Online Peer Mediation: Using Technology in Peer Mediation

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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

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

- All: 26% less complicated, 64% more complicated
- Millenials: 18% less complicated, 74% more complicated
- Gen X: 21% less complicated, 69% more complicated
- Boomers: 30% less complicated, 60% more complicated
- Silent: 36% less complicated, 50% more complicated
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
Who Are We?

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 - Online Resources on Peer Mediation
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
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 - 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 - Online Peer Mediation Services
Student Interviews
OPMP → PM TRainers

TRAINING IN
ONLINE PM
OPMP → PM TRAINERS → SCHOOLS

CASE STUDIES
LESSONS LEARNED
BEST PRACTICES
RESOURCES FOR PM COMMUNITY

OPMP

PM TRAINERS

SCHOOLS

CASE STUDIES
LESSONS LEARNED
BEST PRACTICES
Questions