Mediation process

Keep positive, kind and respectful!

Step 1  The mediator agrees not to take sides.
The mediator agrees not to offer any solutions.
The students agree to speak one at a time and not interrupt each other.
They agree to show respect.
No blaming or accusations.

Step 2  The mediator asks each student in turn to describe the problem and how they feel, without interrupting each other.
The mediator summarises what each one says.

Step 3  The mediator asks each student to describe how the other one feels.

Step 4  The mediator asks each student for suggestions regarding the question: ‘How can we sort it out?’

Step 5  The mediator asks the students to agree a solution.

Work in threes and use the five-step process to ‘act out’ mediations for the following six problems:

<table>
<thead>
<tr>
<th>1. Friends falling out over borrowed clothes – one friend has not returned the clothes and ruined one item totally.</th>
<th>2. One person feels left out when he isn’t invited to his friend’s party because he gets bad-tempered when he drinks and can be embarrassing.</th>
<th>3. One friend has a new boyfriend/girlfriend and doesn’t have time for his/her ‘old’ friend anymore.</th>
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<td>4. One person has been bullying his/her friend because of jealousy of the way he/she looks and dresses.</td>
<td>5. Friends falling out over money – one friend is always broke and forever borrowing money and not paying it back. They owe loads!</td>
<td>6. Friends falling out over drugs. One person likes to use cannabis and the other person thinks it’s stupid and will result in paranoid behaviour and make you mental.</td>
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