**Introduction to Conflict Resolution Education**

**AIM**

• To introduce the concept of Conflict Resolution and inspire applicants to become Peer Mediators

**OBJECTIVE**

* Every participant will gain an understanding of what conflict resolution means
* Every participant will have the opportunity to reflect on their own experience of conflict
* Every participant will gain an initial understanding of the role of peer mediator, and consider becoming a peer mediator

Some of the topics covered:

Session 1

* Focusing on the problem not on each other
* Me too! Game to explore personal experiences
* Anger discussion
* Escalation of Anger
* Strategies to de-escalate anger
* Conflict Resolution Poems
* Listening Games
* Introduction to echo listening
* What is peer mediation
* Mediation Skills
* Skills Affirmation

**Introduction to the Peer Mediation Scheme for Supervisors**

**AIM**

* To introduce the concept of conflict Resolution and explain how peer mediation will work.

**OBJECTIVE**

* Supervisors will reflect on conflict in school and how they respond to it.
* Supervisors will explore the benefits and concerns regarding peer mediation
* Supervisors will understand how peer mediation works in schools
* Supervisors will understand how they can encourage/facilitate peer mediation

Session 2

* Introductions
* Introduce conflict Resolution Education
* Conflict Styles
* Conflict in School
* Restorative Grid 4 Approaches
* Introduce Peer Mediation
* Echo Listening
* Reflection on Peer Mediation
* Practicalities
* Hopes and Fears

**PEER MEDIATION TRAINING**

1. Setting the scene and initial listening skills

**OBJECTIVE**

Setting the scene

* to get to know each other
* to understand what conflict is
* to give examples of the types of conflict school peer mediators are likely to deal with
* explain the difference between peer mediation and staff intervention
* to identify the breadth of skills needed for mediation

Listening Skills

* to experience how it feels when the person you are speaking to is not listening attentively and identify what makes good listening
* to consider how body language helps convey a message
* to know people have tendency to ‘fill in’ when repeating a story

Session 3

* meet and greet
* Conflict in schools
* Introduction to mediation
* Mediation skills
* Listening exercise
* Round up

1. Introduce Glide and the greeting stage

**OBJECTIVE**

* For the mediators to be able to list the Glide outline that structures a mediation
* For the mediators to describe the skills needed for disputants to feel welcomed and to practice eye contact
* For the mediators to start to learn the promises made at mediation and describe their purpose

Session 4

* Introduce Glide
* Greetings and promises
* Recap

1. The listening stage of glide

**OBJECTIVES**

* To describe feelings, different intensities of feelings and how feelings affect body language
* To be able to judge when people need to calm down and allow their anger to subside before carrying out a mediation
* To recognize blame language
* To practice echoing listening

Session 5

* Anger and other feelings
* Good listening body language
* Introduce blame language
* Introduce echo listening
* Blame language game
* Listening
* Recap

4. The Listening Stage Of Glide Continued \

OBJECTIVES

* To act out a mediation and practice mediation greeting and listening skills
* To be able to generate open and closed questions and describe their use in mediation

Session 6

* Colored circle game
* Snowman story
* Goldfish bowl mediation
* Peer mediation practice 1
* Open and closed questions puzzle
* Open and closed questions examples
* Peer mediation practice 2

1. Continued Listening and the ideas stage of Glide

OBJECTIVES

* To practice using open questions in the listening and ideas stage of Glide
* To assess how ideas can benefit one, neither or both disputants

Session 7

* Question tiles
* Win/win game
* Ideas quadrant
* Exploring ideas-open questions
* Closing round

1. The decision and ending stages of Glide

OBJECTIVES

* To reinforce that ideas and solutions must come from the disputants and not the mediators
* To assess whether a solution is realistic, practical and specific
* To be able to end the mediation clearly
* To practice all mediation skills covered so far

Session 8

* Recap
* What are needs
* Decisions
* Ending
* Peer mediation practice 3
* Finishing game

7. Assertiveness and reminders

OBJECTIVES

* To experience the difference between apologetic, assertive and aggressive communication
* To describe the purpose of mediation being about restoring relationships, not apportioning blame.
* To give reminders clearly during mediation when disputants are breaking the agreement and to judge when it is appropriate to do so.

Session 9

* Tone of voice lines
* Police activity
* Reminders

8. What not to mediate and role play

OBJECTIVES

* To describe what actions should be taken if issues unsuitable for school peer mediation arise
* To identify common difficult issues that might happen during a mediation
* To practise dealing with difficult situations

Session 10

* Straight face game
* What not to mediate
* Peer mediation practise 4
* Troubleshooting carousel
* Worries
* Game-here I sit

1. Practicalities and practise

OBJECTIVES

* To practice mediation, focusing on two-identified skills
* To describe the practical arrangements for carrying out mediation in school

Session 11

* Saving number 10
* Practicalities
* Personal skill audit
* Peer mediation practice 5
* Co-operation game

1. Round up, affirmations and evaluation

OBJECTIVES

* To recap the main teaching points from the two day.
* To affirm one another in their mediation skills

To evaluate the two day course to assist with future planning

Session 12

* Elevator pitches
* Recap
* Affirmations
* Me too and evaluation
* Congratulations, thank you’s and ending game