the children in the playground as well as the peer mediators themselves. We ask for your help as part of the leadership programme at HCS to help ensure the children in our school have an enjoyable and trouble free lunchtime.

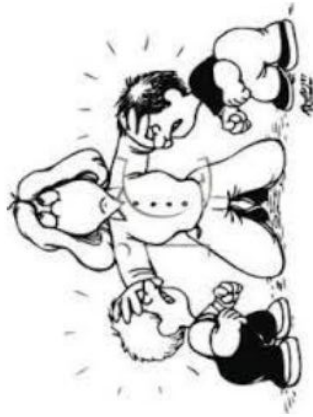


When is it OK to Mediate?

It's right to mediate when you are asked for help by others. Here are some examples:

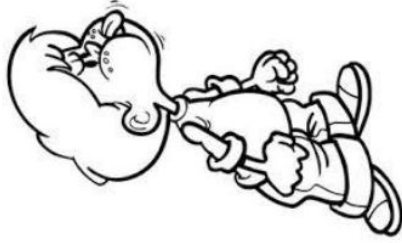


When they won't play with one another.



When they fall out with one another.

When is it OK to Mediate?



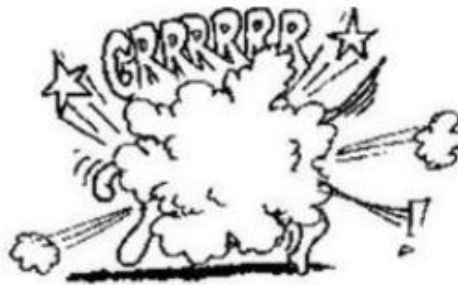
When they make rude gestures.



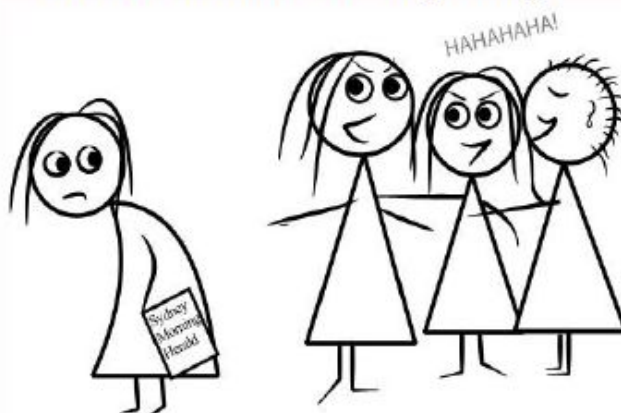
When they say horrible things to each other.

When is it not OK to Mediate?

Sometimes it's not right to mediate and you must tell an adult. Here are some examples:



When others are fighting.



When you know someone is bullying

- When you know someone is being hit, punched, kicked or hurt physically
- When someone is being called names because of their size or looks or because they are of a different race or religion to others
- When you know someone is being forced to do something they don't like or know it is wrong

What is conflict?

Conflict means a struggle or clash because of different ideas about something.



What could have caused the conflict?

What causes conflict on our playground?

Hotting up or cooling down conflict

What actions would make conflict worse and which would avoid conflict? Highlight the 'hotting up' words in red and the 'cooling down' words in blue.

SHOUTING

SWEARING

APOLOGISING

NAME CALLING

UNDERSTANDING

RUDE GESTURES

STAYING CALM

LISTENING

ADMITTING YOU WERE WRONG

INTERRUPTING

10 ways to look and sound friendly



1. Use a warm, genuine voice
2. Smile when it is right to do so
3. Listen carefully
4. Keep at the same level as the other – sit if they sit, stand if they stand
5. A friendly touch on the shoulder sometimes helps but otherwise keep your hands to yourself
6. Show you understand what's being said by nodding and making agreeing sounds such as 'yes' or 'mm' or 'I see' or 'right'
7. Keep still and calm
8. Speak in a way the others can understand
9. Look at each person when they are talking to you
10. Try to stay relaxed and breathe normally

What makes a good listener?

Busy versus active listening - (start video at 3m to 5m)

Put these helpful and unhelpful actions into the correct box:

Looking at the person who is talking

Looking at your watch

Yawning

Keeping your voice calm

Telling them what to do

Interrupting

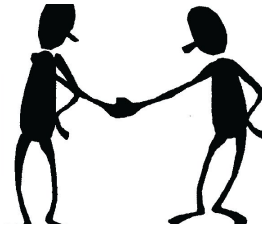
Smiling in an encouraging way and nodding your head

Giving them time to explain

Shaking your head and saying 'Oh dear!'

These would be helpful	These would be unhelpful

Peer Mediation for Juniors



<u>To Do</u>	<u>To Say</u>
1. Introduce yourselves	<ul style="list-style-type: none"> Hello I'm...and this is...we are the peer mediators
2. Give choices a) Self, peer mediator, duty teacher b) Solve here or in hall	<ul style="list-style-type: none"> Can you solve this yourselves? Do you want us to help? Do you want the duty teacher to help? Do you want to talk here? Do you want to talk in the hall?
3. Get agreement to the rules <ul style="list-style-type: none"> No interrupting No name calling Be honest Agree to solve the problem 	Please ask them to repeat these with you
4. Choose one student to speak first -Usually the most angry/sad	<ul style="list-style-type: none"> What happened? How are you feeling?
5. Ask the other student...	<ul style="list-style-type: none"> What happened? How are you feeling?
6. Then listen and reflect... -tell them back in your own words	<ul style="list-style-type: none"> So what happened was... You felt...when...
7. Ask each student	<ul style="list-style-type: none"> How can you fix it? What do you need?
8. Get agreement on a solution Then congratulate them on getting a solution	<ul style="list-style-type: none"> Do you agree to this solution? What do you need to do now? Well done at problem solving instead of fighting Please say sorry and shake hands?
9. If this doesn't work thank them for trying mediation and take the problem to the duty teacher.	<ul style="list-style-type: none"> Thank you for trying mediation We can't solve this so we need to get the duty teacher now.

Peer Mediation for Seniors

<u>To Do</u>	<u>To Say</u>
1. Introduce yourselves	<ul style="list-style-type: none"> Hello I'm...and this is...we are the peer mediators
2. Give choices a) Self, peer mediator, duty teacher b) Solve here or in hall	<ul style="list-style-type: none"> Can you solve this yourselves? Do you want to go to the duty teacher? Would you like Peer mediation help? Shall we talk here? Is this the best place to talk? Is the mediation place (hall) better?
3. Get agreement to the rules <ul style="list-style-type: none"> One person speaks at a time No name calling or put downs Be as honest as you can Agree to what you have to do to solve the problem 	<ul style="list-style-type: none"> Do you agree? (after each rule)
4. Explain confidentiality	<ul style="list-style-type: none"> Can we agree not to talk about what is said during peer mediation? Do you agree? If people ask you can say you used mediation to help solve a problem.
5. Choose one student to speak first -usually the most angry or emotional one (=Student A)	<ul style="list-style-type: none"> Can you speak first and tell us what happened? You look like you need to talk first - what happened?
6. Ask Student A Then listen and reflect... -tell them back in your own words	<ul style="list-style-type: none"> What happened? How did that make you feel? So what happened was... You felt...when...
7. Ask Student B Then listen and reflect... -tell them back in your own words	<ul style="list-style-type: none"> What happened? How did that make you feel? So what happened was... You felt...when...
8. You may need to repeat 6. & 7. To check that you really understand	<ul style="list-style-type: none"> What happened first? What happened after that? What did you do when that happened?

Peer Mediation for Seniors

<u>To Do</u>	<u>To Say</u>
9. Summarise the problem as you understand it	<ul style="list-style-type: none"> • So the problem seems to be... • Is that right? • Do you agree?
10. Ask them for possible solutions	<ul style="list-style-type: none"> • So how can you/we solve the problem? • What do you need to fix this problem? • What would be a fair way to solve this? • What would you like to happen next? • What else could you do? • Is there anything else that might work? • What do you think is the best choice to solve this? • If this problem happened again what would you do? • How could you stop it from happening again?
11. If they get stuck ask a focussing question	<ul style="list-style-type: none"> • What upsets you about this? • What do you need to happen? • What do you think would happen if...? • What would be the best choice to solve it? • How can you make it fair to you both?
12. Get agreement on a solution Then congratulate them on getting a solution	<ul style="list-style-type: none"> • Do you agree to this solution? • What do you need to do now? • Well done on problem solving instead of fighting • Can you apologise to each other and shake hands?
13. Thank them and remind them it is confidential	<ul style="list-style-type: none"> • Thank you for using us • Remember if your friends ask just tell them you used mediation to solve a problem
14. If no agreement is reached ask	<ul style="list-style-type: none"> • What will happen if this doesn't get solved? • Do you want this to happen? • What can each of you do?
15. If this doesn't work thank them for trying mediation and take the problem to the duty teacher	<ul style="list-style-type: none"> • Thank you for trying mediation • As we couldn't help you come to a solution we need to get the duty teacher now.

ROLE PLAY #1

The Situation: George was building a tower out of blocks when a new kid, Winston, knocked it over. So later at lunch, George wouldn't let Winston play four-square with him.

George's Story: I was building a block tower when the new kid Winston knocked it all over, roaring like a dinosaur or something. So when he wanted to play four-square with me, I said he couldn't, because I didn't want to play with someone who ruined my tower.

George's Goal: I want him to say sorry for knocking over my block tower; I thought it was really mean.

Winston's Story: I just wanted to make a good impression on George, because I wanted to make a new friend, so I thought it would make him laugh if I knocked over his tower all Godzilla style. But then he got mad at me. So I tried playing with him at lunch, but he wouldn't let me.

Winston's Goal: I want him to apologize for not letting me play with him!

ROLE PLAY #2

The Situation: Jennifer and Darlene were fighting over the swing set at the playground during recess. Darlene threw sand at Jennifer, who was on the swing, and they began yelling at each other. The teacher stopped the fight and brought them both to peer mediation.

Jennifer's Story: Darlene and I both got out of class and raced to the swings at the same time. I beat her to the swing fair and square. I may have pulled on her hair or something, but it was really gentle. Then she threw sand at me when I got on the swing, and I got mad because I got there first.

Jennifer's Goal: I want Darlene to apologize for throwing sand at me. I barely touched her hair; it didn't do anything. She's just mad because she lost.

Darlene's Story: We raced to the swing set but Jennifer cheated and pulled my hair really hard. It hurt a lot, so she got there first. She was laughing, and so I threw some sand at her. It was just a little bit.

Darlene's Goal: I want her to say sorry for yanking my hair and cheating. I should get the swing next time.

ROLE PLAY #3

The Situation: Julie and Emma have been caught fighting at school, so both have been brought to peer mediation to sort out the issue.

Julie's Story: I invited Emma to a sleepover. But Sasha also invited her over to a pool party after I had already invited Emma. Emma chose to go to the pool party. She said it was because she wanted to swim, but I think she just likes Sasha more than me.

Julie's Goal: I don't want Emma to go over to Sasha's anymore; it was really mean to not come to my party. She should apologize.

Emma's Story: Julie invited me to her sleepover, but then Sasha invited me to her pool party on the same day. I really wanted to go to the sleepover, but I had swimming lessons the next day and I wanted to practice. If I didn't do well I would be kicked out of the swim class! It's not that I don't like Julie; I still want to be friends with her.

Emma's Goal: I want her to know I'm still friends with her. I just had to practice for my swim meet!

ROLE PLAY #4

The Situation: John and Timmy almost got in a fight with one another after exchanging hurtful insults. A teacher brought them to peer mediation to resolve what happened.

John's Story: My friends and I always joke with each other, and we never take it seriously. The other day I made the same jokes to Timmy, and I thought he'd take them lightly, but he got really angry. The next day, he and his friends came up to me and started saying really mean things, not like the jokes I was saying. So I teased him back, and he got super angry and started kicking dirt at me, but by then a teacher had separated us. Timmy needs to not be so mean and see that I was just making jokes. Just because I joke around doesn't mean he can say really rude things to me.

Timmy's Story: This kid in my class, John, is always making jokes about everyone, but today decided to pick on me for the first time. He said a lot of things that made me really uncomfortable and embarrassed. So when I talked to my friends about it, they said we should all go make fun of him to show him how it feels. When we did, he started saying even worse things about me, so I started kicking dirt at him when a teacher separated us.

Timmy's Goal: He should apologize for making fun of me in the first place. He just got even meaner when I showed him what it felt like!

Are you a good peer mediator?

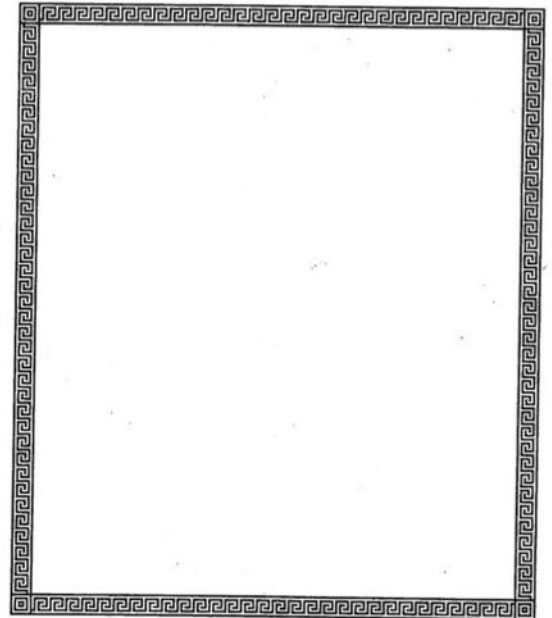
	I'm good at this	I'm OK but could improve	I need some help
I listen carefully and can remember what has been said			
I can summarise the main points			
I know how to look, sound and act in a friendly manner			
I understand how to use 'I' statements and how to encourage others to use them			
I know when to stop and ask for help			
I can say things that may make difficult situations better			
I can use my problem-solving skills to help others resolve their conflict			



Living the BEATITUDES

Blessed are the peacemakers: for they shall
be called the children of God Matthew 5:9.

People live out this Beatitude when they:-



Living the Beatitudes means living with



Instructions

- In the box at the top write one Beatitude
- In the next space write how this Beatitude can be lived out and illustrate it
- In each cloud write one attitude people have who live out the Beatitudes

