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** Commiting
Design an agreement in which both parties win
*Do you commit to ...?*