

Online Peer Mediation: Using Technology in Peer Mediation

Dr. Cynthia Morton

cmorton@Rockdale.k12.ga.us

770-388-5677 x31412

Rockdale Virtual Campus

Conyers, Georgia

Impact of Conflict

- *Should we totally eliminate conflict?*

According to Flecknoe (2005), organizations & schools that seek to eradicate conflict only become totalitarian in nature.

- *How does conflict impact our organizations?*

Although united in the same organization, same school, or same neighborhood, a increasingly diverse population will approach circumstances, not only with opposing positions, but with differing perceptions of right and wrong.

Trends in Technology Among Millennials

- More than half of children use social media by the age of 10.
- According to Pew Foundation research, over 93% of teenagers in the US have computers and mobile devices and use them for a majority of their social interaction.

Impact of Conflict

- *What is the typical response to conflict?*

The typical response of our society by individuals (youth and adult) includes verbal, physical, and relational violence.

- *Is there a solution?*

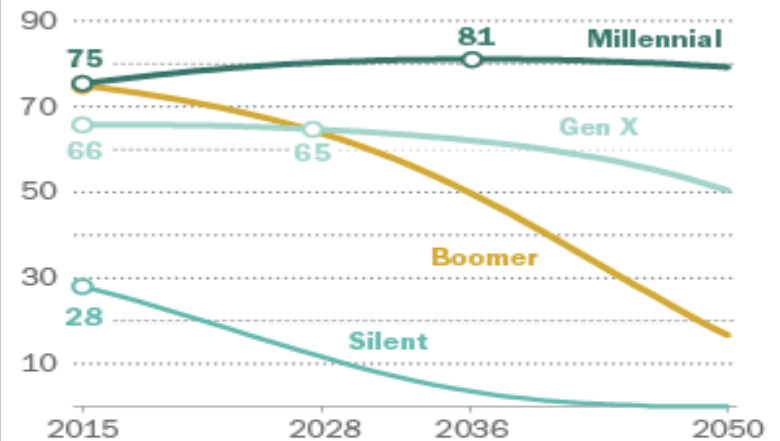
Yes, conflict can be managed! In fact, managing conflicts constructively is one of the most important competencies that youth and young adults should understand as part of their education.

Why Use OCR?

Millennials: American's Largest Generation

Projected population by generation

In millions



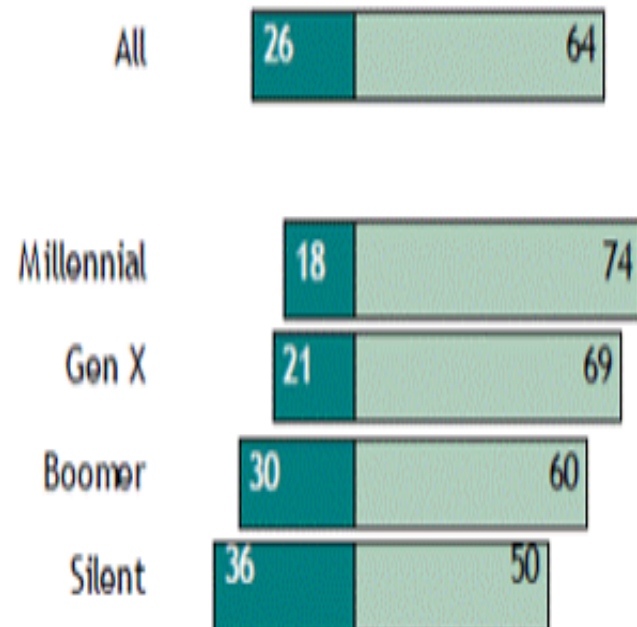
Note: Millennials refers to the population ages 18 to 34 as of 2015.

Source: Pew Research Center tabulations of U.S. Census Bureau population projections released December 2014 and 2015 population estimates

PEW RESEARCH CENTER

Attitudes About Technology

- New technology makes life more complicated
- New technology makes life easier



Reality of OCR Among Millennials

An online peer mediation opportunity is more congruent with Millennial's use of social media and communication technology.

The simple truth is that youth and young adults use and prefer technologically mediated communication and this can include conflict resolution.

Promising Strategy for Schools

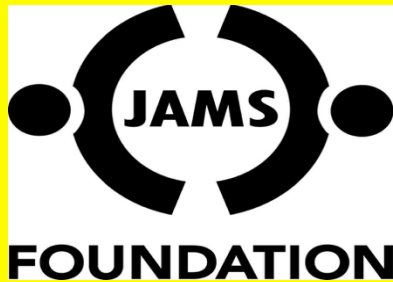
- Chmelynski (2005) and Thompson (1996) see conflict resolution strategies, such as mediation, as a promising strategy for improving school climate.
- Jones (2004) reports that exposure to conflict resolution and mediation training reduces personal conflict and increases the tendency to help others with conflicts, increase prosocial values, decrease aggressiveness, and increases perspective taking of others.

"Children cannot learn if they are not in the classroom. Nor can they or their peers learn, or teachers teach, in a school environment that is not safe, stable and engaging. Too often both these situations occur as a result of inadequate resources, lack of training and the insufficient implementation of safe and responsive plans and procedures to address and respond to violent and disruptive behaviors. . . . [This] not only hurts the students who are suspended, but also has a direct impact on our entire community."

American Federation of Teachers



OPMP



Who Are We?

OPMP Team



Meet the OPMP Team

Peer Mediation Alexandria Aiello
Prof. Karen DeVoogd
Dr. Cynthia Morton
Judy Tindall Ph.D.
Kristen Woodward

Online Mediation Giuseppe Leone

Online Technology Jay Edwards

Goals of our project



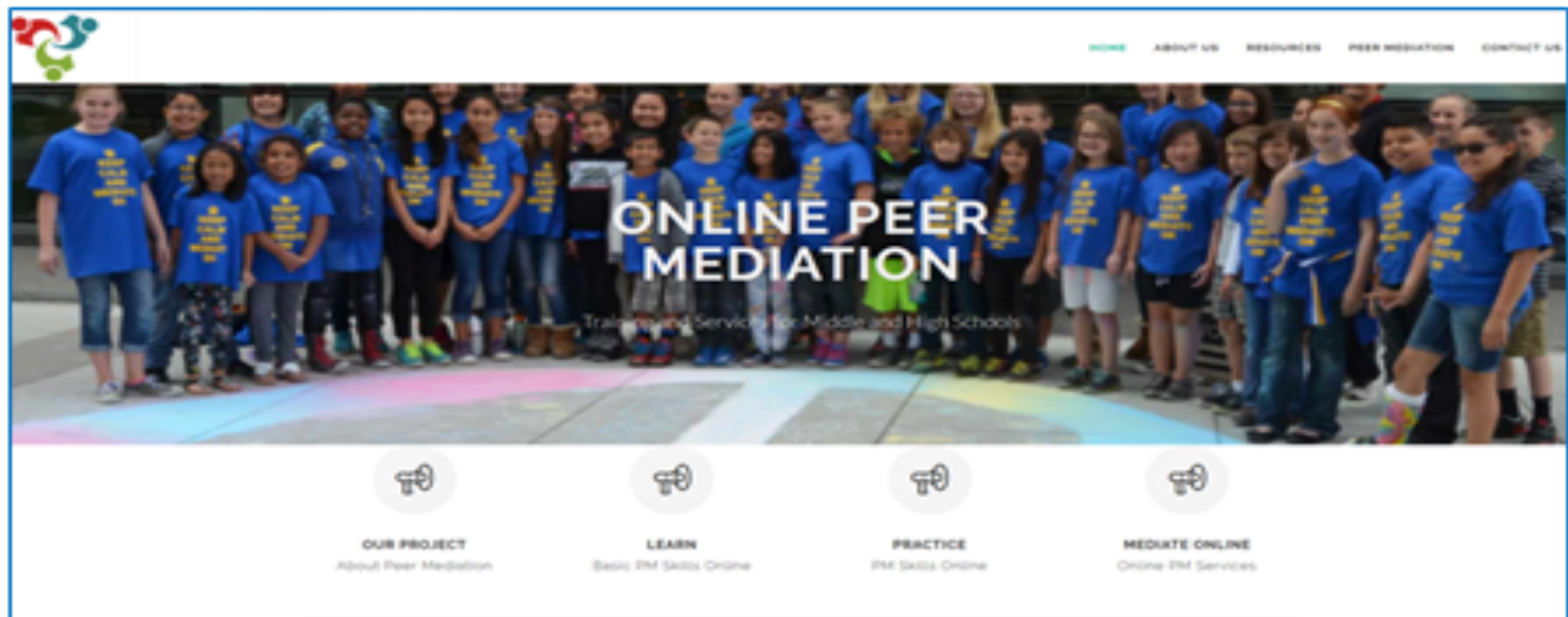
Our 4 Goals

Goal #1



Goal # 1 - Online Resources on Peer Mediation

Our Website



<http://peermediationonline.org/>



ONLINE PEER MEDIATION- USEFUL LINKS

Click on the green buttons below to explore further.



[JAMS FOUNDATION](#)



[VIRTUAL MEDIATION LAB](#)



[MEDIATOR MENTORS AT FRESNO STATE](#)



[PEER MEDIATION TRAINING AND
PROGRAM IMPLEMENTATION](#)



[REVIEW OF SELECTED SCHOOL-BASED
CONFLICT RESOLUTION PEER
MEDIATION PROJECTS](#)



[ASIAN PACIFIC ALTERNATIVE DISPUTE
RESOLUTION CENTER, LOS ANGELES CA](#)



[WESTERN JUSTICE CENTER](#)



[NATIONAL ASSOCIATION OF PEER
PROGRAM PROFESSIONALS](#)

Goal #2



Goal # 2 - Online Training in Basic PM Skills

Modules 1 & 2



Understanding
Conflict



Understanding Peer
Mediation

Modules 3 & 4

Understanding Active
Listening



The Power Tool of Peer Mediation!

SETTING UP THE ROOM



Modules 4 & 5

Positions and Interests



Perceptions



Modules 6 & 7

Using Your EARS
Advanced Communication
Skills



BRAINSTORMING

AGREEMENT



Modules 8 & 9

Ethics

Using a Pause



Module 10

Logistics for Online Peer Mediation



Goal #3



Goal # 3 - Online PM Skills Development

4 Part Simulation

Part 1 - Peer Mediation Simulation

Part 2 - Debriefing Session

Part 3 - Video Recording

Part 4 - Online Survey

Simulation Training for Trainers

**1-Hour Introduction & Demo
(PM Trainer, Coordinator, Students)**

**1-Hour Hands-on Training
(Peer Mediation Trainer & Coordinator)**

**1-Hour Assistance
(1st Online Peer Mediation Simulation)**

Sam Has My Cell Phone Simulation

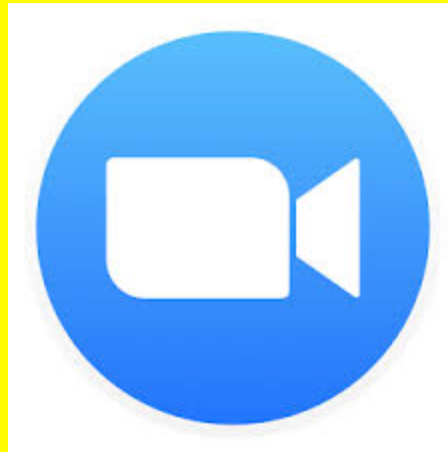


Goal #4



Goal # 4 - Online Peer Mediation Services

Student Interviews





OPMP Partnership

1

OPMP

2

PM TRAINERS

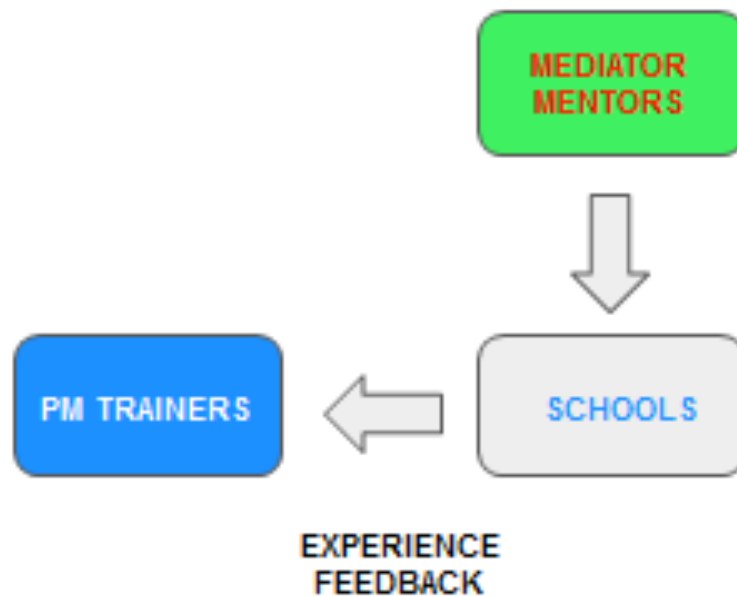
3

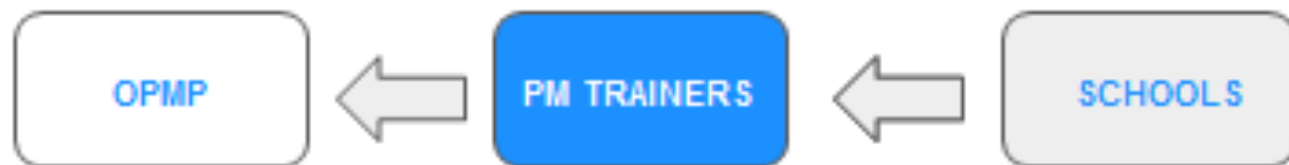
SCHOOLS



**TRAINING IN
ONLINE PM**







**CASE STUDIES
LESSONS LEARNED
BEST PRACTICES**



CASE STUDIES
LESSONS LEARNED
BEST PRACTICES



Questions