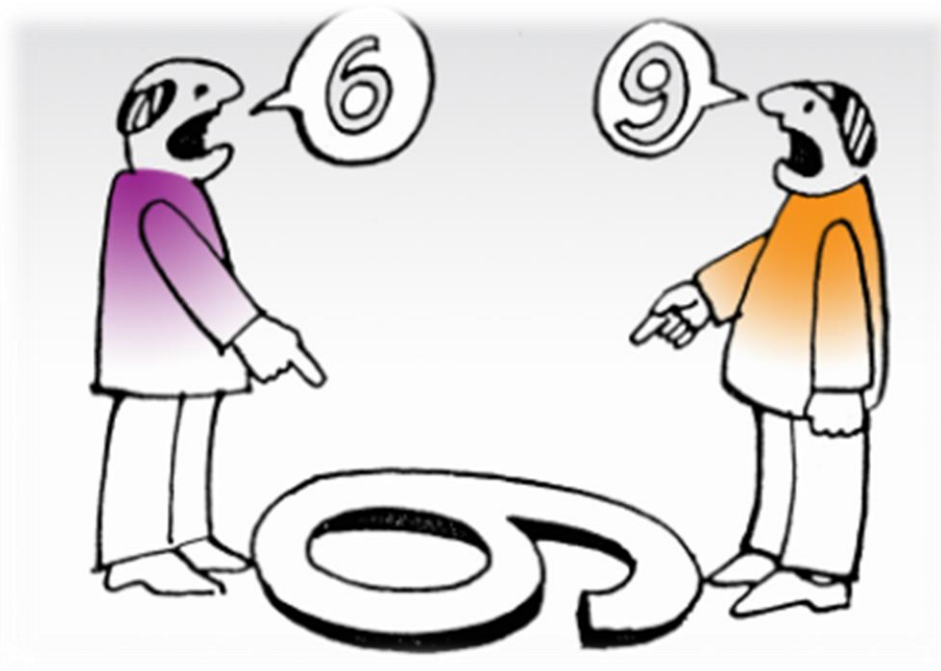


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Cre@t1ve Conflict Resolution and Peer-to-Peer School Mediation



CONFLICT



- **Conflict** is a situation that involves a **problem** and can later result in confrontations, usually between parties, whose **interests, values and thoughts** observe absolutely **different and opposite positions**.

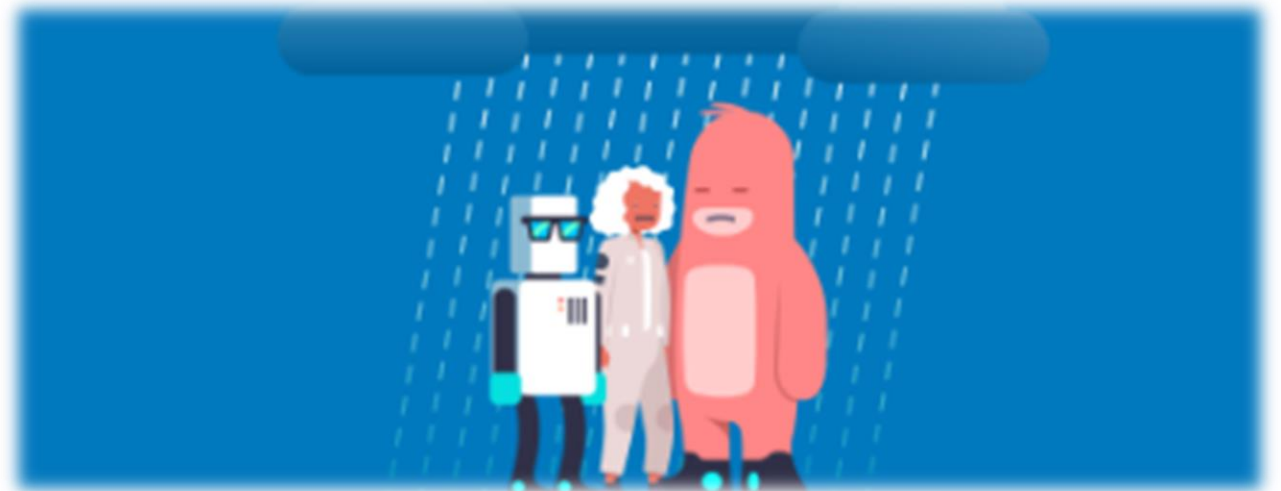
CONFLICT

- So, this conflict can cause the **exchange of opinions** between people who have **opposite sides** within a discussion, evolving towards a **resolution of the case**



Negative consequences of conflicts on students and teachers

- ❖ Productivity decline
- ❖ Shift in attention and focus on classes
- ❖ Feeling of dissatisfaction and sadness
- ❖ Escalation of violent attitudes
- ❖ Relationship destruction
- ❖ Psychologically stable (anxiety, depression, low self esteem,...)
- ❖ Others,...



Why is it important to know how to deal with conflict situations?

When you come into **conflict** with someone at **school** / work or even **with** a friend, maintaining a **rational posture** will help to ease the situation.



That's because those who **act emotionally** can't evaluate the words they say or even **their** physical attitudes.

How can we deal with conflict?



- We can and must deal with the conflict in a **peaceful way, face to face, without exaltation; we must always listen to the** people who are involved in the conflict to understand what happened so we can help in a way that no one is harmed. **In the end everyone should be happy.**

What is school mediation?

- School mediation is a procedure that uses mediation techniques to resolve conflicts at school. It is through mediation that problems are resolved amicably through dialogue and respect. At school, daily conflicts affect not only those involved, but also those around us. The need to understand others, build a dialogue and maintain respect is essential. It is in these situations that school mediation works.
- Mediation can be done with the help of a mediator, a specialized and neutral professional who can be hired by the school or parents. The mediator's role is to assist students in school and personal behavior and development. In addition, mediation can also be performed by students (with some training) and school professionals – **PEER-TO-PEER SCHOOL MEDIATION.**

Conflict resolution skills

- A conflict resolution process done by a student (or another member of the school community) is called a "conflict mediator", usually these students are trained to be able to help other students in a different way. They talk and try to resolve the conflict as best they can.

Conflict resolution skills

- School mediation **is...**
 - A voluntary process, student mediators can choose mediation and leave mediation whenever they want.
 - A confidential process, school mediators do not reveal any details of the conflict or resolution, unless the person helping and the person who wants to be helped want to.

Conflict resolution skills

- A school mediator ...
 - **m**ust be impartial
 - must not divulge what he hears during mediation
 - must empathize and not judge anyone
 - must be a good listener

Steps of the mediation process

- Step 1: Welcome and introduction to ground rules
- Step 2: Getting the story
- Step 3: Finding out a bit more
- Step 4: Exploring options
- Steps 5: Reaching agreement or not

Benefits of peer mediation

- Positive impact on school learning
- Use of skills for the future
- Secrecy and privacy
- New learning
- Improvement in school relationships

Our own experience

- In order to participate in the Project's online meetings last year our teachers **taught** us some of the basics of mediation; we did a lot of research work and roleplayed some conflict situations.
- This year we are going to start a training course on peer-to-peer school mediation (18 hours, 5 topics, a certificate in the end)

Conclusion

- Conflict mediation can teach us how to solve a situation in the best way possible, making us gain new life experience and new skills to use in the future.
- A conflict and its solution can be an opportunity for us to grow professionally as well as personally, for a better school community.