



JAMS Foundation

NAPPP/OPMP

Online Peer Mediation Tournament

Online Peer Mediation Platform

Taking Peer Mediation to the Next Level



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Who, What, When, Where, Why?

Who Are We?

The Online Peer Mediation Platform (OPMP) was founded in response to changes in the educational and social context that suggest the need for a more technologically sophisticated version of peer mediation. These changes include a significant and increasing online public education, prevalence and preference for technologically supported communication, and global peer mediation growth.

The four goals of OPMP are to provide (1) extensive information to anyone interested in peer mediation, (2) online training in basic peer mediation skills, (3) online peer mediation skills development, and (4) online peer mediation services.

What's Happening?

The First annual OPMP peer mediation tournament.

When?

March 1st - May 31st, 2024

Where?

Each school that is accepted into the tournament will gather at their own school. OPMP will host individual Zoom meetings for each team to display their mediation skills. An OPMP mediation judge will preside over the Zoom meeting to score the team on their mediation techniques.

Why Have a Tournament?

The goal is to allow peer mediators to practice their mediation skills in a friendly competition with other students around the world. Another goal is to encourage peer mediators to continue to grow their resolution skills which they may showcase during the competition.

 Peer Mediation Orientation Video.mp4

Tournament Structure

Format

Round 1

Top 4 advance

Round 2

Top 2 advance

Final

Top score wins

Winner

_____ ☐

_____ ☐

_____ ☐

_____ ☐

_____ ☐

_____ ☐

_____ ☐

_____ ☐

_____ ☐

_____ ☐

_____ ☐

_____ ☐

_____ ☐

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_____ ☐

Example

Round 1	Round 2	Final	Winner
Top 4 advance	Top 2 advance	Top score wins	
School A9	School C10	School D14	School D14
School B9	School D12	School F12	
School C13	School F13		
School D14	School H11		
School E8			
School F11			
School G8			
School H10			

Scoring

Judges will assess the basic foundational principles of mediation in addition to the specific 6-step mediation process. The foundational principles include:

1. **Overcoming Biases and Blindspots:** Mediators are human beings and are therefore affected by things they see and hear from their disputants. However, when there is more than one mediator, they can help each other to recognize any biases that emerge and to maintain their neutrality. They will also pick up on different things in the mediation and thus are more likely to catch important details that could lead to resolutions.
2. **Establishing rapport with disputants:** An important step early in a mediation is for the mediator to establish a positive working relationship with the disputants. As they start to trust the mediator and the process they feel more comfortable sharing information that could unlock the dispute. With two or more mediators in the room, there is a greater chance for achieving resonance with the parties, even as the mediators maintain their neutrality.
3. **Pedagogy:** One of the greatest benefits of mediators working together is that different mediators learn techniques or best practices from each other that can serve the parties. Co-mediators will also consult each other and strategize together and these conversations can improve the outcomes for parties.
4. **Quality Control and Emotional Support:** Most mediators will review cases once they're complete and provide feedback to each other on

what worked well and what may not have. After especially emotional sessions, mediators can also benefit from discussing the dynamics and how it impacted them. This leaves them in a positive mindframe the next time they have to mediate.

Process	Exemplary 3 Points	Proficient 2 Points	Needs Refinement 1 Point
Opening Statement	Introduces self. Explains the mediation process. Uses strategies to establish trust between parties. Establishes that parties have agreed to ground rules States that the mediation is confidential, and all notes will be destroyed after agreement is finalized.	Introduces self. Explains the mediation process. Uses strategies to establish trust between parties. Establishes that parties have agreed to ground rules	Introduces self. Explains the mediation process. Start mediation.
Storytelling and Gathering Points of View	Gives each party a chance to explain what they think the problem is. Encourages parties to discuss the problems they have described. Intervenes if either party interrupts the other party while they are telling their story. Recognizes the need to caucus if the joint session is not progressing.	Gives each party a chance to explain what they think the problem is. Encourages parties to discuss the problems they have described. Intervenes if either party interrupts the other party while they are telling their story.	Gives each party a chance to explain what they think the problem is. Was unable to get participants/parties to tell their story. Does not intervene when parties interrupt each other.

Process	Exemplary 3 Points	Proficient 2 Points	Needs Refinement 1 Point
Positions and Interests	Recognizes the differences between the disputants' positions and interests. Reframes the mediation from positions to interests. Focuses on interests to help parties uncover hidden problems. Allows them to identify which issues are of most concern for them.	Recognizes the differences between the disputants' positions and interests. Reframes the mediation from positions to interests. Focuses on interests to help parties uncover hidden problems.	Mediates the disputants' positions and not their interests.

Process	Exemplary 3 Points	Proficient 2 Points	Needs Refinement 1 Point
BrainStorming and Evaluating Options	Helps the disputants formulate their own ideas and proposals that meet each party's core interests. Displays the disputant's ideas and proposals so disputants can visually see their options (e.g., displays on white board or writes on a notepad for both parties to see). Helps disputants recognize how proposed goals will benefit both parties. Does not make decisions for the parties about what is "right" or "wrong" nor tells the parties what to do.	Helps the disputants formulate their own ideas and proposals that meet each party's core interests. Displays the disputant's ideas and proposals so disputants can visually see their options (e.g., displays on white board or writes on a notepad for both parties to see). Helps disputants recognize how proposed goals will benefit both parties.	Helps the disputants formulate their ideas but is not able to guide them to narrow their options into a workable solution.

Process	Exemplary 3 Points	Proficient 2 Points	Needs Refinement 1 Point
Creating an Agreement	Guides the disputants through a process designed to reach their own settlement. Affirms that both parties understand the provisions in the same way. Makes it clear to the parties that this is a critical time to decide whether they will terminate the dispute by agreeing to sign the final agreement and comply with it. Write the agreement.	Guides the disputants through a process designed to reach their own settlement. Makes it clear to the parties that this is a critical time to decide whether they will terminate the dispute by agreeing to sign the final agreement. Write the agreement.	Was not able to get an agreement between the disputants that they would agree to sign and abide by. Was unable to get participants/parties to finalize their agreement once they reached a compromise or settlement.

Rules

What are the OPMP Mediation Tournament rules?

Team Orientation

Each peer mediation team must participate in a virtual orientation. The orientation video will be posted and sent to each school on **February 19th**. Each school will complete a *consent form* outlining responsibilities, requirements for participation and understanding of the tournament process. Questions from the peer mediation team can be submitted by email from the peer mediation coordinator. The OPMP team will have complete discretion in answering questions related to the cases and rules.

Team Composition

A peer mediation team is composed of four students. In each round, two students participate as mediators and the other two as disputants. Teams may decide to switch roles for advanced rounds.

Format

Teams will compete from the same level (i.e. high school v. high school and middle school v. middle school).

Scoring

Mediation team members are separately scored. In each mediation, the co-mediators are scored on the mediation process .

Mediators

Each mediator must make opening remarks. The mediators can decide who goes first and whether they will coordinate their remarks or make them independently. The judges

understand that the co-mediators' remarks may be similar. Each co-mediator must conduct a caucus during the mediation—it can be anytime during the mediation (judges will view the caucus in a breakout room). Mediators are encouraged to set a timer for their caucus. All caucuses should last no longer than *10 minutes*. Each mediator must also actively participate in the storytelling, evaluating options, agreement writing, and closing statement phases.

Digital Devices/Recording

Schools will need access to the Zoom platform for the purpose of participating in the tournament. However, artificial intelligence (AI) tools and devices are prohibited at all times. No recordings whatsoever are permitted i.e., by the school, coordinator, parents, students, coach, etc.

Coaches

A list of coaches will be made available to school peer mediation coordinators and advisors after registration is finalized. Schools may contact an OPMP coach via email with questions and/or request a consult. Advisors must give coaches a list of *three dates* they are available for a phone or video consultation. Coaches may confer with their students up until the mediation begins. Coaches and other people (i.e. peer mediation coordinators or administrators) associated with a team may not observe the mediations in which their teams are participating to give feedback. However, the coaches may consult with the team for self-reflections after the end of the round and the judges have completed their scoring.

Judges

Judges will be experienced mediators and familiar with the problem solving approach to mediation. The judge will score teams independently of any other judge. Judges are provided all of the information provided to the teams. Students may not, at any time, communicate with their

judges until their ballots have been submitted. Following the tournament (completion of the round, judges may provide feedback for each team without disclosing the scoring.

Cases To Be Mediated

In each round, the same scenario will be used for all mediations. The scenario will include a common set of facts or general information which will be disclosed to both sides. A separate confidential fact sheet will be given to the disputants. The mediators will not receive the confidential fact sheets. Mediation scenarios will be provided prior to the scheduled mediation tournament session. Please notify OPMP if a modification of extended time is needed for any of the team members so our team can provide appropriate support for students to be successful.

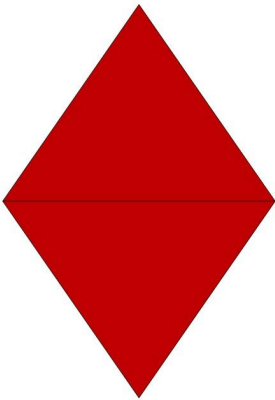
Timekeeping

Responsibility rests with the student participants for timekeeping and adherence to the allotted time periods. Each mediation is limited to *45 minutes*. Judges are instructed to strictly enforce time limits.

See Round Time Limits on the next page.

**OPMP Peer
Mediation
Tournament
Round Time
Limits**

- Opening Statement**
5-7 minutes
- Ground Rules**
1-3 minutes
- Story Telling**
15-20 minutes
- Brainstorming**
5-7 minutes
- Agreement**
3-5 minutes
- Closing**
1-3 minutes



OPMP Mediation Model

There are many models of peer mediation. The Online Peer Mediation Platforms utilizes the problem solving model. Each mediation team must follow the following stages:

Stage 1	Opening & Introduction	Students will give their opening statement, review mediation guidelines, and role of mediators.
Stage 2	Storytelling	Disputants each share their view of the conflict.
Stage 3	Positions and Interests	Mediators will help identify the needs and interests of disputants.
Stage 4	Brainstorming	Mediators assist disputants in creating solutions to the conflict. Disputants will generate a list of options.
Stage 5	Evaluation of Options	Mediators will serve as the agents of reality testing for the list of options.
Stage 6	Agreement & Closure	The mediation will close with or without an agreement. Mediators will read their closing statements.

Self Reflection

Following the round, each participant will have **five** minutes to honestly answer these questions:

1) If you had to do the mediation over again, what would you do the same and what would you do differently?

2) What were your strengths and weaknesses as a peer mediation team?

These questions will be asked by the judge at the end of the mediation session.

Assistance

School coordinators may assist their students up until the beginning of the first round of the mediation tournament. They may observe the mediations in which their teams are participating. They may also observe all evaluations associated with mediations in which their teams are participating. School coordinators may not communicate in any way with the participating team members until the mediation round is complete.

Violation of this rule could result in loss of points or even disqualification, at the discretion of the OPMP coordinator/team.

Approved Aids During Mediation

Teams may use the white board or word document during the mediation.

Punctuality

Teams are expected to be on time for all scheduled rounds. If a team needs to reschedule, they must notify the OPMP team *24 hours* in advance or they will be disqualified. Teams must be online for the mediation up to 10 minutes before the mediation. Teams that are late for their round by 5

minutes are subject to penalties, up to and including disqualification from the competition.

Awards

The top teams from the high school and middle school rounds will be recognized and receive an award from the National Association of Peer Program Professionals.

FAQS

1. How do we enter the OPMP Mediation Tournament?

Let your peer mediation advisor know of your teams' interest in entering the tournament.

To enter the tournament, your school peer mediation coordinator, advisor or faculty advisor must return a fully completed and signed entry form, together with an entry fee payment.

Registration form will be linked here on January 2, 2024.

By entering the tournament, the advisor in charge of a team agrees to manage the team for the duration of the championship. This involves selecting a team of students, passing on all necessary information and materials to these students, and supervising the team for the duration of the event.

2. Does it cost to enter the tournament?

Yes. The fee to enter the tournament is \$40.00. It is non-refundable.

3. How do we pay the entry fee?

At the bottom of the entry form will be information on how to submit your team's entry fee.

Full details of dates, times, and locations will be sent to competing schools once the entry fee has been received and participation is confirmed.

4. How many teams can we enter from our school?

There are no limits to the number of teams that a school can enter into the tournament. All teams must consist of two peer mediators and two disputants for a total of four students.

If one of your team members drops out, you must replace that student with another student. All teams must consist of four students to be eligible for the tournament.

The disputants do NOT have to be peer mediators. In fact, you might want to recruit two of your friends or fellow students who are in your drama department to play the roles of the disputants. Those students would get a chance to try out their acting skills which might create a more realistic situation for the mediation scenario that your team's score will be based on.

5. If our team is chosen to participate in the tournament, how do we schedule our first mediation?

An email will be sent to the school contact notifying the team about the orientation video that must be viewed before beginning round one and the **form** to be completed. Once the form is sent to the OPMP team, a confirmation email of entrance into the tournament will be sent to the school contact with the conflict scenario and name and contact information of the OPMP judge. From the date of the email, the team advisor will have **3 school days** to reply to the OPMP judge with three different dates that the team can compete. The team will have a total of three weeks from the day of the OPMP notification of entrance to complete your first peer mediation with one of the OPMP mediation judges. **A list of judges, the dates they are available to judge mediations, and their emails will be provided to the advisor.**

5. How is the tournament set up?

The event consists of three rounds. The first round will eliminate half of the teams that have entered the tournament. For example, if eight teams are entered into the first round, by the end of Round 1 the four teams with the highest scores will advance to Round 2.

Round 2 will eliminate half of the teams and the remaining teams with the highest scores will advance to Round Three. For example, if four teams are in Round 2 then the two teams with the highest scores will advance to Round 3.

The third and final round will consist of the remaining two teams. The team with the highest score will be declared the winner of the tournament. Each round consists of one mediation. Each mediation is scheduled to be 60 minutes long.

Two students on each team are given the opportunity to compete in the role of co-mediators, while the other two students on the team will act as the disputants.

6. How will our peer mediation team be scored?

As peer mediators, you will be graded on your ability to work together with your co-mediator. You will be judged on each of the six steps of the mediation process. The judges will grade mediators on their opening statements, their ability to gather facts, their ability to help the disputants see the strengths and weaknesses, their ability to evaluate options, and their ability to help guide the parties to a resolution of the dispute that brought them to mediation. Your disputant's performance will have no factor in your final score. There are seven categories your team will be judged on. The categories for mediators are: **(1) Opening Statement of the Mediator; (2) Storytelling; (3) Position/Interests; (4) Evaluation/Options (5) Agreement (6) Cooperation Between Mediators; and (7) Self-Reflection.** The six mediation skill categories receive 1-3 (maximum total of 18 points) in each skill and the cooperation (1-5) and reflection

(1-5) receive a total 10 maximum points between the two categories.

7. How do we know if our team won the first round and will move onto Round 2?

All participating schools will have **three weeks** to complete their first mediation. On the last day of the third week, judges will submit team scores to the OPMP team by 5 pm ET. OPMP will post all scores to the OPMP website by 7 pm ET and will send an email to your advisor to inform them if your school will be moving onto the second round. If your school does not move on to Round 2 your advisor will also be notified that same day.

8. How do we schedule the second mediation?

Your advisor or coordinator will have a **24-hour** window to schedule your team's second debate with an OPMP mediation judge. You will have a two-week period in which your school must schedule and complete your second mediation. You will be able to reschedule your date once within the two-week period. Your team will automatically be eliminated if they do not meet these time frames. Scores from the second meditations will be posted following the same rules and time frame as Round 1.

9. How does our team schedule the final mediation?

Teams that advance to the third round will have one week to schedule and complete their third mediation. Just like in the first two rounds, team advisors will have 48 hours to schedule the third mediation with an OPMP mediation judge. After the final mediation round is completed, Dr. Morton will post the winner of the OPMP peer mediation tournament on the OPMP website by 5 pm ET the following day. She will personally call your advisor the following day before 5 pm ET to inform him/her that your team is the winner of the tournament. Second and third place winners will also be listed on the OPMP website. Dr. Morton will personally call your team advisors to inform them if your team placed second or third in the tournament. All other participating teams will be able to view their scores on the OPMP website to see where their school team placed in the overall standings of the tournament. Your team advisor will receive an email informing them that your team scores have been posted to the website.

10. How does our mediation team pick an OPMP mediation judge?

Your advisor will receive in the acceptance package a list of qualified OPMP mediation judges. Your advisor has three days to contact the OPMP tournament committee with three different dates your team will be available to mediate. Within 24 hours of receipt of the email from your advisor, an OPMP mediation judge will email your advisor with a confirmed date for your mediation. Your advisor will need to give the judges a valid email address and phone number for the judges to contact them. There is one judge for each round. The judges will score independently of each other. Judges are provided with all the information provided to the teams.

11. Will we be given the mediation scenario ahead of each round?

Yes. Mediation scenarios will be provided prior to the scheduled mediation tournament session. The first

scenario will be sent along with the acceptance package giving your team ample time to practice before your first debate. Please notify OPMP if a modification of extended time is needed for any of the team members so we provide appropriate support for students to be successful.

If your team advances to Round 2 or Round 3, new scenarios will be sent to your advisor within 24 hours after each round has concluded.

12. Can we have different peer mediators for each round if our team advances to round two and round three?

No. Once your school picks the team that will compete in the tournament the mediators must remain the same for all three rounds. Your disputants can be different for each round. That will be at the discretion of your team and your team advisor. Your advisor must notify the judges of any changes to the team before the date agreed upon for your second and third mediation.

13. Will we have the same OPMP mediation judge for all three rounds?

Maybe. Judges will be assigned to your mediation based on their availability and your teams' availability to mediate. It could be possible your team will have the same mediation judge for all three rounds of mediation.

14. What if there is a tie?

We have a solution! The mediation scenario with additional information will be given to the mediation team and the team will be expected to answer how they would handle the additional information presented in the situation. This response will be submitted following the mediation round.

15. Will there be a prize for the winner?

Of course! There will be bragging rights to being the first-place winners. A picture of your team and advisor will be posted on the front page of the OPMP website for all to see. Your team will be refunded your entry fee if your team takes first place.

Your team will receive a certificate suitable for framing signed by Dr. Judy Tindall stating that your team placed first in the OPMP peer mediation tournament. Second and third place winners will also receive a certificate signed by Dr. Tindall.

The first-place team will receive a free entry fee if they choose to participate in the OPMP tournament the following year. The mediators from the first-place team will be given the opportunity to co-judge with one of the OPMP judges for the following year's tournament.

Final Notes

The emphasis at the OPMP Mediation Tournament is placed on education and fellowship, rather than competition or winning. This is your team's chance to hone your mediation skills while having fun with other peer mediators from across the world. We hope your school will come to join in the fun!

Application

Click the link below

[Peer Mediation Tournament Application](#)

Scenarios

[Sample Scenarios from Western Justice
Invitational](#)

Timeline for Tournament

January - February

Call for participants

February

Orientation/
Coaching/Questions/
Distribution of Scenarios

March - May

Tournament Agreement
Tournament Begins March 1st
and Ends May 31st

Timeline for Tournament

June

Announcement of Winners

August

Feature on OPMP Website

References

[Tournament Rules - International Law School](#)

[Sample Scenarios - Peer Mediation Invitational
\(2014\)](#)

[Scram Peer Mediation Competition](#)

[ACR Peer Mediation Standards](#)

[New Jersey Bar Association](#)

Helpful Tips

1 Use “I” messages instead of “you” messages. Using “I” messages helps to avoid blaming another person. Encourage disputants to use “I” messages.

2 Know the difference between conflict and bullying. You can mediate a conflict, but not a bullying situation.

3 Restate disputants’ statements. Be able to summarize what another person has said so he or she feels heard and understood.

4 Do not interrupt. Allow people the time to share their ideas and concerns.

5 Be a good listener. Concentrate on what someone is saying so you can understand differing perspectives and ask appropriate questions.

6 Identify and do not allow put-downs or insults. When you hear a put-down or insult, address it immediately by referring to the *Win/Win Ground Rules*.

7 Maintain a neutral facial expression. If you show too much emotion towards one disputant and not the other, you can be seen as favoring one person over the other.

8 Maintain confidentiality. You must be trustworthy and not share details of the conflict.

9 Be respectful and non-judgmental. Understand that students come to the mediation with different perspectives.

10 Problem solve. Guide disputants in brainstorming solutions to solve their conflict.

11 Use communication encouragers to create a comfortable environment. Empathize, make eye contact, and ask open-ended questions for understanding.

12 Be empathetic. Understand the speaker's feelings and point of view.

13 Be patient. Allow disputants time to explain their viewpoints and come up with solutions. Do not rush the mediation process.

14 Demonstrate leadership. Be a positive role model both in and out of peer mediation. Be the kind of person that other students respect.

15 Be responsible. You are responsible for the mediation process, not for solving the conflict. Guide disputants through the mediation process and follow the *Win/Win Ground Rules* during the mediation.

16 Be reliable. And Professional

THE FAQs OF PEER MEDIATION

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TIPS FOR CREATING A OPENING STATEMENT

Introduction to Mediation	Purpose of mediation Introductions of mediators/parties Congratulate parties on their decision to choose mediation to solve their conflict.
Purpose of Mediation	Review the reason for the meeting (both parties agreed to listen to each other) Parties are here to reach a possible agreement.
Role of the Mediator	Take Notes Provide a safe environment Not to solve the conflict, take sides, or judge
Voluntary	Mediation is a voluntary process and participants can decide to take a break (pause or caucus) or stop the process at any time.
Confidentiality	Cover the rule of confidentiality and all exceptionalities (harm to self, harm to others, illegal activities). Let participants know that you must report that information to the coordinator.
Ground Rules	<i>Review the ground rules with the participants.</i> Solve the problem. Tell the truth. Show respect. Listen without interrupting. Carry out my part of the agreement.

	Not share information about the mediation. Participate in a one week follow up.
Questions	Ask if there are any questions? Ask if they want to proceed?

SAMPLE PEER MEDIATION SCRIPT

Introduction/Ground rules

Mediator 1: Hello, my name is _____.

Mediator 2: Hello, my name is_____. Can you tell us your names?

Disputant A_____/ Disputant B_____

Mediator 1: Let me tell you about the mediation process. Our purpose is to help you find solutions to solve your conflict.

Mediator 2: We do not take sides. We provide a process where you can both hear each other’s side of the issue and come up with solutions that will satisfy you both.

Mediator 1: Since you both have agreed to come to mediation, there are some rules everyone must agree to abide by:

- Please listen to one another without interrupting.
- Please speak one at a time.
- Please talk respectfully to and about one another. No put-downs, name calling, or fighting. If there is any physical fighting, yelling, or throwing things, the mediation will be terminated and the mediation coordinator will take over.

- Be open to find an agreement.
- Carry out your part of the agreement.
- Everything that is said in mediation must be kept confidential. We cannot talk about what happened during your mediation and you both need to agree to keep each other's business secret also. If something you say would harm you, each other, or anyone else, the mediation coordinator will be told immediately and it will be reported to the principal.

Mediator 2: Please sign the contract indicating that you agree to the rules of mediation.

Storytelling

Mediator 1: (*Ask Disputant A*) Please tell what happened from your perspective.

Mediator 1: (*Ask Disputant A*) Is there anything you would like to add?

Mediator 1: (*Restate Disputant A's story in your own words. Use neutral language*). Here is what I heard you say_____

_____. Is that correct?

Mediator 2: (*Ask Disputant B*) Please tell me what happened from your perspective.

Mediator 2: (*Ask Disputant B*) Is there anything you would like to add?

Mediator 2: (*Restate Disputant B's story in your own words. Use neutral language*). Here is what I heard you say_____

_____. Is that correct?

Note to mediator: encourage the disputants to come up with at least four or five options to solve their conflict.

Identify Needs/Interests

Mediator 1: (*To Disputant A*) It sounds like you were _____ because you needed_____.

Mediator 2: (*To Disputant B*) It sounds like you were _____ because you needed_____.

Mediator 1: So both you need to have a little more _____ and you both would like _____.

Summarize common need!!

Finding Solutions

Find Rules of Brainstorming

Mediator 1: Now we are going to help you both come up with a solution that will meet both of your needs. To do that, we will brainstorm some solutions.

Mediator 2: To brainstorm, there are three steps:

- Say anything that comes to mind, even if it might sound silly or hard to accomplish.
 - Refrain from judging or discussing any of the ideas until a little later. Your ideas will be written down so we can discuss them in the next stage of mediation.
 - Be creative and try to come up with as many options as possible.
- Mediator 1: Do you agree to follow these three steps?

Mediator 2: What could you do to solve the conflict? What other ideas could we write down that might make your relationship with each other better from now on?

Solution/Action Plan (Include specific dates, times, locations).

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____

Evaluate Options

Mediator 1: Now it is time to evaluate those options. I will read what you both came up with...

Mediator 2: Which of these solutions do you feel will work?

Mediator 1: Could any of these options be combined?

Agreement

Use only the solutions that both disputants agree to and write the agreement in the words of the disputants.

Mediator 2: Does this agreement resolve the conflict?

Mediator 1: You both agree to _____ . We will need for you both to sign the agreement indicating that you are willing to follow through on this contract.

Follow up and Thank you

Mediator 2: The final step is to talk about what you can each personally do to prevent this situation from occurring again.

Mediator 1: *(To Disputant A)* What can you do to keep this from happening again?

Mediator 2: *(To Disputant B)* What can you do to keep this from happening again?

Mediator 1: Please understand that the major goal of mediation is to learn to resolve your own conflicts before they get too big to handle on your own.

Mediator 2: We want to thank you both for coming to mediation. We will be following up with both of you in a week.

Mediator 1: It is important before you leave that we discuss what each of you can say when others approach you about this conflict.

SAMPLE GROUND RULES

- Listen to each other.
- Agree to speak to one at a time.
- Speak respectfully to each other.
- Agree to carry out your part of the agreement.
- Turn off your cell phones.
- Do we need to add additional rules?
- Keep everything private.

Tips for Dealing with Angry Disputants

Stay calm and keep a low, even tone in your voice.

Tell the parties that you understand how upsetting it can be to hear information they disagree with and that getting angry is normal at the beginning of the mediation session.

If parties keep interrupting, tell them that you cannot hear when they speak at the same time.

Tell them to write down what they want to say and you will get back to them.

Gently remind them of the ground rules.

Ask them to speak directly to you rather than to each other.

Summarize information that they share in common.

Be respectful, no matter how angry you are.

Listen without interrupting.

Take a time out (mediator's pause).

Emphasize needs rather than complaints—look for shared needs.

Contact Us

Feel free to reach out to us via email at

PeerMediationOnline@gmail.com

or by using our [contact form](#).