



Mediation Training Standards

The mediation process is an effective intervention method for responding to interpersonal conflict. School Based Mediation techniques can be used within all settings that serve youth including community based child care and recreation programs, juvenile justice/delinquency centers , and schools serving youth K-12 grade and college age.

Peaceful Schools conducts a 24 hour comprehensive skills training for adults. The training is designed to include theoretical knowledge of conflict, communication and negotiation strategies, as well as significant time spent in structured role-play and activities to allow for behavioral rehearsal and immediate feedback. The core content is in alignment with the recommended standards of the Association for Conflict Resolution. Peaceful Schools training model meets or exceeds the recommended practices in all areas. The following table is an overview of the standards:

Recommended Standard		Peaceful Schools Mediation Training
Conflict	✓	Day 1 of our training model is focused on understanding conflict.
• What is conflict	✓	
• Conflict Resolution Styles	✓	
• Types of conflict	✓	
• Perceptions/Assumptions	✓	
• Positions vs. Needs	✓	
• Cultural Sensitivity	✓	
• Common Issues Identified	✓	
Communication	✓	Day 2 of our training is focused on learning techniques for clear, complete and useful communication
• Verbal vs. Non-Verbal	✓	
• Reflective and Responsive Listening skills	✓	
• Summarizing, Clarifying and Reframing	✓	
• Asking Good Questions	✓	
• Neutrality	✓	
• Observing Body Language	✓	
The Mediation Process	✓	On Day 1 participants observe a mock mediation, providing the opportunity to see the process and techniques from start to finish. Days 2-4 participants are engaged in role play and activities that allow them to rehearse the techniques being taught, culminating in each participant completing 1-2 full length mediations
• Setting the stage	✓	
• Identifying the 3 elements of the conflict	✓	
• Moving through the process	✓	
• Structuring good agreements	✓	
• Handling Interruptions	✓	
• Confidentiality	✓	
• Identifying and defining the issues to be negotiated	✓	
• Closing the mediation	✓	
Records, Forms and Data	✓	Throughout the training participants are introduced to the paperwork and recommended forms that provide structure and continuity to a well established program. On Day 4 participants are provided with templates that they can modify to use with their own program.
• Procedural forms for referral and agreements	✓	
• Data forms for management of the program	✓	
• Steps for implementing the program	✓	
• How to educate your staff and stakeholders about the process	✓	