

The Peer Mediation Process

Step One: Introduction and Ground Rules

1. Introduce yourselves.
2. Ask the other students if they would like to solve their problem with you.
3. Explain that what is said at this time will be kept confidential by you.
4. Get agreement to the four basic ground rules:
 - Do not interrupt
 - No insults or disrespect
 - Be as honest as possible
 - Work hard to solve the problem

Step Two: Defining the Problem

1. Decide who will talk first.
2. Ask Student #1 what happened.
 - RESTATE
 - Ask Student #1 how he or she feels about the situation and why
 - RESTATE FEELING
3. Ask Student #2 what happened.
 - RESTATE
 - Ask Student #2 how he or she feels about the situation and why
 - RESTATE FEELING
4. Ask both students if they have anything to add.

Step Three: Finding Solutions

1. Ask Student #1 what he or she can do to solve the problem.
2. Ask Student #2 if he or she can agree to this solution. If they can't....
3. Ask Student #2 if he or she has a solution to the problem.
4. Ask Student #1 if he or she can agree to this solution. Keep going back and forth between the students, asking for a brainstorm of solutions until both students agree on the same solution.
5. Make sure you get a solution of EACH PART of the problem.

Step Four: Final Agreement

1. RESTATE the final solution. This is to make sure that both students really do agree to the same solution and hear all parts of the agreement.
2. Ask each student what he or she could do to keep the problem from happening again.
3. Ask the disputants if they feel the problem is solved.
4. Ask the students to tell their friends that the problem has been solved to prevent rumors from spreading.
5. Congratulate the students on their hard work.
6. Fill out the Mediation Agreement Form and have everyone present sign.