

# Peer Mediation Step-by-Step Session

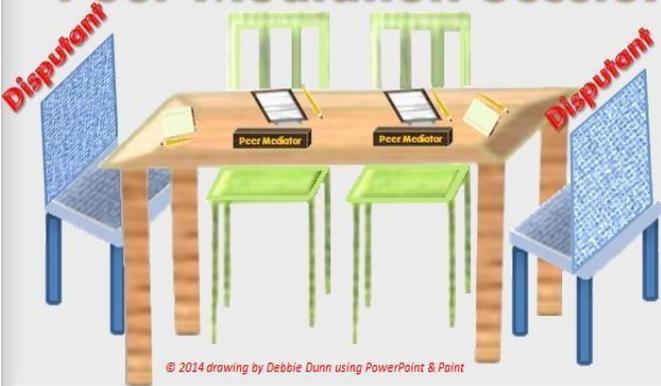
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- 3 Outcomes of Conflict**
- WIN-WIN
  - WIN-LOSE
  - LOSE-LOSE

**2 Mediators: Mediator #1 Mediator #2**  
**2 Disputants: Disputant #1 Disputant #2**  
**1 Adult Moderator: Either a Teacher, Guidance Counselor, or School Administrator**

## Peer Mediation Session



### Directions and Goals of Peer Mediation:

- Two students in your school have a conflict. Rather than turning this into an office situation requiring potential detention or suspension, the two disputants have agreed to try to work out their conflict in a Peer Mediation session. The goal is to work out a **WIN-WIN** outcome that both disputants can agree to so that this conflict will finally get resolved and not happen again.
- During any Peer Mediation session, there will be two trained Student Mediators and a responsible adults monitoring the session. The adult will only help out as needed; otherwise, the two student Mediators will conduct the entire session.
- Room Set-Up. The two disputants will be seated at opposite ends of a table. The two student Mediators will either sit side-by-side on one side of the table or at opposite sides of the table. The adult monitor will sit at a separate location in the room.

- Materials needed: Peer Mediation contract that will be filled out by one of the Peer Mediators and signed by both disputants. The adult monitor will keep the original and also make four copies: one each for the two disputants so they have a written copy of what they agreed to do and not do plus one copy each to be placed in their student file. Each student should be provided with paper and pen or pencil.

### Peer Mediation Contract



**The Peer Mediator with the neatest handwriting will fill out the contract.**



**Each student should be provided with paper and pencil or pen. The Peer Mediators take notes during session. The disputants can jot down notes of what they wish to say when it is their turn to talk.**

**Disputants sign here to show they agree to follow 7 Peer Mediation rules.**

**Disputants sign here to show they agree to follow WIN-WIN outcome decided during session.**

Date: \_\_\_\_\_

Peer Mediator #1: \_\_\_\_\_ Peer Mediator #2: \_\_\_\_\_

Disputant #1: Name \_\_\_\_\_ Grade \_\_\_\_\_ Homeroom Teacher \_\_\_\_\_

Disputant #2: Name \_\_\_\_\_ Grade \_\_\_\_\_ Homeroom Teacher \_\_\_\_\_

**PROBLEM:** The two disputants listed above came to Peer Mediation with a problem dealing with:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

I agree to follow these seven rules of Peer Mediation:

- Rule #1: I am willing to try to solve my problem through mediation.
- Rule #2: Only one person talks at a time.
- Rule #3: There should be no name-calling or put-downs.
- Rule #4: We both need to tell the truth.
- Rule #5: There is to be no physical fighting, yelling, or throwing things.
- Rule #6: Everything of a personal nature must be kept confidential.
- Rule #7: If something I say would harm me, each other, or anyone else, the adult monitor must report it to the principal.

Disputant #1: \_\_\_\_\_ Disputant #2: \_\_\_\_\_

**SOLUTION:** The two disputants agreed to the following options:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**AGREEMENT:** The two disputants agreed that they will do the following should this happen again:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Disputant #1: \_\_\_\_\_ Date \_\_\_\_\_

Disputant #2: \_\_\_\_\_ Date \_\_\_\_\_

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## STEP 1: Agree to Mediate

Please note: Mediator #1 will generally only direct his or her comments and questions to Disputant #1. Mediator #2 will generally only direct his or her comments and questions to Disputant #2.

**Mediator ①:** My name is \_\_\_\_\_.

**Mediator ②:** My name is \_\_\_\_\_. What are your names?

**DISPUTANT #1:** My name is \_\_\_\_\_.

**DISPUTANT #2:** My name is \_\_\_\_\_.

**Mediator ①:** Here is how mediation works. We are here to try to help you come up with your own solution to your problem.

**Mediator ②:** We don't take sides. We are simply here to help you come up with a solution that will satisfy you both.

**Mediator ①:** We have seven rules. **Rule #1:** You need to be willing to try to solve your problem through mediation.

**Mediator ②:** **Rule #2:** Only one person talks at a time. If you think of something you wish to say and it is not your turn to talk, write down your ideas on this piece of paper. Then when it is your turn to talk, you can share your ideas at that time.

**Mediator ①:** **Rule #3:** There should be no name-calling or put-downs.

**Mediator ②:** **Rule #4:** You both need to tell the truth.

**Mediator ①:** **Rule #5:** There is to be no physical fighting, yelling, or throwing things. As soon as any of that happens, the Peer Mediation session will be terminated and the Mediation Coordinator will take over. *(Point out the Adult Monitor sitting in the room.)*

**Mediator ②:** **Rule #6:** Everything of a personal nature must be kept confidential. We would be fired as Mediators if we ever told anyone what happens in this session. You both need to agree to keep each other's private business a secret as well.

**Mediator ①:** **Rule #7:** If something you say would harm you, each other, or anyone else, the Mediation Coordinator *(point out the Adult Monitor sitting in the room)* must report it to the principal.

**Mediator ②:** Do you have any questions about the seven rules?

**DISPUTANT #1 :** *(Respond to any questions that might be posed by Disputant #1.)*

**DISPUTANT #2 :** *(Respond to any questions that might be posed by Disputant #2.)*

**Mediator ①:** Please sign this contract indicating that you understand and agree to follow all seven rules.

Please note: The session can only continue if both disputants agree to abide by all seven (7) Peer Mediation session rules.

## STEP 2: Gather Points of View

**Mediator ①:** *(Turn to Disputant #1 and ask:)* Please tell what happened from your point of view.

**DISPUTANT #1:** *(Allow Disputant to tell his or her story without interruption. Take notes of the main ideas that you hear.)*

**Mediator ①:** *(Turn to Disputant #1 and ask:)* Is there anything you would like to add?

**DISPUTANT #1:** *(Allow Disputant to tell any additional details of his or her story without interruption. Take notes of the main ideas that you hear.)*

**Mediator ①:** *(Mediators need to restate complaint in your own words. Please keep all your statements as positive as possible.)* This is how I understood your side of the story.  
\_\_\_\_\_ Did I understand you correctly?

**DISPUTANT #1:** *(The Disputant has the opportunity to correct any details of his or her story that might have been misunderstood. If the story was understood correctly, then it is time for the other Disputant to speak.)*

**Mediator ②:** *(Turn to Disputant #2 and ask:)* Please tell what happened from your point of view.

**DISPUTANT #2:** *(Allow Disputant to tell his or her story without interruption. Take notes of the main ideas that you hear.)*

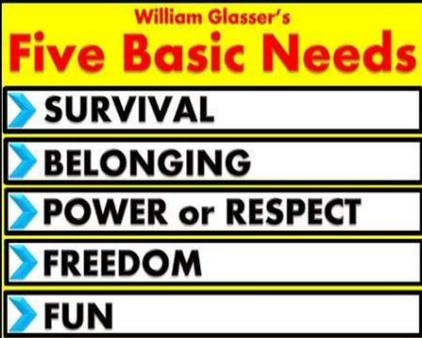
**Mediator ②:** *(Turn to Disputant #2 and ask:)* Is there anything you would like to add?

**DISPUTANT #2:** *(Allow Disputant to tell any additional details of his or her story without interruption. Take notes of the main ideas that you hear.)*

**Mediator ②:** *(Mediators need to restate complaint in your own words. Please keep all your statements as positive as possible.)* This is how I understood your side of the story.  
\_\_\_\_\_ Did I understand you correctly?

**DISPUTANT #2:** *(The Disputant has the opportunity to correct any details of his or her story that might have been misunderstood. If the story was understood correctly, then it is time for Step Three of the Mediation session.)*

## STEP 3: Focus on Interests



*(This step is intended to plant the idea that each disputant has something in common with each other. This step is based on the Basic Needs of each individual.)*

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**Directions:** Both Mediators should now take turns summarizing the complaints of each disputant. Stress what the two disputants have in common.

Example #1: If name-calling took place, each disputant would like to be treated with more **RESPECT**.

Example #2: If the disputants were excluded from a group or activity, each disputant would like to feel a **SENSE OF BELONGING** and to have more **FREEDOM** or **FUN**.

Example #3: If threats were issued or hitting or pushing took place, the disputants would like to feel **SAFER** and **MORE SECURE**.

**Mediator ①:** *(Turn to Disputant #1 and say:)* In your story, it sounds like you were having a problem with \_\_\_\_\_.

**Mediator ②:** *(Turn to Disputant #2 and say:)* In your story, it sounds like you were having a problem with \_\_\_\_\_.

William Glasser's

## Five Basic Needs

> SURVIVAL

> BELONGING

> POWER or RESPECT

> FREEDOM

> FUN

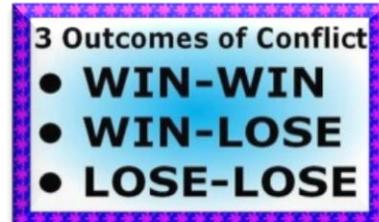
## Maslow's Hierarchy of Needs



**Mediator ①:** *(Show the disputants the Basic Needs picture on this page. Then, turn to each disputant respectively and say:)* It sounds like you both would like to have a little more \_\_\_\_\_ and you both would like to have more \_\_\_\_\_.

**Mediator ②:** So you both want some of the same things.

## STEP 4: Create WIN-WIN Options



Please note: Both Mediators need to encourage disputants to come up with a total of 4 or 5 really good suggestions.

**Mediator ①:** Okay, the fourth step of mediation is to come up with a **WIN-WIN** solution that will please you both. To do that, you two will brainstorm some solutions to try to solve this problem.

**Mediator ②:** There are three rules to brainstorming. **Rule #1:** Say any idea that comes to mind, even if it might sound silly or hard to accomplish.

**Mediator ①:** **Rule #2:** Let's not judge or discuss any of the ideas until a little later. Your ideas will be written down so we can look at them as a group during Step 5 of mediation.

**Mediator ②:** **Rule #3:** Be real creative. Try to come up with as many ideas as possible so we have lots of options.

**Mediator ①:** *(Turn to both disputants as you ask this question:)* Do you agree to follow these three brainstorming rules?

**DISPUTANT #1:** *(Do not continue until both disputants have agreed to follow the three brainstorming rules.)* Yes.

**DISPUTANT #2:** *(Do not continue until both disputants have agreed to follow the three brainstorming rules.)* Yes.

**Mediator ②:** Okay. Let's brainstorm! What could you do to resolve this dispute?

**DISPUTANT #1:** *(Encourage this disputant to share as many ideas as possible.)*

**DISPUTANT #2:** *(Encourage this disputant to share as many ideas as possible.)*

**Mediator ①:** *(Turn to both disputants as you ask this question:)* What other ideas could we write down that might make your relationship with each other better from now on?

Please note: After you have gotten as many suggestions as possible, move on to Step 5.

## STEP 5: Evaluate Options

**Mediator ②:** Okay. Now it is time to evaluate those options. I will read off what you two came up with.

**Mediator ①:** Which of these solutions have the best possibilities of working?

**DISPUTANT #1:** *(Give each disputant a chance to choose which options work best for him or her. The goal is to pick options that they both can agree to.)*

**DISPUTANT #2:** *(Give each disputant a chance to choose which options work best for him or her. The goal is to pick options that they both can agree to.)*

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**Mediator ②:** Could any of these options be combined?

**DISPUTANT #1:** *(Give each disputant a chance to choose which options work best for him or her. The goal is to pick options that they both can agree to.)*

**DISPUTANT #2:** *(Give each disputant a chance to choose which options work best for him or her. The goal is to pick options that they both can agree to.)*

Please note: Ask the next question after you have the options worded in such a way that both disputants feel comfortable with the verbiage and also a sense of ownership with the solutions.

**Mediator ①:** Does this agreement resolve the major problem between you?

**DISPUTANT #1:** *(Give each disputant a chance to respond to this question. Make adjustments if necessary. Then, write these agreements in the contract.)*

**DISPUTANT #2:** *(Give each disputant a chance to respond to this question. Make adjustments if necessary. Then, write these agreements in the contract.)*

## STEP 6: Create an Agreement

**Mediator ②:** You are both agreeing to ... *(Read off the options written on the contract.)*

**Mediator ①:** When we finish the final step of our discussion, we will need you both to sign the contract indicating that you are willing to follow through on this agreement.

## Follow-Up Step

**Mediator ②:** The final step is to discuss what you can each personally do to prevent this kind of thing from happening again.

**Mediator ①:** *(Turn to Disputant #1 and ask:)* What about you? What can you do to keep this from happening again?

**DISPUTANT #1:** *(Allow Disputant to respond to this question. Once his or her statement is worded in its final form, write this follow-up agreement on the contract.)*

**Mediator ②:** *(Turn to Disputant #2 and ask:)* What about you? What can you do to keep this from happening again?

**DISPUTANT #2:** *(Allow Disputant to respond to this question. Once his or her statement is worded in its final form, write this follow-up agreement on the contract.)*

Please note: Have both disputants sign their names and the date on the contract.

Disputant #1 signs his or her name here.

The image shows a sample of a Peer Mediation Contract form. It includes fields for Date, Mediator #1, Mediator #2, Disputant #1, and Disputant #2. There are also sections for 'Agreements' and 'Follow-up Agreements'. The form is titled 'Peer Mediation Contract'.

Disputant #2 signs his or her name here.

## After signing the Contract

**Mediator 1:** Please understand that the major goal of Peer Mediation is to learn to resolve your own conflicts before they get too big to handle on your own.

**Mediator 2:** We want to thank you both for coming to Peer Mediation and for cooperating in this process.

**Mediator 1:** Congratulations for working to reach a **WIN-WIN** agreement.



# THE END

## Final Steps

- Step 1: The adult monitor should escort both disputants to the office:
  - A. They will receive a copy of the contract so that they can recall what they have agreed to do.
  - B. A copy of the contract is also placed in the student folder of each disputant.
  - C. The adult monitor should issue a hall pass to each disputant so that they may return to class.
  - D. The original copy of the contract should be kept by the adult monitor in a special notebook.
- Step 2: After the two disputants leave the room, the two student Peer Mediators should discuss the session with the Mediation Coordinator.
- Step 3: The three of them should determine if the disputants refused to cooperate or if the disputants refused to take the mediation session seriously.
- Step 4: In that case, the Mediation Coordinator would tell the Principal and Assistant Principal that these particular disputants should NOT have the option to come to Peer Mediation again
- Step 5: The final goal of Peer Mediation is to resolve the conflict between the two disputants to the point that they will be able to get along with each other from this time forward. Should this happen, the Peer Mediation session will have proved to be a very useful investment of your time and energy. Thank you for helping to create a more positive school climate.

**Peer Mediation Contract**

Date: \_\_\_\_\_

Peer Mediator #1: \_\_\_\_\_ Peer Mediator #2: \_\_\_\_\_

Disputant #1: Name \_\_\_\_\_ Grade \_\_\_ Homeroom Teacher \_\_\_\_\_

Disputant #2: Name \_\_\_\_\_ Grade \_\_\_ Homeroom Teacher \_\_\_\_\_

**PROBLEM:** The two disputants listed above came to Peer Mediation with a problem dealing with:

\_\_\_\_\_

\_\_\_\_\_

I agree to follow these seven rules of Peer Mediation:  
Rule #1: I am willing to try to solve my problem through mediation.  
Rule #2: Only one person talks at a time.  
Rule #3: There should be no name-calling or put-downs.  
Rule #4: We both need to tell the truth.  
Rule #5: There is to be no physical fighting, yelling, or throwing things.  
Rule #6: Everything of a personal nature must be kept confidential.  
Rule #7: If something I say would harm me, each other, or anyone else, the adult monitor must report it to the principal.

Disputant #1: \_\_\_\_\_ Disputant #2: \_\_\_\_\_

**SOLUTION:** The two disputants agreed to the following options:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**AGREEMENT:** The two disputants agreed that they will do the following should this happen again:

\_\_\_\_\_

\_\_\_\_\_

Disputant #1: \_\_\_\_\_ Date \_\_\_\_\_

Disputant #2: \_\_\_\_\_ Date \_\_\_\_\_

**Please note: A copy of the Peer Mediation contract is included on the last page of this PDF file.**



# Peer Mediation Contract

Date: \_\_\_\_\_

Peer Mediator #1: \_\_\_\_\_ Peer Mediator #2: \_\_\_\_\_

Disputant #1: Name \_\_\_\_\_ Grade \_\_\_\_ Homeroom Teacher \_\_\_\_\_

Disputant #2: Name \_\_\_\_\_ Grade \_\_\_\_ Homeroom Teacher \_\_\_\_\_

**PROBLEM:** The two disputants listed above came to Peer Mediation with a problem dealing with:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I agree to follow these seven rules of Peer Mediation:

**Rule #1:** I am willing to try to solve my problem through mediation.

**Rule #2:** Only one person talks at a time.

**Rule #3:** There should be no name-calling or put-downs.

**Rule #4:** We both need to tell the truth.

**Rule #5:** There is to be no physical fighting, yelling, or throwing things.

**Rule #6:** Everything of a personal nature must be kept confidential.

**Rule #7:** If something I say would harm me, each other, or anyone else, the adult monitor must report it to the principal.

Disputant #1: \_\_\_\_\_ Disputant #2: \_\_\_\_\_

**SOLUTION:** The two disputants agreed to the following options:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

**AGREEMENT:** The two disputants agreed that they will do the following should this happen again:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Disputant #1: \_\_\_\_\_ Date \_\_\_\_\_

Disputant #2: \_\_\_\_\_ Date \_\_\_\_\_