

## Mediation – Mediation steps

### Teacher information

Mediation is the process where a third, neutral party listens to both sides to resolve a conflict. For young students, the mediator (and role model) is the teacher. At a later stage, older students may take on the role of peer mediator after a period of training and practice. (The skill of peer mediation is dealt with in more detail in *Conflict Resolution Ages 8 – 10* and *Ages 11+.*)

*Conflict Resolution Ages 5 – 7* deals mostly with pre-mediation skills and relies solely on the teacher as role model to reinforce the steps.

Students may role-play the task of mediator with teacher support but will not take on the actual role. Many programs recommend that students practise the skills of mediation for at least one year before taking on the role.

Mediators must attack the problem rather than the people involved. They encourage the parties to treat each other with respect. During the discussion, each person is required to state the problem, describe his/her feelings and say how he/she is responsible for the problem. Possible solutions are then brainstormed and a fair solution, suiting both parties, is reached.

Mediation steps follow a similar format to those for negotiation and conflict resolution.

Pages 58 to 63 are to be used in conjunction with each other.

### Discussion points

- What does 'mediation' mean?
- What does a mediator do?
- Name some adults who act as mediators; for example, Mum, Dad, teacher.
- What are the qualities needed to be a good mediator?

### Additional notes

### Indicator

- Reads and discusses the mediation steps.

# Mediation steps

