



PROTOCOL OF MEDIATION

STEP 1: PREMEDIATION

We are in touch with people in conflict and offer mediation as an opportunity to solve the conflict. We talk with the two parts and use expressions like:

- Do you like this situation?
- Why don't try the mediation?
- What can you lose?

If they agree, then we join them...

STEP 2: MEETING AND RULES

We(mediators) introduce ourselves and the students in conflict do, too.

Mediators explain the rules that they should follow during the mediation process:

- Stick to word turn
- Be respectful
- Everything said is confidential
- Be willing to open the dialogue and to cooperate to reach an agreement

Do you agree?

STEP3: TELL US

The mediation students listen accurately to both parts. They ask something like:

- Tell us what has happened
- According to you...
- If I understand correctly, ...
- To sum up...



- How did you feel then?

STEP 4: EMPATHIZE

The mediation students try to change the roles of the students in conflict. So they ask:

- What would you think if you were in his/her place?
- How would you feel?

STEP 5: STATE INTERESTS

The students in conflict talk about their needs ... we ask.

- What do you need?
- If I have understood correctly, you need...

STEP 6: LOOKING FOR SOLUTIONS

The students in conflict will do a brain storm about things that they could do in order to solve the problem. They choose one good for both of them.

- What could you do?
- What would you be willing to do?

STEP 7: AGREEMENT

They sign an agreement.

STEP 8: ASSESMENT

Next week the students in conflict are going to explain if the agreement has worked.