



SADRA Conflict Transformation is an organization created to respond to community conflicts in South Africa, focusing on building the capacity of community members and leaders.

The overall objective of SADRA is to contribute in building a society that embraces non-violence, and peaceful methods of resolving conflict.

SADRA Conflict Transformation is a Not-for-Profit Company (NPC) registered in terms of South African Companies Act, 2008: (NPC 2013/170122/08) to provide knowledge and skills through training and research to the Southern African Communities.

Thematic Areas:

- a) Peace Education in Schools
- b) Conflict Transformation in Communities
- c) Election Monitoring and Observation
- d) Church Leadership & Development

Peer Mediator Skills

- Good listening skills
- Asks open questions
- Able to Summarise
- Engaged body language
- Being non-judgmental
- Understands feelings
- Positive self-esteem
- Good self-awareness
- Ability to Co-operate
- Wants to know both sides of a story

Peer Mediator's Guide

Congratulations:

On being trained as a
Peer Mediator
for your school.

This page will remind you of the things you have learned on the training course as you begin resolving conflicts.



Stages of Mediation

1. Introduction Stage

- Greeting/seating
- Describe process
- Describe mediator's role
- Formulate ground rules and obtain commitment

2. Storytelling Stage

- A's perspective and mediator summary
- B's perspective and mediator summary
- Clarify and list issues

3. Problem-solving Stage

Work through one issue at a time:

- ask each party to describe the issue
- summarise each party's comments in terms of interests (i.e. their underlying concerns or needs, as opposed to their position or demand)
- invite each party to brainstorm solutions
- if necessary, get ideas going with "What if...."
- Caucus (meet separately with each) as a last resort

4. Agreement Stage

Mediators summarise agreement to the parties:

- Make sure specifics are addressed - who, what and when
- Agree on how to handle any further problems that arise
- Ask each party to state their intent to support agreement
- Have agreement written out and signed

Going Through Mediation

1. Pupil with a **worry** contacts the Peer Mediators
2. The mediators **listen** to the pupil
3. The mediators **explain** how mediation might help
4. The pupil **decides** if they would like to try mediation
5. The mediators **approach** the other person involved
6. The mediators **listen** to the other person's views
7. The mediators **get together** with the pupils
8. The mediators **help** them to reach an agreement
9. The mediators **discuss** meeting again to check if the agreement is working
10. Everyone can **meet again** to check agreement.

Active Listening Skills

A good Mediator RECAPS the story.

R = Reflects feelings

E = Encourages the speaker

C = Clarifies details of the story

A = Affirms participation

P = Paraphrases what's been said

S = Summarises the primary issues

A Successful Peer-Mediator

- Is friendly.
- Wants to help others and cares about others resolving their conflicts.
- Shows no prejudice.
- Is impartial and does not take sides.
- Is a good listener.
- Takes in all the facts.
- Shows empathy.
- Knows when to be a leader.
- Helps each party to see the other's perspective.

Peer Mediation Steps

1. Pre-mediation
2. Introduction stage
3. Storytelling
4. Problem solving
5. Agreement
6. Follow up and evaluation