

Mediator Script

Step 1: Say Hello and Introduce Yourselves to Each Other:

Mediator A: Hello, my name is _____.

Mediator B: Hello, my name is _____.

Mediator A: Welcome to Peer Mediation, and your names are . . . ?

Step 2: Tell the Parties about Mediation, the Ground Rules, and the Confidentiality Policy:

Mediator B: We are not here to punish you in any way, we are here to help you work out the problem.

Mediator A: Before we start, we need to go over some ground rules with you.

The ground rules are...

1. No name calling or put downs
2. Let the other person speak without interrupting
3. No physical fighting
4. Also, you both have to be willing to find a solution that you can agree on

Mediator B: Do you both agree to these ground rules?

(If both parties say yes)

Thank you. Now we will go over the Privacy Policy...

“We agree that everything that is said in this room will stay in this room unless someone has been seriously hurt or there is a threat of serious harm. In that case an adult will have to be notified.”

Step 3: The Conflict: (Decide who will speak first)

Mediator A: *(to 1st party)* _____, would you like to speak first?

Mediator A: So, the way I see it _____. *(paraphrase or restate what the party told you.)*

Mediator B: *(to 1st party)* How did you both get along before this conflict came up?

Mediator B: *(to 2nd party)* _____, what's your side of the problem?

Mediator B: So basically _____. *(paraphrase or restate what the party told you.)*

Mediator A: *(to both parties)* How does this make you both feel?

***Restate the party's feelings and what the problem is. Ask both parties if they agree on the problem. Don't begin step 4, the solution, until after both parties have agreed on the problem they want to solve.

Step 4: The Solution

Mediator B: *(to 1st party)* _____, what do you think would be a good solution to this problem?

Mediator A: *(to 2nd party)* _____, do you agree with this solution or would you like to say a different one?

*** Continue discussing possible solutions. Let both parties try out and discuss different solutions. Don't move to the next question until the parties can agree on a solution.

Mediator B: *(Restate solution to both parties)* The solution that you have agreed upon is _____.

Mediator A: *(to both parties)* Great job, _____ and _____.
Would you both like to shake hands to seal the agreement you have made?

Mediator B: We are almost done. We have to fill out this agreement form for the record *(fill out form, make sure disputants sign)*.

Both Mediators: *(Thank both parties and say Goodbye)*