

# Peer Mediation

Information  
for Parents





Conflict is an inescapable and essential part of life, diversity and change.

Successful conflict resolution is a problem-solving exercise, which involves achieving win-win situations.



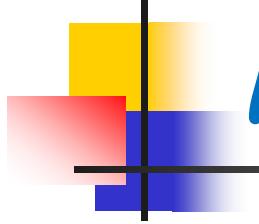
"If you want to make peace, you  
don't talk to your friends. You talk  
to your enemies."

Mother Teresa

# Peer Mediation is

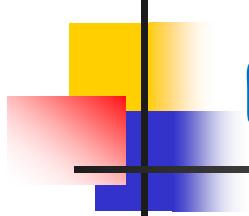
Students talk face  
to face in a safe and  
supportive  
discussion led by  
trained peer  
mediators.





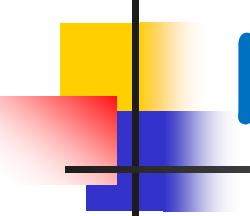
# Mediation is NOT about:

- Deciding who's 'wrong' or 'right'
- Allocating blame
- Giving advice.



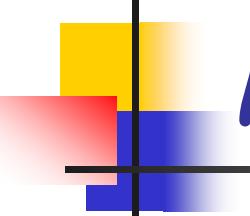
# What situation can be mediated?

- Arguments
- Teasing
- Harassment
- Name-calling
- Rumours
- Conflict with peers
- Verbal exchanges
- Misunderstandings
- Horseplay



# Which situations should not be mediated?

- Issues that involve sensitive information
- Issues that involve the police
- When the dispute involves an adult
- When one or both parties have a history with bullying or violence
- Racist Issues



# Mediation helps pupils to

- Define a problem from their point of view
- Identify and express their feelings and needs
- Hear the feelings and needs of the other person
- Acknowledge each others viewpoint
- Create solutions
- Agree a course of action
- Evaluate progress

# What are the benefits of Peer Mediation for the school?

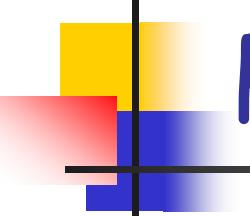
1. Peer Mediation promotes a positive classroom environment and school culture.
2. Gives teachers' time to teach, and students' time to learn.
3. Can reduce violence, vandalism, and absenteeism as well as suspensions or punitive actions



# What are the benefits for the Peer Mediators?

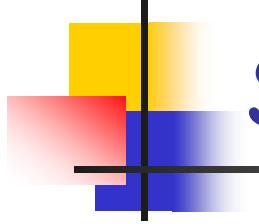
1. Peer Mediation will learn effective conflict resolution strategies
2. Peer Mediators will practice listening and communication skills
3. Peer Mediators will learn to work effectively in a team





# Peer Mediator Training

- Interpersonal relationships
  - active listening skills,
  - facilitating discussions,
  - step by step process
- Collaborative style
  - explore alternatives, identify issues
  - think about consequences and how they will affect the relationship



# Signposts in Peer Mediation

Set the stage

Hear the story

Share feelings

Seek solutions

Agreement

