



STEP 3 BRAINSTORMING FOR SOLUTIONS

MEDIATOR 1 *How do you think you can solve the conflict? I'll write down all your ideas. Later, you will pick the idea or ideas you both like best.*

STEP 4 CHOOSING THE BEST SOLUTION

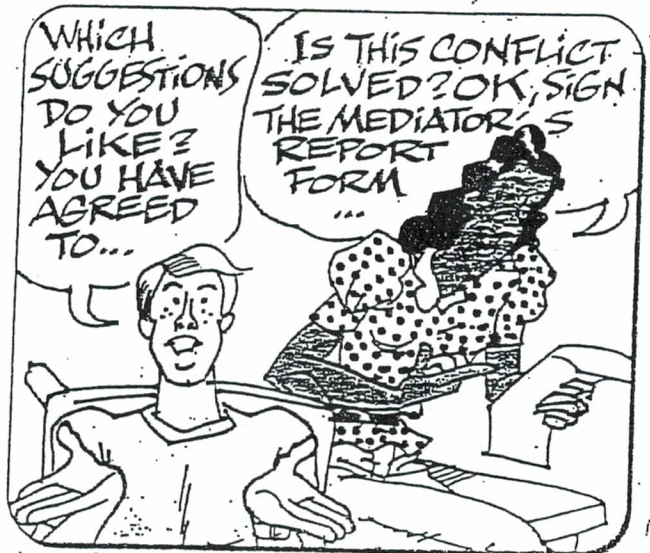
MEDIATOR 2 *Which suggestion do you both like? (Get responses from both disputants.)*

_____, you have agreed to _____

_____, you have agreed to _____

(Be sure the solution is realistic and doable)

Is this conflict resolved? (If they both say "yes," have them fill out their section of the Mediator Report Form.)



STEP 5 IN THE FUTURE

MEDIATOR 1 *What do you think you could do differently to prevent this from happening again?*



STEP 6 CLOSING

MEDIATOR 2 *Congratulations on resolving your conflict. Thank you for coming to mediation. If we can be of help to you again, please come back.*



Simplified mediation

THE FOLLOWING SCRIPT will help you run your mediation session in a professional manner. While mediating, use this script to help you remember the steps.



STEP 1 INTRODUCTIONS & GROUND RULES



MEDIATOR 1 Our names are _____, and we are student mediators. What are your names?

We are not judges; and we are not here to punish you or tell you what to do. We are here to help you listen to each other, and to work together to find a fair resolution to your conflict. We will not take sides.

Everything you say here is confidential, except if it involves drugs, weapons, or abuse. If it does we'll have to stop the mediation and report it to our advisor.

MEDIATOR 2 There are five ground rules which you must agree to. They are:

1. Be willing to solve the conflict.
2. Tell the truth.
3. Listen without interrupting.
4. Show respect. No fouls.
5. Carry out your agreement.

Do you agree to these rules?

STEP 2 TELLING THE STORY

MEDIATOR 1 _____, tell us what happened.

You said, "_____."

How do you feel about what happened and why?

You feel _____

because _____

(Mediator 2 repeats the process with Disputant 2 and identifies the conflict.)

