



Peer Mediation Training Program

LISST 2021

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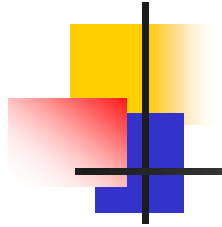
Peer Mediation Training Program

Introductions:

Gregg Scheiner, Trainer/Training Coordinator

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Training Outline

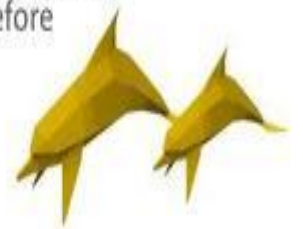
Mediation: Introduction

Mediation: Explanation

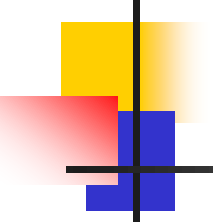
Mediation: The Process

Active Listening

We're learning faster
than ever before



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Introduction to Mediation



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Conflicts Mediators Handle:

Classmate annoyances

Roommate conflicts

Romantic involvements

Intergroup conflict

Rumors, gossip

Bullying

Harassment

Racial or ethnic Disputes



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Conflicts Mediators Will Not Handle:

Abuse

Weapons

Drugs

Anything that goes against school policy

Suicide

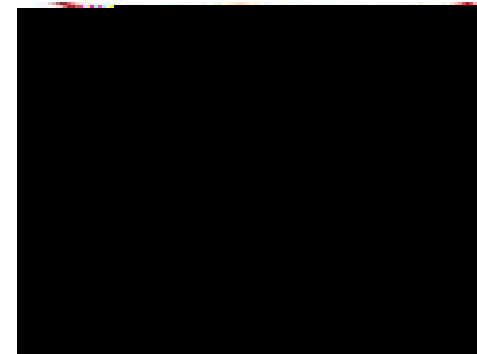


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Examples of Dynamics that Contribute to Conflict

Cultural Diversity/Acceptance
Values
Perception
Decision Making

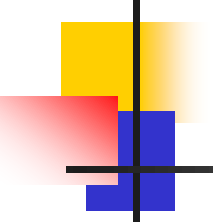


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Keys to Effective Intercultural Communication



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Effective Mediators are:

Non-Judgmental

Flexible

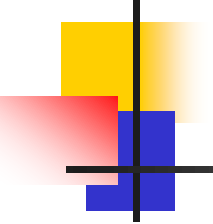
Creative

Patient

Empathetic



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Mediators Must Not

Act as a counselor

Act as Judge

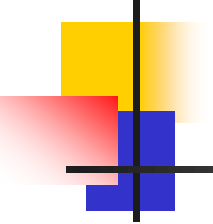
Give people direct advice

Force people to come to an agreement



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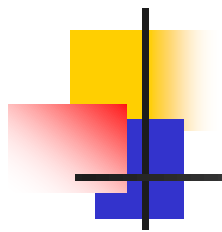


Opening Statement (Introduction) by the Mediators

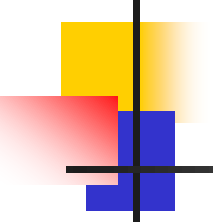
Words of Welcome

Description of mediator s role

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Open Session



Gather information create options, and evaluate options.

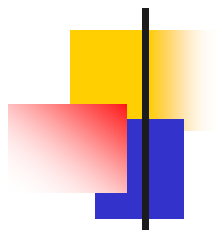
Parties discuss the dispute one at time

Parties listening cannot interrupt

Both Parties describe the circumstances leading them to mediation

Summarize what you think has been stated and the feelings they have elicited

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Obtaining the Agreement

Settlement Techniques

Paraphrasing



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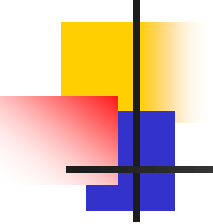
Effective Listeners



Interested
Attentive
Curious
Receptive
Non Interrupting
Other-centered
Responsive
Objective

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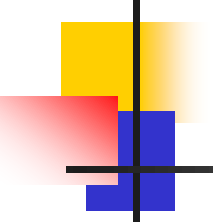


Review the phrases



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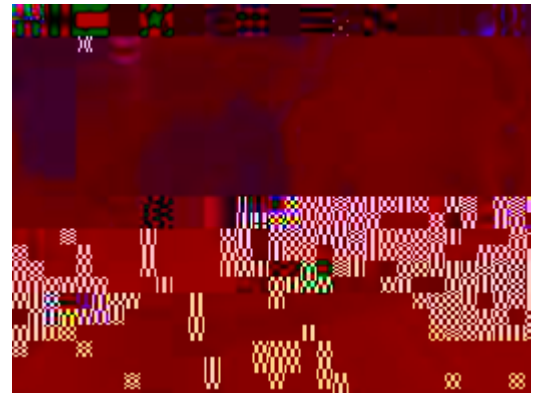




Active Listening

Communication skills

Role Plays



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Assertive Communication: Three Steps

1. Describe
2. Express
3. Specify



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Active Listening Techniques

Pay attention. Encourage

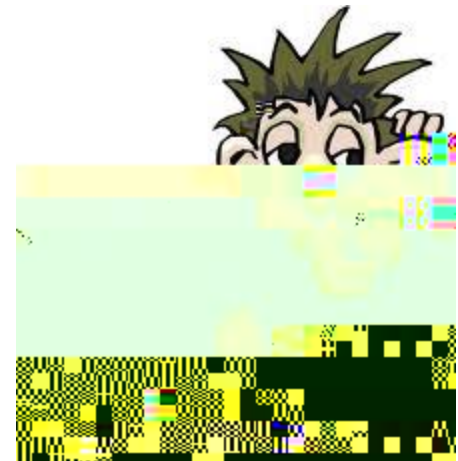
Ask Questions, Clarify

Restate

Reflect. Listen for Feelings

Summarize

Validate

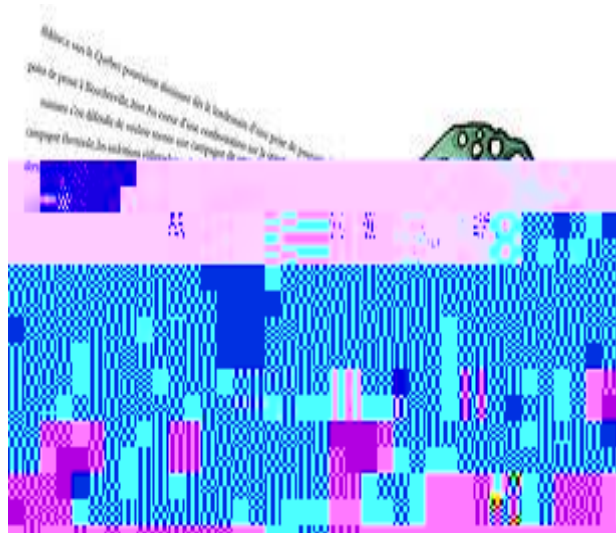


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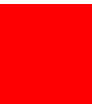


Communication Blockers

Interactive Classroom Exercise



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Applying your Skills

What would you do??

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