

THE MEDIATOR SCRIPT

Mediator 1: Hi, my name is _____ and I'm a Mediator.

Mediator 2: Hi, my name is _____ and I'm a Mediator.

(Ask each kid for his/her names)

Mediator 1: Do you both agree to try and **solve** the problem?

Mediator 2: Do you both agree not to **interrupt**?

Mediator 1: Do you both agree not to call each other **names**?

Mediator 2: Do you both agree to tell the **truth**?

Mediator 1: **What happened** (1st person)? Repeat

Mediator 2: What happened (2nd person)? Repeat.

Mediator 1: What can you say or do (1st person) to **solve** your part of the problem?
Would this **solve** the problem **for you** (2nd person)?

Mediator 2: What can you say or do (2nd person) to solve your part of the problem?
Would this solve the problem for you (1st person)?

Mediator 1: What can you do **differently** (1st person) if the problem happens again?

Mediator 2: What can you do differently (2nd person) if the problem happens again?

Mediator 1: Do you **both agree** that the problem has been solved?

Mediator 2: **Tell your friends** that the problem has been solved so they stop talking about it. Congratulations on solving your problem!

MY MEDIATOR HANDBOOK SHEET «3 10

KEY FACTS ABOUT MEDIATORS

The 10 Key Facts About Mediators:

1. Mediators are well-behaved so other students will respect them and listen to them.
2. Mediators believe students want to solve their problems.
3. Mediators believe conflicts can be settled without fighting.
4. Mediators can help students solve problems in most cases without the help of the teacher.
5. Mediators on duty do not break up fights because they might get hurt or become involved. Mediators are not police officers. If there is a fight, a Mediator will ask other kids to break it up.
6. When both kids are angry, Mediators help them cool off BEFORE they try to solve the problem. When they are calm, Mediators ask either one to speak first. Mediators always ask the angriest kid to speak first, so that (s)he doesn't interrupt.
7. Mediators NEVER force the Problem Kids to solve their problem. If either student does not want to solve his or her problem with the Mediator, (s)he is taken to the teacher or an adult.
8. Mediators do not take sides. If one of the Problem Kids is a Mediators best friend, (s)he should tell the teacher to pick another Mediator.
9. Mediators let the Problem Kids come up with *their* own solution to a problem. If the Problem Kids cannot find a solution, the Mediators can offer suggestions with the Problem Kids' permission. (We will go over this later in Mediator Suggestions.)
10. If a Mediator gets in a fight, (s)he can lose his or her job.

AAV MEDIATOR HANDBOOK SHEET #8

MEDIATOR SUGGESTIONS

1. Walk away.
2. Stay away from each other.
Agree to keep hands, feet, and objects to yourself
4. Cool off first, then talk to a Mediator.
5. Talk to an adult.
6. Stop calling names.
-i Stop insulting your loved ones.
8. Stop threatening.
9. Give back what was borrowed.
10. Give back what you took away.
11. Leave you alone.
12. Stop blaming.
13. Stop bossing you around.
14. Stop bothering you.
15. Share with you.
16. Stop lying. '
17. Stop taking things without asking.
18. Stop spreading rumors or being a tattletale.
19. Don't talk to you, or make mean faces at you.

From role-playing you may come up with your own:

20. _____

21. _____

MY MEDIATOR HANDBOOK SHEET #9

HANDLING OBJECTIONS

WHAT TO SAY WHEN KIDS DISAGREE WITH THE MEDIATORS

When a Problem Kid takes too long to explain his side of the story. . .

Mediators say, "Could you please keep it short?"

When a Problem Kid says, "He called me stupid." or any other name. . .

**Mediators say (repeating), "You're saying he called you a name?"
(Mediators do not repeat the bad name the disputant said.)**

When Mediators feel the Problem Kids aren't cooled off. . .

Mediators say, "Can you both agree to stay away from each other now and come back when you are both cooled off?"

When a Problem Kid makes a threat by saying he will get an older friend or family member to beat up the other kid. . .

Mediators say, "What can you say or do to solve the problem without threatening or without hurting anybody?"

When a Problem Kid says, "Throw the other kid out of the school or class," or something else that cannot be done by the Mediators . . .

Mediators say, "We can't do that. What can you say or do together to solve the problem?"

When someone answers, Tell the teacher. . ."

Mediators say, "How can you solve the problem between the two of you without an adult?"

When a Problem Kid doesn't want to say "I'm sorry" to solve the problem. . .

Mediators say, "What else can you do to solve the problem now?"

When a Problem Kid doesn't want a Mediator's suggestions. . .

Mediators say, "What do you need the other kid to do to solve the problem?"

When a Problem Kid will not stop talking about the problem. . .

Mediators say, "What can you do from now on to solve the problem?"

When ;. Problem Kid calls a Mediator a name or hits a Mediator. . .

Mediators walk away and tell an adult.

If one Mediator forgets what to say in the script. . .

The other mediator can say it

SAMPLE ROLE-PLAYS FOR MEDIATION

(Assume all conflicts can turn into fights.)

You can use these, improvise on them, create your own. or ask the children to come up with conflicts reamade up.

1. Student A pushes in front of Student B while (s)he is waiting to drink from the water fountain.
2. Student A borrows Student B's favorite pencil and loses it.
3. Student A borrows a quarter from Student B and doesn't pay him or her back.
4. Student A accidentally knocks a canon of milk off of Student B's lunch tray.
5. Student A knocks Student B's coat down in the closet and doesn't pick it up.
6. Student A calls Student B's mother a name.
7. Student A calls Student B a name.
8. Student A threatens to get his big brother to beat Student B up after school.
9. Student A takes Student B's ball away from him or her.
10. Student A grabs Student B's pencil and breaks it.
11. Student A is spreading rumors that Student B cheated on a test.
12. Student A spreads a rumor that Student B is not good in sports.
13. Student A knocks Student B's notebook off his or her desk.
14. Student A tells a lie about Student B.
15. Student A takes Student B's cupcake while (s)he is not looking.
16. Student A keeps talking to Student B in class while (s)he is trying to pay attention to the teach<
17. Student A pushes Student B out of his/her chair.
18. Student A ruins Student B's computer game while (s)he's in the middle of it.
19. Student A finds Student B's pencil and says it's his or hers.
20. Student A throws Student B's book on the floor in the library

21. Student A takes Student B's hat in the yard and starts throwing it around.
22. Student A trips Student B and doesn't say sorry.
23. Student A tagged Student B too hard while they were playing tag.
24. Student A lets Student B hold his or her name and the teacher takes it away.
25. Student A asks Student B for his or her snack, and Student B gives it to someone else.
26. Student A pushes Student B, and (s)he falls while they are playing basketball.
27. Student A erases some of Student B's work on the computer by accident.
28. Student A promises to play with Student B and then plays with someone else.
29. Student A tells a friend a secret about Student B, and Student B is very upset because (s)he asked Student A not to tell anyone.
30. Student A cheats while Student B is playing a game with him or her.
31. Student A promises to eat lunch with Student B and sits with someone else.
32. Student A grabs Student B's juice and opens it.
33. Student A is swinging her (his) arms in the lunch line and hits Student B.
34. Student A hits Student B and says someone else did it.
35. Student A play fights with someone else and accidentally knocks into Student B.
36. Student A borrows Student B's game and forgets to bring it back the next day.
37. Student A, who is bigger than Student B, asks Student B to "earn" his or her books for him or her.
38. Student A pushes Student B off the lunch line, and (s)he loses his or her place.
39. Student A wants to sit in the same chair as Student B.
40. Student A always gets Student B in trouble, and Student B doesn't want to sit next to him or her.
41. Student A wants Student B to "earn" another kid's books in his or her book bag.
42. Student A jumps on Student B's back and hurts him or her.
43. Student A starts a rumor that Student B has a crush on someone in class.
44. Student A loses Student B's library book.
- 45.

WHAT SUPERMEDIATORS SAY...

If problem kids say NO to: Do you both agree to try and solve the problem?
Do you both agree not to interrupt? Do you both agree not to call names? Do you both agree to tell the truth?

SUPERMEDIATORS say: **We can't help you. If you tell an adult you'll get in trouble
If you tell us you won't get in trouble. Do you want our help?**

If a problem kid says TELL THE TEACHER after you say What can you say or do solve the problem?

SUPERMEDIATORS say: **What can you do BETWEEN THE TWO OF YOU to a it without an adult?**

If a SUPERMEDIATOR gives a suggestion and the problem kid says NO.
SUPERMEDIATORS say: **WHAT ELSE DO YOU NEED TO SOLVE IT
or WOULD YOU LIKE A SUGGESTION?**

If a SUPERMEDIATOR asks: DO YOU BOTH AGREE THAT THE PROBLEM H BEEN SOLVED? and one kid says NO...

SUPERMEDIATORS say: **WHAT ELSE DO YOU NEED TO SOLVE IT?
or WOULD YOU LIKE A SUGGESTION?**

REMEMBER

For little kids (kindergarten to 2nd grade)

use BETTER Instead of Solve

Use IDEA instead of Suggestion

Explain what INTERRUPT means

Mediations by Ebony and Antiqua (assume all conflicts can turn into fights).

- 1. A ruined B's baseball cards.**
- 2. A spilled ink on B's desk.**
- 3. A ruined B's notebook.**
- 4. A squeezed B's hand very hard.**
- 5. A broke B's lunchbox.**
- 6. A copied from B while they were taking a test.**
- 7. A threw water at B in the bathroom.**
- 8. A threw a crayon at B in the classroom.**
- 9. A twisted B's arm.**
- 10. A tripped B with his/her jacket.**
- 1.1. A ripped up B's book report.**
- 12. A stabbed B with a pencil.**
- 13. A pulled B's hair.**
- 14. A popped B with a rubber band.**
- 15. A stepped on B's finger while B was picking up his/her pencil**
- 16. A told a lie about B.**
- 17. A pushed a desk into B.**
- 18. A broke the lead on B's pencil.**
- 19. A pinched B.**
- 20. A lost B's Nano Pet.**
- 21. A stepped on B's new Nikes getting them dirty.**
- 22. A threw food at B in the lunchroom.**
- 23. A took B's sneaker and tossed it around to other kids.**
- 24. A cut in front of B on the lunch line.**
- 25. A threw B's homework in the garbage.**
- 26. A scribbled in B's notebook.**
- 27. A broke B's ruler.**
- 28. A ripped B's paper.**
- 29. A knocked B's book off the desk and didn't even say sorry.**

MEDIATION SCRIPT FOR YOUNGER KIDS

- 1. Hi, My name is**
- 2. Do you both want to make the problem better?**
- 3. Do you both promise when one of you talks, the other one will be quiet?**
- 4. Do you both promise to tell the truth?**
- 5. What happened? Repeat.**
- 6. What can you do to make the problem better? Is that good for you?**
- 7. Do you both feel the problem is all better?**
- 8. Thank you for making the problem better.**

USE: Do you need help? (instead of suggestions)

Handling Objections-Please use when mediating

These 4 ways to handling objections should help you to have more successful mediations. Please use them when you need to.

1. If a problem kid starts talking about other kids who are in the problem...

Mediators say, "*Can* you please keep it between the two of you".

2. If a problem kid says the other kid is lying-

Mediators say, "Someone may be lying, but let's keep going and try and solve the problem anyway".

3. If a problem kid says something about the past like, "She's been calling me names ever *since* we've been in school".

Mediators say, "We can't change the PAST, so what *can* we do NOW to solve the problem so it won't happen again?"

4. If a problem kid says CAN I SAY ONE MORE THING?

after you say, "What can you do differently to try *and* solve the problem... or Do you both agree that the problem has been solved?

***Mediators* say, "If it will make things better, yes. If it will make things worse, no.**