
Table of Contents

Preface	1
Welcome to the Training.....	2
What is Mediation and How Does it Work?	3
What is Negotiation and How Does it Work?.....	4
What is Arbitration and How Does it Work?.....	5
How a Case Comes to Mediation	6
Who Mediates the Cases	6
Objectives of a School Mediation Program	6
School Mediation Program Benefits	8
Overview of the Mediation Process	9
Understanding Conflict.....	10
Mediator Behavior	11
The Mediation Process	12
Co-mediation: Two Heads are Better Than One!	13
The Goal of Mediation.....	14
Guidelines for Role Playing	15
Observer	16
Conflict Styles.....	17
STEP 1: Entry—Getting Commitments to Mediate.....	18
Opening Statement Checklist.....	19
Pre-mediation Checklist	20
Qualities of a Good Mediator.....	21
STEP 2: Storytelling	22
Listening	24
Listening: The Key to Successful Mediation	25
Summarizing and Encouraging	26
Restating	27
Active Listening Starters.....	28
	29

Mini-scenarios for Reflecting Feelings	30
Feeling Word List.....	31
Reframing	34
Possible Student Topics for Listening Groups.....	35
Active Listening Checklist	36
Topics For Listening Activity.....	37
Statements for Reframing	38
Neutral Questioning	39
STEP 3: Clarifying Needs	40
Interests and Positions.....	41
Basic Human Needs.....	43
More Specific Needs	43
Needs Vocabulary	44
Situations for Identifying Feelings and Needs	45
STEP 4: Finding a Solution and Building an Agreement.....	46
Writing an Agreement.....	47
Agreement.....	48
STEP 5: Closure	49
After-mediation	50
Handling Special Situations	51
Mediator Tools: Strategies That Can Work!.....	54
Neutrality & Biases	55
Ethical Considerations.....	56
Advertising to the Student Body:	57
Mediation: Just the Facts!	58
Variations on the Mediation Process.....	59
Mandatory and Semi-mandatory Mediations	61
Legal Principals	63
Conflict Map	67
The Mediator's Vocabulary	68
Peer Mediator Contract.....	70
Agreement.....	71
Evaluation.....	72