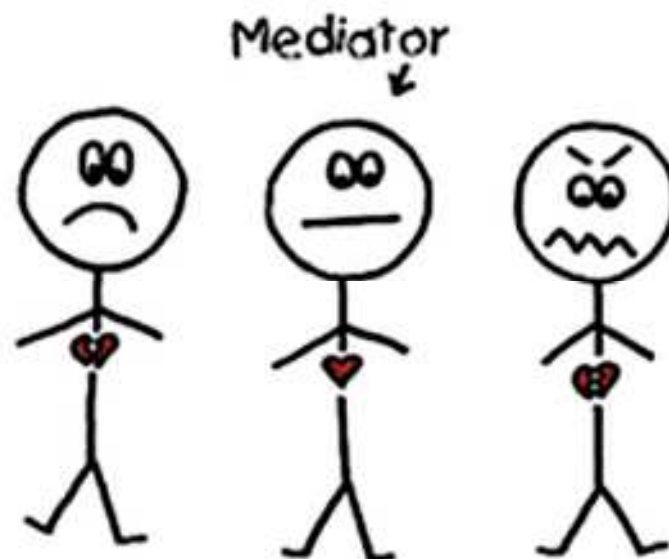
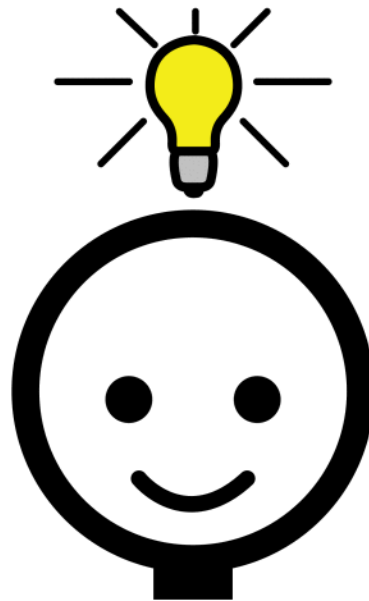


Peer mediation for problem solving within a group





THE MEDIATOR MUST :

- Remain impartial
- Listen with empathy
 - Be respectful
- Be a person you can trust
 - Foster cooperation

PEER MEDIATION



STEP 1 Predisposing

Acceptance of the rules of the game

Are you willing to get involved in this mediation process?

STEP 2 Being honest

Presentation of testimonies of both parties

How did you feel?

STEP 3 Clarifying

Clarification of the conflict

How do you think the other felt?

STEP 4 Proposing

Proposed solutions to the conflict

How do you think we can solve the conflict?

STEP 5 Committing

Design an agreement in which both parties win

Do you commit to ...?