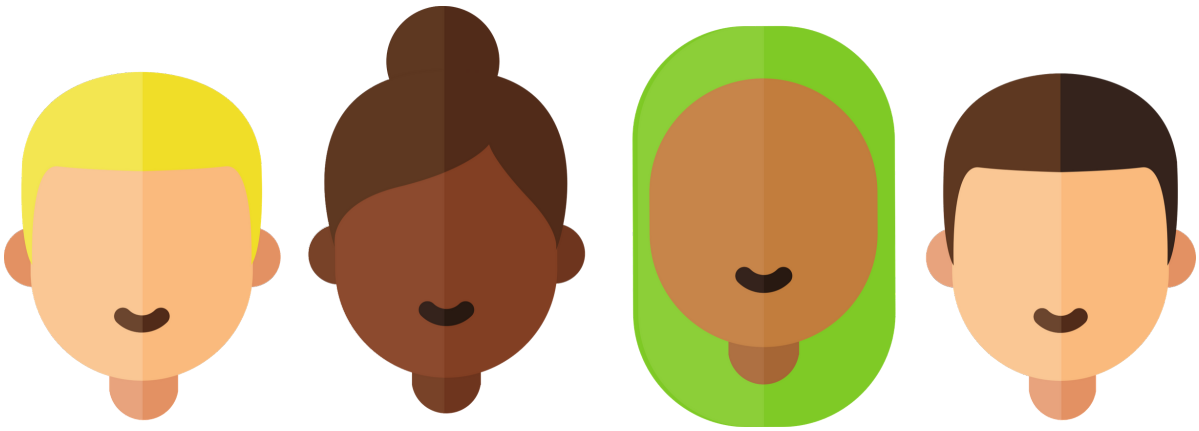
Congratulations

_____

You're a peer mediator!



Welcome to your peer mediator's handbook

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G.L.I.D.E

5 Steps of Peer Mediation

Greeting and promises

Listen to the story

listen then echo

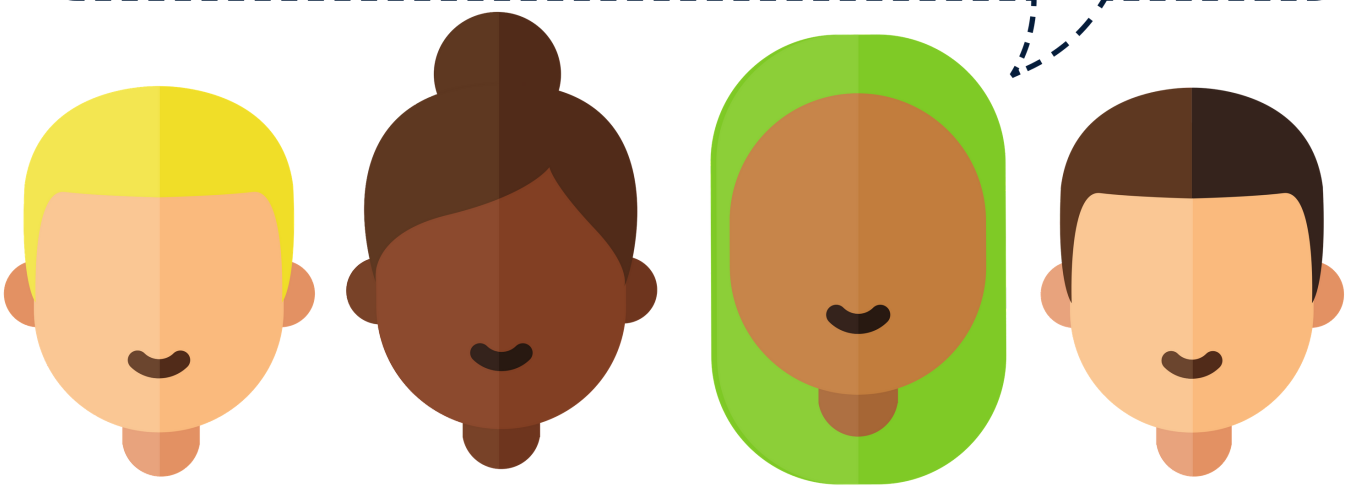
Ideas for solutions

listen then echo

Decide on a solution

sum up the agreement

End the mediation



Peer mediation

This booklet reminds you of the skills that you have been taught in your mediator course. You can find videos on our website www.cresst.org.uk/young-peacemakers-project/

In particular look at the GLIDE training film.

We would love to see anything you make from this booklet or anything else you make to do with mediation. Please send photos of your work to admin@cresst.org.uk but remember to ask a parent or carer for permission first.

What is mediation?

Two people who have fallen out choose to come to you as mediators.

You go through GLIDE with them, this helps them:

- say their side of what happened
- listen to the other person's side
- come up with their own solution

You don't advise them what to do or try and solve the problem for them, this is because:

- they know what's happened better than anyone else
- they know what works for their friendship better than anyone else

Good mediation skills

Can you fill in the missing letters to describe the skills of a mediator?

_ eli _ ble

_ _ lm

F _ _ r

Co _ fi _ ent

Doesn't g _ _ _ _ p

G _ _ d l _ st _ n _r

Pa _ ie _ t

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G Greetings stage

A Hello, welcome to mediation.
My name is... and this is...
We will try to help you sort out your problem.

B What are your names?
Do you want us to help you sort out your problem?

Practice

Say the words in the following ways:

friendly, enthusiastically, formally, matter of factly, sadly

What way would you say them in a mediation?

Try saying the words without looking? How did you get on?

Remember it doesn't have to be exactly word for word the same, but it does need to mean the same thing.

The promises

A We promise:
- we won't take sides
- we won't tell you what to do
- and we won't gossip about your problem

though we may need to let a adult know.

B We want you to promise to:
- listen and not interrupt
- no shouting or name-calling
- and stay calm and in your seat

Do you both agree? *(wait for reply)*

Remember!

People choose to come to mediation, they should never be there because they've been told to come. The promises show that they are willing to sort the problem out and help the mediation go smoothly.

Top tips!

1. It doesn't matter if you say the promises in a different order or use slightly different words.
2. Later in a mediation, many mediators forget the 'we won't tell you what to do' promise and give advice. As a mediator you mustn't give advice or suggestions about how the argument might be solved. Can you remember why?
3. The actions are just to help you remember the promises, you don't need to use them in a mediation.

G Knowing the promises

Practice

Can you draw a line matching the mediation promise with the right action?

As mediators we say:

We won't gossip about your problem, although we may need to let an adult know.

We won't take sides.

We won't tell you what to do.

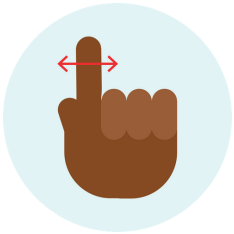
Ask the people who have come to mediation 'we want you to promise to...'

No shouting or name-calling.

Stay calm and in your seat.

Listen and don't interrupt.

The actions:



Wagging finger side to side



Wagging finger up and down



Finger and thumb open and close as if a mouth



Hands face down



Cup hand behind ear



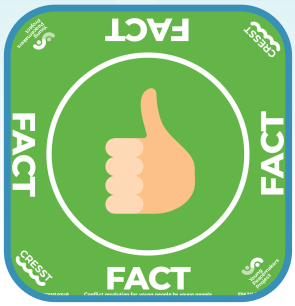
Finger to lips

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Echo listening

Echo listening is when we repeat back the main parts of what someone has said and their feelings if they told us this. So you are echoing *facts and feelings*.





Here is an example:

"I was coming out of assembly, Mrs Parker had done quite a long assembly about space and I'd really enjoyed it, so I came out of assembly and Ali stopped suddenly in front of me."

"... so what you're saying is that you were coming out of assembly and Ali stopped right in front of you?"

Blame language

When people are upset or angry they may say things that aren't nice about the other person. We call this 'blame language'. When you echo back you leave out this blame language and just say the *facts and feelings*.

Types of blame language are:









Here is an example:

"I'm so angry, Kai always gets his own way and so we were playing football because he told us to and he said I had fouled, but I didn't. He doesn't want to play with me because he thinks I'm no good. I'm going to tell everyone not to play with him.

"... so are you saying you're angry, you were playing football, Kai said you had fouled but you didn't think you had?"

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Top tips!

1. You don't have to remember and echo back everything that was said. If you miss something important the person can always tell you.
2. Don't worry if you can't remember these blame language categories. If it isn't nice just leave it out.

Knowing the language

Practice

Cut out the dominoes at the end of this booklet. Can you match what is being said with the type of language it is?

For example "I'm upset" on the first domino is a feeling and so matches the feeling picture.



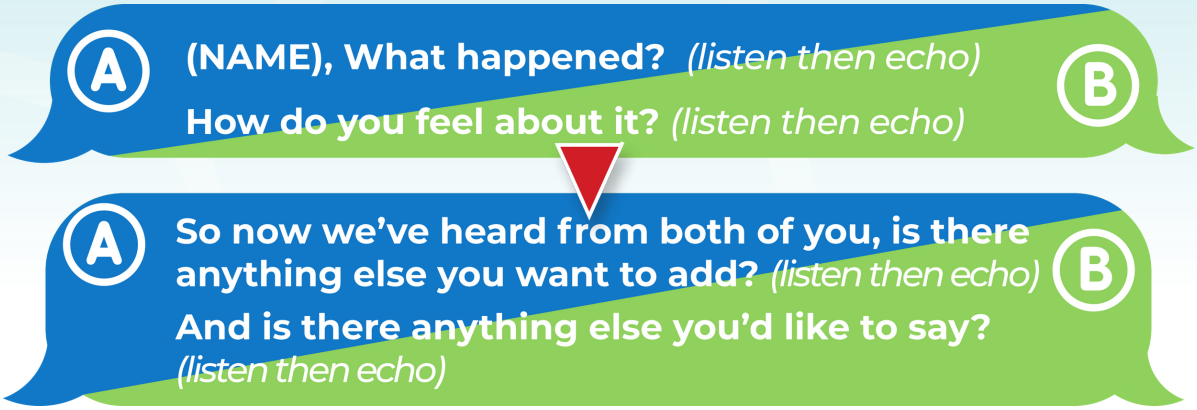
This leaves you with "You only did it because..."

"You only did it because..." is mind reading, so you need to find a mind reading dominoe and put it next to it.



? ? ? ?

L Listening stage



There are two main questions:

- What happened? (listen then echo)
- How do you feel about it? (listen then echo)

Remember you echo back the *facts and feelings*.

Practice

Use these questions to ask someone in your house about their day, then echo back the *facts and feelings*.

Open and closed questions

In the listening stage you are trying to explore the story, so you may wish to use more questions.

Open questions

Open questions are questions which could have many answers. It is unlikely two people would have identical answers. An example is, "What happened?"

Open questions are great for getting a more detailed story and making sure the person has a chance to include the important parts of the story.
Closed questions have a definite answer, often yes or no. An example is, "What month are we in?"

L Listening stage

Closed questions

Closed questions are useful for checking something, such as when you ask the people who have come to you, “Do you want us to help you sort out your problem?”

Special closed questions

Two special closed questions are used in mediation.

“So are you saying...” is an extremely important question, used when you echo listen. This question helps the person know that you’ve listened to them and helps them think through parts they’d like to tell you or are important.

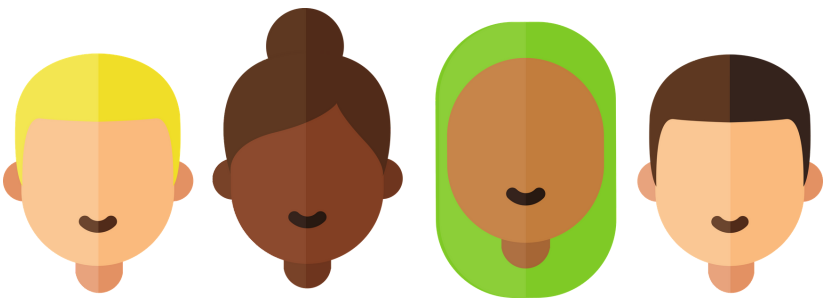
Another useful closed question is, “Is there anything else you’d like to say?”

Practice

Look at the GLIDE script. How many closed questions can you find? How many open questions?

Top tips!

1. Don’t rush the listening stage, it’s ok if people say the same thing more than once. Often they want to make sure they are heard because they are upset by what happened.



1 Ideas stage

A **(NAME), what ideas do you have to make things better?** *(listen then echo)* **B**

The ideas stage and the decision stage may blur into each other. That's ok!

The really important thing is that you do not give suggestions or advice.

Which are these are true and which are false?

	True	False
• The people who fall out know the situation better than the mediators.	◯	◯
• The mediators know how to solve everyone's problem.	◯	◯
• The people who fall out should just say sorry and you need to tell them that.	◯	◯
• The people who fall out know what solutions would work best for them.	◯	◯
• The mediators should advise people to not be friends to stop them falling out again	◯	◯

Win-win

The best solutions are the ideas that both people are happy with. We call this a win-win. The donkey story shows a win-win solution. Can you number the story in the right order?

1 A  ◯ B  ◯ C 

◯ D  ◯ E  ◯ F 

If you can't give advice, what do you do if the ideas can't be done, aren't ok for both of them, or they say they won't be friends or won't play together? You need to ask more open questions:

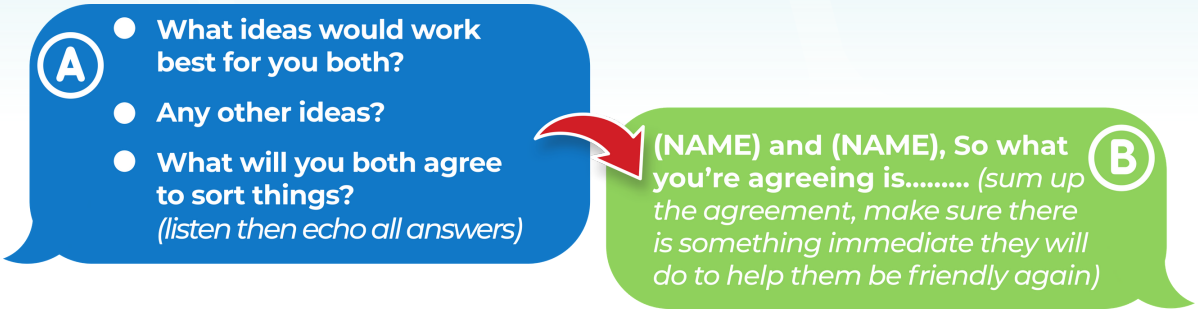
- **How will that work?**
- **What could wrong?**
- **How do you feel about that idea?**
- **What other ideas might work?**
- **How will that help make your friendship better?**

Top tips!

1. The solutions have to be something that works in school! They can't involve:
· money · things from home · saying other people will do something

In the ideas stage remember to end with, “Now we’ve heard from both of you is there anything else you’d like to say?”

I Decide stage



Remember this stage and the ideas stage may merge a little. When a few ideas have been said you can ask, "What ideas would work best for you?" You may need to explore the idea further with the questions from the ideas stage.

It is important that they agree to a solution and that you repeat it so that everyone is clear about what has been agreed.

E Ending stage



You are saying well done because the people who fell out are trying to find a solution themselves rather than asking someone to ‘solve it for them’. This is a big step in growing up and learning how to handle fall outs, so make sure you don’t rush this part but the people know they’ve done the right thing to come to mediation. Do this even if they couldn’t reach an agreement.

What sort of body language will you use when you say, "Well done, thank you for coming to mediation" and "Please come back if you need to"?

Stand in front of a mirror and practice saying this confidently and in a friendly way. You may need to slow down if you tend to talk quite fast.

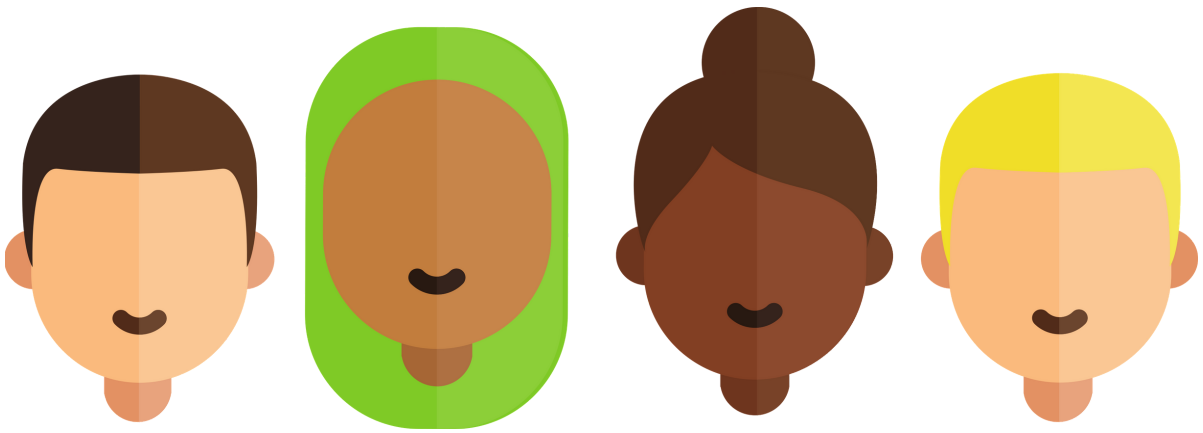
After a mediation

If you have time chat to your mediation partner about what you both did well. If the people don't reach an agreement it can feel like the mediation went badly, that's not true - they have still had the opportunity to try and to say their side and listen to each other.

Things you may have done well:

- you were friendly
- you stayed calm
- you listened well and echoed back
- you remembered the promises
- you did all of the five GLIDE stages
- you remembered to ask their names and used them in the mediation
- you went to a quiet place for the mediation
- you know you won't gossip about what happened
- you used good open questions
- you helped your partner
- you used eye contact
- you didn't give advice
- you didn't hurry the mediation

Congratulations on all your hard work being a peer mediator. You are making a real difference.



Quickfire peer mediation quiz!

1. What stage comes after the Listening stage in the mediation process?
   a. Greetings
   b. Ending
   c. Ideas

2. Which of the following is an open question?
   a. What happened?
   b. So are you saying...?
   c. Is there anything else you want to add?

3. What is a mediation trying to achieve?
   a. To work out who is right and who is wrong
   b. To mend the friendship
   c. To stop the friends ever falling out again

4. As a mediator you help people who have fallen out by:
   a. Being kind and telling them not to worry
   b. Giving them a way of listening to each other and working out what to do themselves
   c. Giving them solutions and advice about how to solve their problem

5. In what stage are the two main questions, “What happened” and “How do you feel about it” asked?
   a. Listening
   b. Ideas
   c. Decide

6. In what stage might you use the questions, “What could go wrong” and “How will that make your friendship better?”
   a. Listening
   b. Greeting
   c. Decide

7. Who thinks of the ideas and solutions to solve the problem?
   a. The mediators
   b. The people who fell out
   c. Both the mediators and the people who fell out think of ideas and the people who fell out then choose one.

8. Which of the following is "mind reading" blame language?
   a. If you do it again, I’m not going to be your partner
   b. You only did it because you wanted to get there first
   c. You never let me have a go

My answers: 1 = ... 2 = ... 3 = ... 4 = ...

5 = ... 6 = ... 7 =..... 8 = ...

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Answers: 1 = c, 2 = a, 3 = b, 4 = b, 5 = a, 6 = c, 7 = b, 8 = b

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Peer mediator expert quiz!

The questions

1. Why do we tend to use more open questions, questions which could have many answers, in a mediation?
    a. Closed questions are always bad in mediations because they don't allow for much information and so should never be used
    b. Answers to open questions helps you work out who is right and who is wrong
    c. Open questions let the person who you've asked to give a more detailed answer, including the parts they feel are important

2. When the person has answered one of your questions, what do you echo back?
    a. All the facts and feelings you can remember from what the person has said
    b. Just parts you think are most important of what they have said.
    c. Any parts that help work out who is to blame for the fall-out

3. The two main questions in the listening section are "What happened" and "How do you feel about it?" These are followed by "Is there anything else you'd like to add/say?" Should you:
    a. Only use these questions in the listening section
    b. Use other open questions to explore what happened such as, "What happened next?"
    c. Go through this part fairly quickly as the ideas and decide part are more important in reaching a solution

4. One reason that you never give advice or solve the problem for the people who have fallen out is:
    a. They know what works for their friendship better than anyone else
    b. If they can't work it out for themselves they shouldn't be friends
    c. You haven't got time to do so

5. There are two special closed questions in mediation: "So are you saying…" and "Is there anything else you'd like to say?"
Why do you ask '"So are you saying…?"
    a. When you disagree with what has just been said you can make sure you've heard correctly
    b. So the person knows they've been heard and to help the person they fell-out with hear what's been said
    c. To prove what a good memory you have so the people trust you more

6. The people who have fallen out who suggest the solution is 'not to be friends' and both seem willing to agree. What might you do?
    a. Let them agree to this and move onto the ending stage of mediation
    b. Tell them that's a bad idea and not the point of mediation and they have to come up with a different idea
    c. Remind them the aim of repairing the friendship and ask again what might help them do that

My answers: 1 = ... 2 = ... 3 = ...

4 = ... 5 = ... 6 = ...

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Peer mediator expert quiz!

The answers

1 = c
Closed question can be useful if you need a quick answer. Mediation is about mending friendships, it isn't about trying to work out who right and who is wrong, remember you are not a peer-police officer or peer-detective.

2 = a
It doesn't matter if you can't remember everything but try and echo the facts and feeling that you can remember. You can always ask people to say a bit again if you can't remember. They may mention something that doesn't seem important to you at the moment, but the fact they mentioned it means to may be important to them and the situation.

Mediation isn't about working out who is to blame, its focuses on looking forward to how the friendship can be mended. Often both people have done or said something hurtful during the falling out.

3 = b
Be careful not to rush this part. Give the people who have fallen out lots of time to say their side of the story and prompt them with open questions if you need to. When people feel they've been heard properly and had a chance to say how they are feeling they are more likely to be ready to move onto looking for solutions.



4 = a
The people who fell out know what happened and what would work for their friendship better than you do. Also when people come up with their own solutions they are more likely to try and make them work as they know all the reasons behind the solution, whereas if they are simply told to do something they tend to put less effort into making it work.

5 = b
Being able to echo back what someone has said shows that what they said is important to you and helps them know they've been heard. In addition in a mediation it gives the other person another opportunity to really hear what that person feels and their side of the story.

6 = c
A main reason for coming to mediation is to try and mend the friendship. If they come up with the solution of not being friends, gently reminding them of the aim to mend the friendship and use open questions such as 'how would that help your friendship?'. 'What could go wrong' 'How do you feel about that' What could help your friendship'. This may feel difficult, remember to give thinking time and don't be worried if there is silence while people think. You might also ask " what could you both do when you leave here that might help your friendship". If they are really stuck you might suggests that they have a break from mediation now and meet again with you to.

Awesome work!

You're going to be a great peer mediator!

Just remember to:



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Blame language dominoes



I'm upset



I took the pencil



You never listen



I'm annoyed



If you carry on I won't be your friend



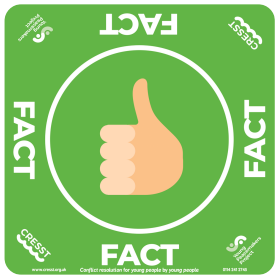
He always takes their side



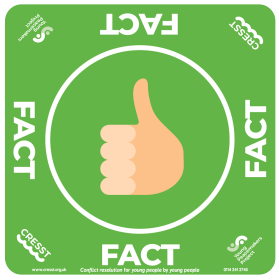
He's an idiot



I'm going to get you



You want to be first



Bossy boots



I was in the dining room



You only did it because...

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Blame language dominoes

Back page

Blame language dominoes



Meanie



She's stupid



I sat down



You wanted to leave me out



I'm sorry



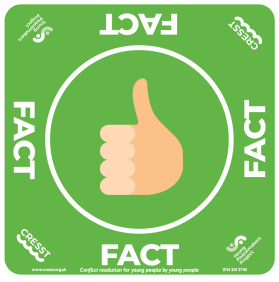
She was running across the yard



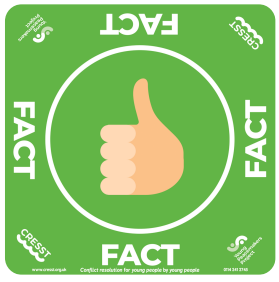
He had millions of turns



I'm worried



I'm telling on you



I never get a turn



I'm never going to sit near you again



I'll tell them not to let you join in

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Blame language dominoes

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