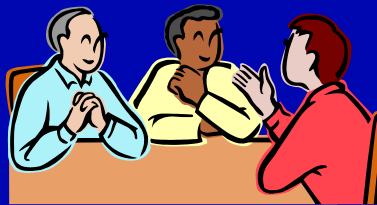


PEERS HELPING PEERS

Conflict Resolution in Schools



AGENDA

- Foundations
- Principles of Conflict Resolution
- Introduction to Peer Mediation
- Program Organization & Operation
- Basic Training
- Program Forms and Resources

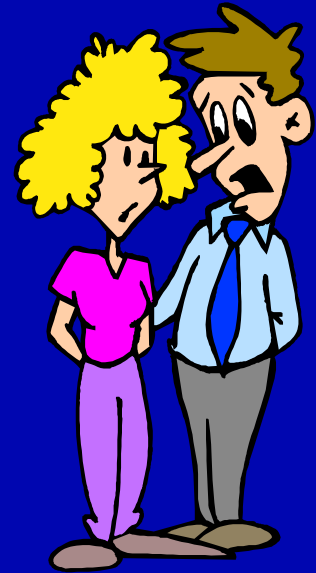
FOUNDATIONS

- What is Peer Mediation?
- Rationale for Peer Mediation
- Benefits of Peer Mediation
- Behavior Management



ACTIVITY

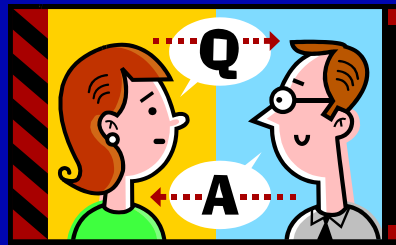
- “Rewriting Your History”



Using the handout provided, think about a time in your past when you found yourself involved in a major conflict. Write about that situation, answering the questions provided.

WHAT IS PEER MEDIATION?

- Peer mediation is a method for negotiating disputes and finding resolutions that combines the needs of the parties in conflict instead of compromising those needs.



WHY PEER MEDIATION?

- ✓ Students connect with peers in ways adults cannot.
 - ✓ The process is age appropriate.
 - ✓ Problems are talked out without fear that an adult will judge behaviors, thoughts and feelings.
 - ✓ Self-empowering process.
-
- WHEN STUDENTS COME UP WITH THEIR OWN SOLUTIONS, THEY FEEL IN CONTROL OF THEIR LIVES AND COMMITTED TO THE PLANS OF ACTION THAT THEY HAVE CREATED TO ADDRESS THEIR PROBLEMS.

RATIONALE FOR PEER MEDIATION

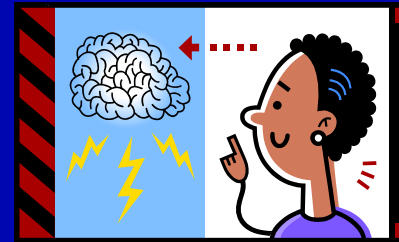
- ✓ Stop making the problems worse.
- ✓ Teach alternatives.
- ✓ Teach students to act responsibly in social settings.
- ✓ Teach students to understand and accept the consequences of their behavior.
- ✓ Improve the quality of learning.

BENEFITS OF PEER MEDIATION

- ✓ Enables students to see conflict as a part of everyday life and as an opportunity to grow and learn.
- ✓ More effective than suspension or detention in promoting responsible behavior.
- ✓ Reduces violence, vandalism, and absenteeism.
- ✓ Reduces the amount of time teachers and administrators spend dealing with discipline.
- ✓ Life skill that empowers students to solve their own problems.
- ✓ A force for promoting mutual understanding of various individuals and groups in the school community.

BEHAVIOR MANAGEMENT

- Paradigm Shift:



- Pessimism ➡ to Optimism
- Coercion ➡ to Cooperation
- Punishment ➡ Positive Behavior Support
- Rule-Abundant System ➡ Sense-Based System
- Reactive ➡ Proactive (explore possibilities)
- Destructive ➡ Constructive
- Harm relationships ➡ Enhance Relationships

UNDERSTANDING CONFLICT

COMMON CAUSES

- ✓ Competitive atmosphere
- ✓ Intolerant atmosphere
- ✓ Poor communication
- ✓ Misuse of power

Kreidler (1984)

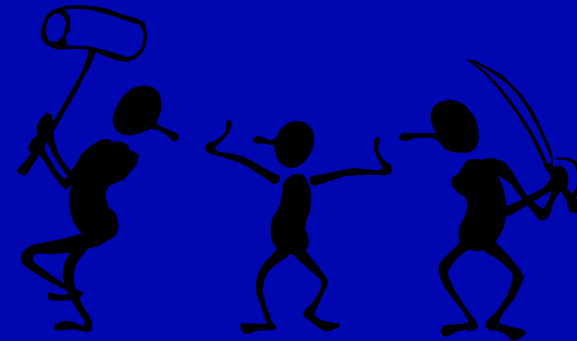
BASIC NEEDS

- ✓ Belonging
- ✓ Power
- ✓ Freedom
- ✓ Fun

William Glasser, (1986,
1990)

PRINCIPLES OF CONFLICT RESOLUTION

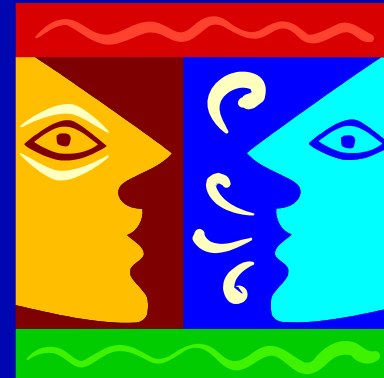
- Separate People from the Problem.
 - Perception
 - Emotion
 - Communication
- Focus on Interests, Not Positions.
- Invent Options for Mutual Gain.
- Use Objective Criteria.



Fisher et al., (1991)

FOUNDATION SKILLS FOR CONFLICT RESOLUTION

- Orientation Abilities
- Perception Abilities
- Emotion Abilities
- Communication Abilities
- Creative Thinking Abilities
- Critical Thinking Abilities



ORIENTATION ABILITIES

- Nonviolence
- Compassion and empathy
- Fairness
- Trust
- Justice
- Tolerance
- Self-respect
- Respect for others
- Celebration of diversity
- Appreciation for controversy



PERCEPTION ABILITIES

- ✓ Empathizing in order to see the situation as the other side sees it.
- ✓ Self-evaluating to recognize personal fears and assumptions.
- ✓ Suspending judgment and blame to facilitate a free exchange of views.
- ✓ Reframing solutions to allow for face-saving and to preserve self-respect and self-image.

EMOTION ABILITIES



- ✓ Learning the language to make emotions explicit.
- ✓ Expressing emotions in non-aggressive, non-inflammatory ways.
- ✓ Exercising self-control in order to control one's reaction to others' emotional outbursts.

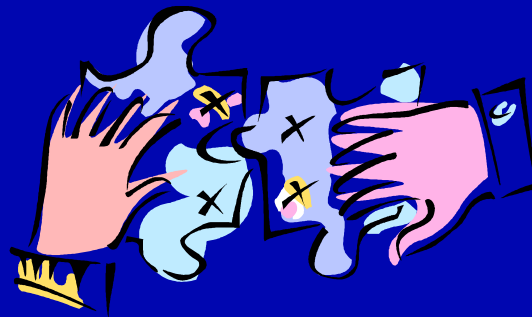
COMMUNICATION ABILITIES

- ✓ Listening to understand.
- ✓ Speaking to be understood.
- ✓ Reframing emotionally charged statements into neutral, less emotional terms.



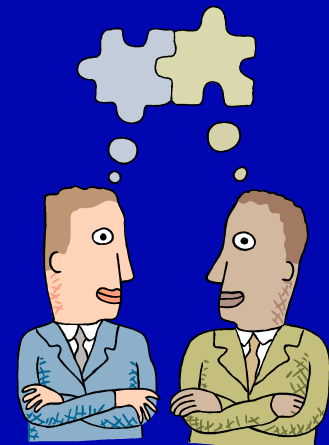
CREATIVE THINKING ABILITIES

- ✓ Contemplating the problem from a variety of perspectives.
- ✓ Approaching the problem-solving task as a mutual pursuit of possibilities.
- ✓ Brainstorming to create, elaborate, and enhance a variety of options.



CRITICAL THINKING ABILITIES

- ✓ Recognizing and making explicit existing criteria.
- ✓ Establishing objective criteria.
- ✓ Applying criteria as the basis for choosing options.
- ✓ Planning future behaviors.



SKILLS GAINED THROUGH PEER MEDIATION

- Self-control.
- Anger management.
- Communication.
- Problem-solving.
- Critical thinking.
- Planning.



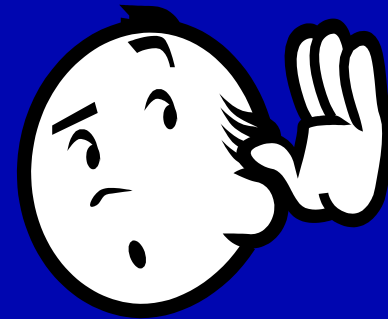
SPECIAL CONCERNS FOR MEDIATORS

- ✓ Trust Building
- ✓ Flexible Interventions
 - ✓ No attacks or put-downs.
 - ✓ Clarify misconceptions.
 - ✓ Interrupt intimidating behavior & language.
 - ✓ Reframe statements.
 - ✓ Challenge assumptions.
 - ✓ Confront statements not the other person.
 - ✓ Suggest options for resolution.
 - ✓ Provide affirmation.
 - ✓ Empower disputants to take control and responsibility.
 - ✓ Encourage sharing of knowledge, expertise, and information.
 - ✓ Treat everyone with respect and attention.
- ✓ Caucusing
- ✓ Involvement of Others



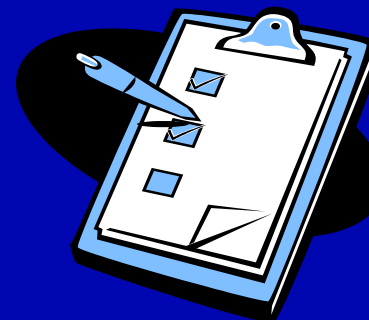
ROLE OF THE PEER MEDIATOR

- Remains Impartial.
- Listens with Empathy.
 - Attending
 - Summarizing
 - Clarifying
- Respectful.
- Trustworthy.
- Helps People Work Together.



PREPARING FOR PEER MEDIATION

1. Agree to Mediate.
 - Remain neutral
 - Privacy
 - Take turns
 - Cooperate to solve the problem
2. Gather Points of View.
3. Focus on Interests.
4. Create Win-Win Options.
5. Evaluate Options.
6. Create an Agreement.

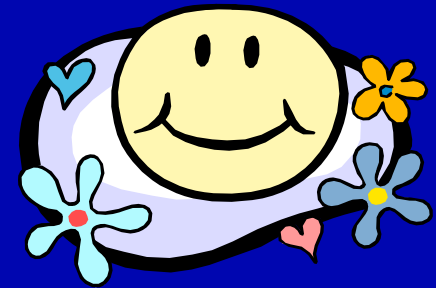


PROGRAM ORGANIZATION & OPERATION

- Phase I: Develop Program Team
- Phase II: Design and Plan Program
- Phase III: Select and Train Mediators
- Phase IV: Educate a Critical Mass
- Phase V: Develop and Execute Promotional Campaigns
- Phase VI: Operate and Maintain Program

BASIC TRAINING

- Orientation to Peer Mediation
- Intro to Peer Mediation
- Origins of Conflict
- Understanding Conflict and How to Respond
- Cultural & Social Diversity
- How to Become a “Peacemaker”
- Communication Skills
- Qualities and Role of a Peer Mediator
- Overview of the Process
- Support & Practice



PROGRAM FORMS & RESOURCES

- School Needs Assessment
- Implementation Timeline
- Peer Mediator Application
- Student Nomination
- Staff Nomination
- Parent Permission Letter
- Certificate
- Contract
- Peer Mediation Request
- Peer Mediator Classroom Release
- Brainstorming Worksheet
- Peer Mediation Agreement
- Post Mediation Session Assessment
- Peer Mediator Self-Evaluation
- Peer Mediation Record
- Pre and Post Student and Staff Assessment

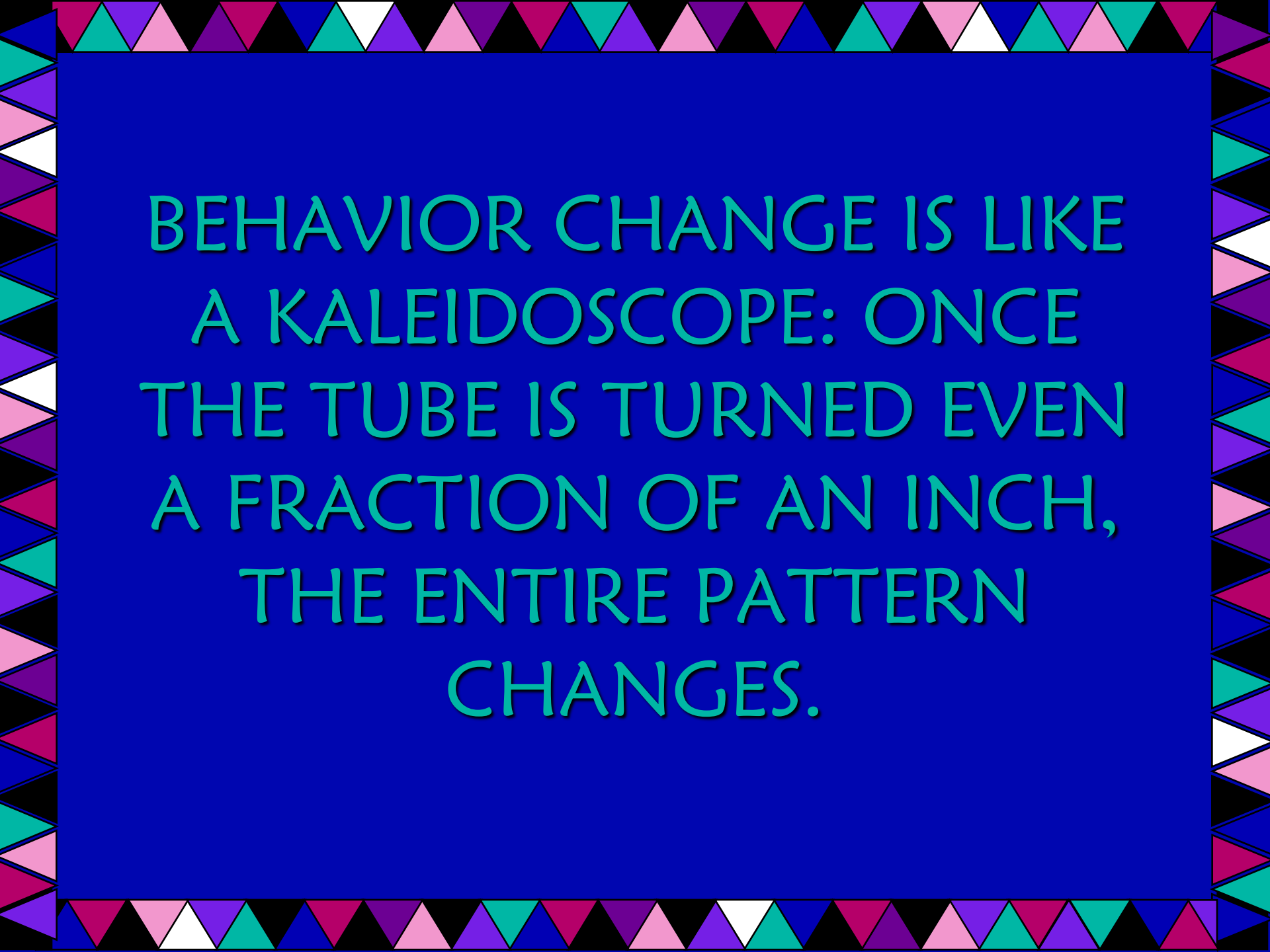
4 QUESTIONS TO INVESTIGATE THE CONSEQUENCES OF A COURSE OF ACTION

What *will* happen if
you *do* this?

What *won't* happen
if you *do* this?

What *will* happen if
you *don't* do this?

What *won't* happen
if you *don't* do this?



BEHAVIOR CHANGE IS LIKE
A KALEIDOSCOPE: ONCE
THE TUBE IS TURNED EVEN
A FRACTION OF AN INCH,
THE ENTIRE PATTERN
CHANGES.

RESOURCES

- Peer Mediation - Conflict Resolution in Schools; Fred Schrumpf, Donna K. Crawford, and Richard J. Bodine; Research Press
- Creating the Peaceable School; Richard J. Bodine, Donna K. Crawford, Fred Schrumpf; Research Press
- The Prepare Curriculum; Arnold P. Goldstein; Research Press
- Creative Conflict Resolution; William J. Kreidler; Scott, Foresman & Company
- Ready to Use Conflict Resolution Activities for Secondary Students; Ruth Perlstein and Gloria Thrall; Jossey-Bass
- Tribes – A New Way of Learning and Being Together; Jeanne Gibbs; CenterSource Systems
- The Behavior Survival Guide for Kids; Tom McIntyre, Ph.D.; Free Spirit Publishing
- Building Assets Together; Jolene L. Roehlkepartain; Search Institute
- What Do You Stand For? – A Kid's Guide to Building Character; Barbara A. Lewis; Free Spirit Publishing
- Reviving the Wonder – 76 Activities That Touch the Inner Spirit of Youth; Ric Stuecker and Suze Rutherford; Research Press
- Esteem Builders; Dr. Michele Borba; Jalmar Press