



## TEEN MEDIATION INTERNATIONAL

**Make friends. Make Peace. Make a difference.**

**Are you a teenager ready to master tough conversations?** Do your friends often come to you with their problems? Do you want to confidently navigate challenging situations, finding solutions that benefit everyone involved? This event is your ticket. You'll learn the right attitude and powerful listening skills to turn conflicts into wins. Don't miss your chance to become a master negotiator before life's big moments.

**Who:** Students who want to meet others worldwide and practice peacemaking skills.

**When:** 2 hours Saturday, October 5, 2024,

7 AM LA

9 AM Chicago

3 PM London & Lagos

4 PM Johannesburg

5 PM Beirut

5:30 PM Tehran

6 PM Dubai

7 PM Islamabad

7:30 PM Colombo

10 PM Taipei & Hong Kong

**Where:** Zoom –register for free here:

<https://teenmediationinternational.com/events>

**What:** Sessions include a brief training, get-to-know-you activities, and hands-on mediation practice. Participants will apply the training content in small group exercises, receiving guidance from experienced mediation coaches.

Our team of dedicated volunteer trainers and coaches includes professional mediators, international trainers, attorneys, professors, counselors, business professionals, teachers, and others. We're here to support you every step of the way, all united by a passion for empowering teens.

**About TMI:** Teen Mediation International is the dream of Dick Calkins, former Dean of Drake Law School and founder of the International Academy of Dispute Resolution. Its purpose is to introduce secondary school students worldwide to a peacemaking approach to conflict. Through free 2-hour “High Conflict Series” mediation training sessions and follow-up Educational Enrichment events, you’ll learn how to approach conversations and transactions involving disagreements, disputes and impasses.

## Case

### “The Shared Social Media Account Disaster”

By Kartik Gupta

**Requesting party:** Alex

**Responding party:** Sam

#### **Background -**

- Two best friends, Alex and Sam, created a joint Instagram account to showcase their shared passion for skateboarding and fashion.
- The account quickly gained popularity, and they started getting sponsorships and collaboration offers.
- Recently, they had a major falling out after a disagreement about the the account's content direction and financial management.

#### **Current Situation -**

- Alex wants to maintain control of the account, arguing that they have a stronger creative vision and are more responsible with the money.
- Sam feels betrayed and wants to either delete the account or take it over, claiming that Alex is bossy and taking all the credit.
- Both teens are extremely angry and hurt, and their communication has broken down.
- Their parents are getting involved, escalating the tension.

#### **Additional Considerations for Mediation -**

- **\*Emotional Intensity:** Adolescents often have strong emotions and difficulty managing conflict. The mediator must be prepared for heightened emotions and potentially dramatic outbursts.
- **\*Social Pressure:** The popularity of the account and the potential consequences of losing it can create additional stress and pressure for the teens.
- **\*Future Consequences:** The mediator should help the teens consider the long-term consequences of their decisions, such as potential damage to their reputations or missed opportunities.

#### **Mediation Goals -**

- Help Alex and Sam understand each other's perspectives and feelings.

- Find a compromise that addresses both teens' concerns and allows them to move forward (this could be a new agreement on account management, splitting the account into two, or shutting it down).
- Repair the friendship if possible, or at least find a way to end the partnership amicably.

## The Parties at the Mediation

1. **Co-Mediator A**
2. **Co-Mediator B** (optional)
3. **Alex**
4. **Alex's advocate** – parent, best friend, attorney, etc. (optional)
5. **Sam**
6. **Sam's advocate** – parent, best friend, attorney, etc. (optional)

## Student Preparation Checklist

1. Register for the event [here](#) and mark your calendar
2. Read the [case](#)
3. Watch a 6-min. training: [https://youtu.be/hJwI5f\\_vbEw?si=J3ilJNaYXMLQF0yG](https://youtu.be/hJwI5f_vbEw?si=J3ilJNaYXMLQF0yG)
4. Review the [character profile sheet](#) (Proctored completion during the event)
5. Arrive/login 15 minutes before the event starts

## Agenda

### Saturday, October 5th, 2024

8:45 Login (Times are Central US - Chicago)

9:00 Dick Calkins welcome

9:05 Kathleen Ruane Leedy: Power Dynamics at the Mediation Table - High Conflict Management

9:30 Kathleen Ruane Leedy: Case explanation and breakout room mediation role-play explanation

Break – 10 minutes

9:40 Breakout rooms

1. Coach and student leader do introductions
2. Icebreaker
3. Read the case out loud together
4. Choose who plays which role

5. Students fill out the character profile sheet
6. Coaches guide students through the mediation process

10:45 Main room debrief and next steps

## Zoom

Topic: TMI Teen Workshop Power Dynamics at the Mediation Table

Time: Saturday, October 5, 2024, 09:00 AM Central Time (US and Canada)

Join Zoom Meeting

<https://us02web.zoom.us/j/6518572097?pwd=S1FuaytMSFJUSDhrdEI0U0JPMmhpZz09&omn=87005203956>

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One tap mobile

+12532158782,,6518572097#,,,,\*12345# US (Tacoma)

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Meeting ID: 651 857 2097

Passcode: 12345

Find your local number: <https://us02web.zoom.us/j/kcjgU3qRDY>

## Mediation Format

I. Mediators Opening Remarks – co-mediators share in presenting the remarks (see script or use your own)

II. Parties Opening Remarks

A. Plaintiff describes what happened from their perspective and what they want to accomplish at the mediation table.

B. Defendant describes what happened from their perspective and what they want to accomplish at the mediation table.

III. Mediators reiterate or summarize what they heard the parties say and possibly offer an agenda

IV. Mediators facilitate discussion

V. The goal is to come up with solutions that allow both parties to move from anger to creative discussion.

## Student Leader Guidelines

Work with the coaches in your breakout room to help foster the mediation processes. **Encourage participation** (“Do you have any ideas, [name]?”), **help make students comfortable** (use active listening),

**help with the ice breaker** (offer to go first), **take the initiative** (being willing to be a leader and go with the group).

## Coaches Guidelines

Agenda:

- 1) Coach and student leader do introductions and icebreaker(s) - 5 minutes
- 2) Read the case out loud together - 3 minutes
- 3) The coach facilitates students choosing which role each will play (2 co-mediators, Sam and Alex, plus Sam's advocate and Alex's advocate if more than 4 are in the room) - 2 minutes
- 4) Students fill out the character profile sheet - 5 minutes
- 5) The coach guides students through the mediation process - 45 minutes
- 6) After the role-play, discuss 2-3 positive mediator behaviors observed - 5 minutes

In your breakout room, guide the students in 1-2 icebreakers with the help of the student leader. Here are three examples of icebreakers for this session:

- 1) "What is one boring fact about you?" (Coach goes first, then says to the next person, "[name], please tell us one boring fact about you?"
- 2) CREATE A STORY TOGETHER: Starting with the coach saying, "Once upon a time, [a cat]," everyone goes in a circle each adding a word or phrase, creating a story.
- 3) For this game, everyone will hold one hand up with five fingers. You'll start with one person and go around the room saying: "Never have I ever..." If someone has done that thing, they put one finger down. You'll continue to go around the Zoom screen until one person has put down all their fingers first.

**Coaches should plan to share screens** to show the students the information they need (Character Profile, Mediation Process, Opening remarks script). Coaches should be familiar with the above mediation process. If the students request help, coaches can guide them to the next step in the process. Coaches may suggest helpful phrases they can use if they get stuck.

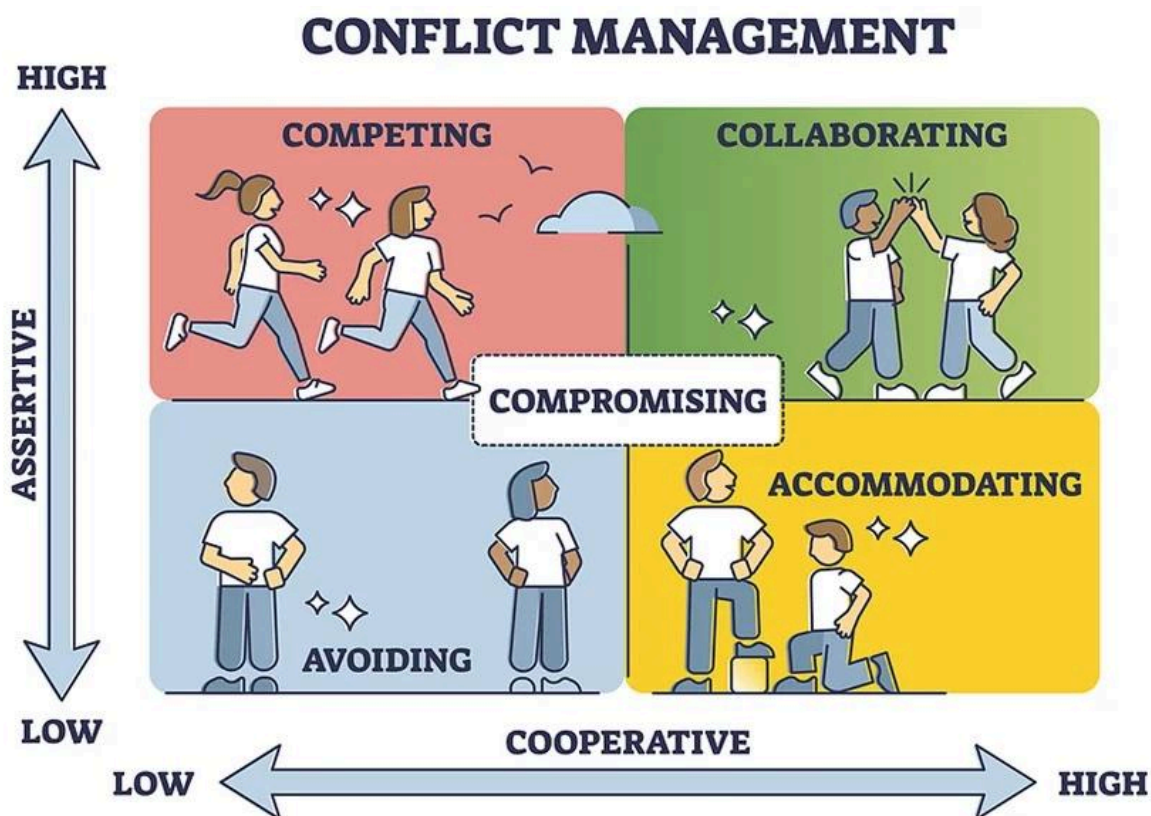
## TMI Character Profile

**Note:** If you have any questions, ask your coach. Teens should be mindful that the experience is shaped by a diverse range of styles and approaches from coach to coach.

**Directions:** After reading the case, answer these questions about your character. You'll use analysis of the case and your imagination to build your character.

1. How old are you? What grade are you in?
2. What do you want from this mediation?
3. What are some character traits that describe you? Choose as many as you would like or make up your own:
  - a. **Emotional:** how upset/angry are you?

- b. **Intellectual:** logical thinker, smart, creative thinker, arrogant/know-it-all, narcissistic/all about you, smug/others are always wrong, vain/I am always right
  - c. **Interpersonal communication style:** aggressive, bullying, hostile, jealous, manipulative, aloof
  - d. **Ethical characteristics:** dishonest, disingenuous, shifty, untrustworthy
  - e. **Energy of character to the table:** spirited, lazy, apathetic, aggressive, tired
4. What are the circumstances that lead up to this conflict?
  5. What do you want from this mediation?
  6. What is your dealbreaker (your walk away from the table/end of the mediation)?
  7. What is the obstacle to getting what you hope for?
  8. Pick your energy, aka conflict style, today?
    - a. Competing - fighting, arguing
    - b. Collaborating - working together
    - c. Avoiding - remaining silent, not sharing
    - d. Accommodating - always giving in/caving to other person
    - e. Compromising



# Co-mediators Opening Remarks

by Kathleen Ruane Leedy

## MEDIATOR A:

Hello.

My name is [Kathleen Ruane Leedy], and I will be one of your Co-Mediators today. Thank you for attending this mediation.

## MEDIATOR B:

And my name is [Kartik Gupta], your other Co-Mediator. **Now that we've introduced ourselves**, please let's go around the Zoom Room and introduce yourselves. Let us know how you would like to be addressed today.

**Thank you for the introductions.** Now, I'd like to move on **to** the business at hand before the Mediation Process begins.

Does everyone have the authority to make decisions today without contacting someone else? To ensure the confidentiality of the Zoom process, is everyone agreeing that there's no one else in the room and that you are not making a recording of this meeting? Show of hands, please? **Thank you.** I have the signed agreement to mediate in front of me as your Mediator. Does everyone agree that that is still the case today? **Lastly**, this mediation will be about 30 minutes. If anyone needs to take a break, please let me know if any other interruptions are necessary.

## MEDIATOR A:

**Now that the business of hand is done**, I would like to introduce you to the principles of mediation.

Mediation is a VOLUNTARY process for everyone, including myself as your Mediator. We are all free to walk away from the table today.

Mediation is about having a fully empowered conversation at the table with us being NEUTRALS, which means we will not make any decisions for you today. Our job is to clarify and ensure that information is accurately understood at the Mediation Table so that you can make informed decisions.

Mediation is also a confidential process. There are different layers of confidentiality. As your Mediator, my confidentiality is 100% unless I read or hear anything related to criminal activity or abuse of a child or elderly person. For you, the confidentiality process is that it is non-binding and without prejudice. What you say here today at the mediation table cannot be used against you in court, and it's just a conversation until our documents are signed, which is called the settlement agreement. **Thirdly**, there is an extra layer of confidentiality in the private sessions, and I'll explain that layer of confidentiality to you in a moment.

**Lastly**, mediation is about self-determination, where you have control and will make all decisions today that look like a win-win for each of you.

## MEDIATOR B:

**Finishing up**, I'd like to introduce the mediation process here today at the table. **Right now**, we are in a Joint Session here all together, and we giving our Mediator's opening statement. **Next**, we will move on to your opening statements here in Joint Session, where you'll describe what has brought you to the mediation table today. We typically begin with the plaintiff because you have brought the case here today. At the end of your opening statements, we may move back and forth between private sessions,

which are called caucuses and the caucuses have the extra layer of confidentiality, where I will not be sharing anything with the other side without your permission, and further joint sessions until we have an agreement. **Lastly**, mediation typically aims toward a written agreement, called a settlement agreement, that is written down, and every word will have your approval.

Does anyone have any questions?

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## Single Mediator Opening Remarks

by Kathleen Ruane Leedy

### **MEDIATOR:**

My name is [Kathleen Ruane Leedy], and I will be your mediator today. Thank you for attending this mediation. **Now that I've introduced myself**, please let's go around the Zoom Room and have you introduce yourselves. Let us know how you would like to be addressed today.

**Thank you for the introductions.** Now, I'd like to move on **to** the business at hand before the Mediation Process begins.

Does everyone have the authority to make decisions today without contacting someone else? To ensure the confidentiality of the Zoom process, is everyone agreeing that there's no one else in the room and that you are not making a recording of this meeting? Show of hands, please? **Thank you.** I have the signed agreement to mediate in front of me as your Mediator. Does everyone agree that that is still the case today? **Lastly**, this mediation will be about 30 minutes. If anyone needs to take a break, please let me know if any other interruptions are necessary.

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Does anyone have any questions? [Answer any questions.]

Let's begin by having the requesting party give their opening remarks.

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## NORMS

Participants should rename themselves "first/given name – country," for example Matthew – England.

We want you to understand 100% that this is a **completely** safe space where there are no such things as mistakes - only learnings. So feel comfortable to say whatever you feel, knowing that everyone - both teens, and adults - are here to support each other.

In **Teen Mediation International**, we respect and honour each other, and we all realise how lucky we are to be here with people from around the world.

We understand that although there may be cultural differences between us that mean we may communicate in different ways or feel comfortable with different things, we will do our best to support each other all the time.

To help with this, I'll include some key things to practise, all around active listening, in the chat.

1. Pay Full Attention: Listen to them without getting distracted or thinking about what you will say next.
2. Show You're Listening: Nod, make eye contact, and lean in a bit – it shows you're really paying attention.
3. Repeat in Your Own Words: Sometimes, you should respond to what they say in your own words. It shows that you understand what they're saying.
4. Ask Questions: If something is unclear, ask them about it. It will help you understand better and show you're interested.
5. Get How They Feel: Try to understand their feelings, even if you don't agree with them. It's about seeing things from their perspective.

6. Don't Cut Them Off: Let them finish talking before you jump in with your thoughts.
7. Answer Well: When you do respond, build on what they said. It keeps the conversation going and shows you care about what they're saying.

Active listening is crucial because it helps you really understand people and makes them feel heard and respected. It's super helpful when you're having deep or important chats.

And you should feel really proud that you have made the step to join this circle of people.

by Matthew Aylmer

## GLOSSARY OF TERMS FOR MEDIATION

*Please help us add to this list by submitting your vocabulary words.*

**Mediation:** a means of resolving disputes outside of the judicial system by voluntary participation in negotiations structured by agreement of the parties and usually conducted under the guidance and supervision of a trained intermediary

**Plaintiff:** a person who brings a legal action

**Defendant:** a person or group against whom a criminal or civil action is brought: someone who is being sued or accused of committing a crime

**Requesting party:** the person or party who initiates the complaint

**Responding party:** the person or party who comes to the mediation table to defend their position

**Arbitration:** the hearing and determination of a disputed case by an arbiter  
 Arbiter (a person or agency whose judgment or opinion is considered authoritative)  
 Litigation: the act, process, or practice of settling a dispute in a court of law

**Lawyer/Attorney/Advocate/Counsel:** one whose profession is to conduct lawsuits for clients or to advise as to legal rights and obligations in other matters

**Case:** a suit or action in law or equity

**Suit:** an action or process in a court for the recovery of a right or claim

**Lawsuit:** a suit in law: a case before a court

**Alternative Dispute Resolution (ADR):** a forum or means for resolving disputes (as arbitration or private judging) that exists outside the state or federal judicial system

**Conflict/Dispute:** competitive or opposing action of incompatibles: antagonistic state or action (as of divergent ideas, interests, or persons)

**Disagreement:** the state of being at variance: **DISPARITY** (does not necessarily include strong emotions)

Most of the above definitions are from <https://www.merriam-webster.com/>