

Mediation Process

1. Introductions and agreements.

- a. *Introduce yourself and your co-mediator*
- b. Explain purpose & process: *We are here to come to an agreement about what needs to happen in order to prevent this conflict in the future. We have no set consequences/next steps, we are here to develop them!*
- c. *Before we begin, you all must agree to these ground rules: respect, I-statements, kind language, no interruptions, confidentiality - put your thumbs up if you can agree to these*

2. Accepting responsibility.

- a. *What would you like to apologize for or accept responsibility for before we begin?*

Start the mediation and set the tone for openness and not making assumptions or excuses by seeing if there is *anything* that disputants have reflected on and would like to accept responsibility for first.

3. Have disputants summarize, mediators listen

- a. *What happened to bring us here to this mediation? How are you feeling? Why?*

Listen to each participant share their side of the story. Take notes. Then, remind students to not interrupt and repeat their story to make sure you understand. Ask follow up questions.

4. Participants respond.

- a. *How would you respond to what the other person just said?*

Give each participant the chance to respond to the other person. This can go back and forth until participants are having a conversation directly, as long as it's respectful.

5. Mutual Empathy.

- a. *Can you see why the other person is angry? How would you feel if the same thing happened to you?*

Ask each participant to put themselves in the other person's shoes and see the problem from their perspective.

6. Resolutions. How do the participants think they can solve this issue? What does each participant need from the other to put the problem behind them?

7. Next Steps. How can the participants agree to leave the mediation and maintain peace. *Set up a time to follow-up on mediation.*

After a mediation:

- Walk students back to class and check-in with them separately to see how they feel.
- Email/jumprope update on whether or not it was resolved, and next steps/agreements.
- Check in with students in mediation within 1 week to see if students have resolved the issue.