

The Peer Mediation Process

1

Introduction and Rules

- Introductions.
- Agree to mediation.
- Agree to the rules.



2

Telling the Problem

- All parties share what has happened.
- Discuss facts and feelings for each person.

3

Summarising

- 'So the problem has been about...'

4

Finding Solutions

- What could you do next time so this problem doesn't happen again?
- All parties give ideas, comments and suggestions.
- Discuss which suggestions will solve the problems for all parties.

5

Reaching Agreement and Closure

- Note the solutions agreed upon.
- Arrange a review.

