



SCHOOL MEDIATION TEAM

OF 5TH GYMNASIUM NEAPOLIS THESSALONIKI

NOTES FROM A WORKSHOP ON "MEDIATION"
Step 1 : Reception - Recommendations: We welcome the members and thank them for coming.
" Good morning. I am ... student ofand I amThank you for coming and for choosing mediation to solve the problem that arose. It is a very good start, it will say that you both want to solve the problem We are here to help you both
Step 2: Rules for mediators
We as mediators: <input type="checkbox"/> will not take sides. <input type="checkbox"/> will not judge you. <input type="checkbox"/> we will not find solutions for you, we will help you find them yourself. <input type="checkbox"/> we will keep what you tell us a secret unless we learn of something dangerous to others or yourself. <input type="checkbox"/> know that in the end, no one will be the "loser".
Step 3: Rules for mediators
<input type="checkbox"/> Let the other person speak and don't interrupt <input type="checkbox"/> When talking about the other person, don't swear and don't talk badly <input type="checkbox"/> Talk about the problem and how it has affected you <input type="checkbox"/> Try to be honest <input type="checkbox"/> Keep what is said secret <input type="checkbox"/> If you agree with the rules and think you will follow them, we can continue the process. So do you agree? You agree. Very good!"
Step 4: Identification of the problem - Detection and identification of everyone's position (facts-emotions-thoughts-intentions)
So guys, which one of you wants to start and tell us what happened, how you felt or thought at the time of the incident? (One mediator addresses one mediator, repeats, the other one briefly records and reads what he wrote) <input type="checkbox"/> "Uh...", can you tell us about the problem? What exactly happened? <input type="checkbox"/> So , wait for me to tell you if I understand correctly ... <input type="checkbox"/> Can you explain a few more things (or repeat what you said) so I can

- understand for sure (or : why I didn't understand correctly) ?
- "Would you like to tell us how you felt at that moment?"
 - "Did you think of anything at that moment that made you react that way?"
 - "What bothered you the most?"
 - "Oh, that's your version and it's completely respectful. But let's look at the other person's side

(repeat the same process with the other mediator)

- "B...", thank you for being patient and waiting your turn to speak.
- Can you describe the problem from your perspective ?
- So, wait for me to tell you if I understand correctly ...
- Could I ask you some clarifying questions, so I can understand better?
- "You, tell us, what emotions were you feeling at that time?"
- Did you think of something at that moment that made you react that way?
- Would you like to tell us what upset you the most?

Step 5: Point out the similarities and differences in the narrative of the events

In what you have said we have identified some similarities and some differences: You both said that

In what you have said we have found some similarities and some differences: Both of you said, while on this point you differ. One said that, while the other said
 "A" felt and "B"...What "A" thought was that..., while "B" thought that..., while "B" thought that...

Step 6: Clarify everyone's wishes and requests. The different solutions and their consequences are explored

"Guys, we listened to you both very carefully and we see that you are now calmer. So let's see what solutions you propose."
 "So tell us A: What are you asking of B, but also what are you willing to do on your part to make things better between you? What solutions do you propose?"
 Tell us B :What do you want from the other person? What are you willing to do on your part to make the relationship better (or to repair the damage)? Do you agree with the solutions A has suggested or do you have something else to suggest?"

Step 7: The common points and areas of agreement are highlighted. The key points and areas of agreement are identified and the points of agreement are highlighted.

So, if I understand correctly, you both agree to.....and as an alternative you agree to.... Okay? Are you both satisfied?

Step 8: Expression of emotions - Reflection

Step 9 : Closing - Reward - Agreement for a new meeting

Thank you very much for trusting us... We will meet again in a week to see if the agreement has been respected by both parties... If there is a problem in the meantime, we are at your disposal

Step 10: Sealing of the agreement-signatures

Now please sign below the text of the agreement, as we will do.



THE AGREEMENT

Date:

Names of the mediators:

Names of pupils and classes:

The incident (facts, feelings, thoughts)

THE..... said that	THE..... said that
Felt....	Felt....
Thought....	Thought....
He/She was more bothered that...	He/She was more bothered that...

Conclusion: You both said that.....

Agreement

..... wants from wants from
..... is offered to..... is offered to.....

Suggests as solutions...	Suggests as solutions.....
Common solutions:	

How do you feel now?.....

.....

Did you understand something about each other or yourself?

.....

.....

Could you have reacted differently?

.....

.....

How do you think you might react in the future?.....

.....

New subpoena:.....

Signatures of mediators Signatures of mediators

.....

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SCHOOL MEDIATORS/ TEACHERS:

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