

# Peer Mediation Problem Solving Process at Cal Young

## Step 1: Introduction and Groundrules

1. Introduce yourselves and ask the parties their names.
2. Explain the groundrules to the parties. *"In order to help you, we ask you to follow these groundrules."*  
(REMEMBER: "WRIPP" it out!)

- W= *Work* hard to solve the problem.
- R= *Respect* each other.
- I= No *interrupting*, wait your turn. Listen to each other. Everyone will get a chance to talk.
- P= No *put-downs*.
- P= No *physical contact*.

*\* (If rules are consistently broken, the mediators reserve the right to end the mediation.)\**

3. Ask the parties, *"Do you agree to these rules?"*
4. Also, tell them that as mediators, *"We promise that..."* (REMEMBER the neumonic: "KeeWe")
  - Kee: We will keep this mediation private or confidential.
  - We: We won't take sides.

## Step 2: Get the Story (Get the FACTS, FEELINGS & FOCUS! Paraphrase!)

1. Ask each party: *"So, what is your side of the story and how do you feel?"* (Use nonverbal cues and ask open-ended questions to help identify feelings. That way, you can make an intelligent guess about his/her feelings. Always dig deeper if they say they're feeling "bad" or "upset." Also, guess the focus: what does the party want, need or what is most important to them in this situation, eg. playing, fairness, friendship, getting good grades or doing well in school & being treated respectfully, included, believed or understood, etc.)
2. Peer mediators summarize or paraphrase what each party said, using active listening: *"What I hear you saying is... When X happened [FACTS], you felt [FEELINGS] because what you really want is [FOCUS]."* When finished, ask: *"Did I get that right?"* Don't forget to unload "loaded" words, blame, assumptions, and accusations/finger-pointing.

## Step 3: Brainstorming: "O.K., now that we have heard your stories, what ideas do you have to solve your problem?"

1. Ask both parties: What are some solutions? What would make you feel better? What could *you* do? Can you think of a win-win solution? If you had 3 wishes for resolving this problem, what would they be? Remind parties that they are just brainstorming, not evaluating the solutions yet. If the parties are still agitated, "rewind" back to Step 2 and say, "It sounds like you have more feelings. Tell us about that. What else may have happened that is causing conflict between the two of you?"

## Step 4: Make an Agreement: "Now, which ideas would you like to choose?"

1. Paraphrase an agreement that
  - S= Is safe
  - WI= Will work
  - F= Is fair and respects both parties' feelings
3. Ask who will do what, when, where and how.
4. Shake hands and congratulate them both: *"Congratulations, you have solved your problem!"*

## Step 5: Follow up: Fill out the Peer Mediation form and leave it