

Table of Contents

| | |
|--|-----|
| Introduction to the Training | iii |
| Understanding Conflict | 1 |
| What is Mediation and How Does it Work | 2 |
| What is Negotiation and How Does it Work | 3 |
| What is Arbitration and How Does it Work | 4 |
| Mediator Behavior | 5 |
| How a Case Comes to Mediation | 6 |
| Who Mediates the Cases | 6 |
| Objectives of a School Mediation Program | 7 |
| Qualities of a Good Mediator | 8 |
| Overview of the Mediation Process | 9 |
| Co-mediation: Two Heads are Better Than One! | 10 |
| Playground Mediation: 4 Steps to Conflict Management | 11 |
| Guidelines for Role Playing | 12 |
| Listening | 13 |
| Listening: The Key to Successful Mediation | 14 |
| Feeling Words Vocabulary | 16 |
| Possible Student Topics for Listening Activity | 17 |
| Active Listening Checklist | 18 |
| Statements for Reflective Listening | 19 |
| Hierarchy Of Needs | 20 |
| Needs Vocabulary | 21 |
| Basic Human Needs | 22 |
| Activity Situations for Identifying Needs | 23 |
| Reframing | 24 |
| Activity Statements for Reframing | 25 |

| | |
|---|----|
| Neutral Questioning | 26 |
| Pre- Mediation Checklist..... | 27 |
| Referral or “Sit Down” Mediation: 5 Steps to Conflict Management..... | 28 |
| Things to Remember (Referral Mediation)..... | 33 |
| Post-mediation | 39 |
| Conflict Mediator Report Form | 40 |
| Handling Special Situations | 41 |
| Neutrality & Biases | 45 |
| Ethical Issues..... | 46 |
| Advertising to the Student Body: | 47 |
| Mediation: Just the Facts! | 48 |
| School Mediation Program Benefits | 49 |
| Appendix | |
| The Mediator’s Vocabulary | 52 |
| Peer Mediator Contract..... | 55 |