

## **PEER MEDIATION: Process**

### Conflict Resolution:

Make sure all parties are willing to meet. Tell them you are there to make sure everyone is safe.

1. Ground rules
  - a. Confidentiality
  - b. Respect
  - c. No interrupting
2. Storytelling (what is the problem?)
  - a. Give each person opportunity to tell their story (usually the less interested goes first)
  - b. Use a lot of reflection
3. Ask each person what they “need” to be ok with this situation
4. Finding common ground
  - a. Find pieces of each story that are common to all
  - b. Discuss possibilities
    - i. What have they tried?
    - ii. What else could they do?
    - iii. What would happen if they tried that?
    - iv. What are the possible barriers of doing that?
    - v. What do you want to try first?
    - vi. What is your plan?
5. Agreements
  - a. Ask, “Would you be willing...?”
  - b. Ask, “Do you agree to this?”
  - c. Fill out the agreement and tell them if they break this agreement, it will become a discipline issue and will go to the assistant principal and/or principal
6. Have them shake hands
7. Keep a file of conflict resolution contracts