

# Example Peer Mediator Practice Script

Adapted from: [peermediationonline.org](http://peermediationonline.org)

## Introduction/Ground rules

Mediator 1: Hello, my name is \_\_\_\_\_.

Mediator 2: Hello, my name is \_\_\_\_\_. Can you tell us your names?

Disputant A \_\_\_\_\_ / Disputant B \_\_\_\_\_

Mediator 1: Welcome to peer mediation, we are glad you chose mediation to resolve your conflict. Let me tell you about the mediation process. Our purpose is to help you find solutions to solve your conflict.

Mediator 2: We do not take sides. We provide a process where you can both hear each other's side of the issue and come up with solutions that will satisfy you both.

Mediator 1: Since you both have agreed to come to mediation, there are some rules everyone must agree to abide by:

- Please listen to one another without interrupting.
- Please speak one at a time.
- Please talk respectfully to and about one another. No put-downs, name calling, or fighting. If there is any physical fighting, yelling, or throwing things, the mediation will be terminated and the mediation coordinator will take over.
- Be open to find an agreement.
- Carry out your part of the agreement.
- Everything that is said in mediation must be kept confidential. We cannot talk about what happened during your mediation and you both need to agree to keep each other's business secret also. If something you say would harm you, each other, or anyone else, the mediation coordinator will be told immediately and it will be reported to the principal.

Mediator 1: Does anyone have any ground rules they would like to add?

Mediator 2: Please sign the agreement to mediate before we get started.

## Storytelling

Mediator 1: (*Ask Disputant A*) Please tell what happened from your perspective.

Mediator 1: (*Ask Disputant A*) Is there anything you would like to add?

Mediator 1: (*Restate Disputant A's story in your own words. Use neutral language*). Here is what I heard you say \_\_\_\_\_. Is that correct?

Mediator 2: (*Ask Disputant B*) Please tell me what happened from your perspective.

Mediator 2: (*Ask Disputant B*) Is there anything you would like to add?

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Mediator 2: *(Restate Disputant B's story in your own words. Use neutral language).* Here is what I heard you say \_\_\_\_\_ . Is that correct?

## Identifying Feelings and Interests:

It sounds like you were \_\_\_\_\_ (use your feeling list) because you needed \_\_\_\_\_ .

Use your note taking page to identify the needs of each party.

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Mediator 1: *(To Disputant A)* It sounds like you were \_\_\_\_\_ because you needed \_\_\_\_\_ .

Mediator 2: *(To Disputant B)* It sounds like you were \_\_\_\_\_ because you needed \_\_\_\_\_ .

Mediator 1: So both you need to have a little more \_\_\_\_\_ and you both would like \_\_\_\_\_ .

Summarize one common need.

## Brainstorming Solutions:

Mediator 1: Now we are going to help you both come up with a solution that will meet both of your needs. To do that, we will brainstorm some solutions.

Mediator 2: To brainstorm, there are three steps:

- Say anything that comes to mind, even if it might sound silly or hard to accomplish.
- Refrain from judging or discussing any of the ideas until a little later. Your ideas will be written down so we can discuss them in the next stage of mediation.
- Be creative and try to come up with as many options as possible.

Encourage the disputants to come up with at least four or five options to solve their conflict.

Mediator 1: Do you agree to follow these three steps?

Mediator 2: What could you do to solve the conflict? What other ideas could we write down that might make your relationship with each other better from now on?

Solution/Action Plan (Include specific dates, times, locations).

1. \_\_\_\_\_

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2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

## **Evaluate Options**

Mediator 1: Now it is time to evaluate those options. I will read what you both came up with...

Mediator 2: Which of these solutions do you feel will work?

Use Agreement Form

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## **Agreement**

Use only the solutions that both disputants agree to and write the agreement in the words of the disputants.

Mediator 2: Does this agreement resolve the conflict?

Mediator 1: You both agree to \_\_\_\_\_. We will need for you both to sign the agreement indicating that you are willing to follow through on this contract.

All parties will now sign the mediation agreement.

Mediator 2: We want to thank you both for coming to mediation. We will be following up with both of you in a week.

Mediator 1: It is important before you leave that we discuss what each of you can say when others approach you about this conflict. Please remember the ground rule of confidentiality as we leave the mediation today.