



Quick Guide for Mediators in Education



Mediation is a conflict resolution process that can be applied across a school community. If implemented successfully it can prove a vital tool in encouraging a mature and healthy educational environment (**Chapter 1**)

Potential Conflicts in Education (**Chapter 2**):

Student & Student (e.g. Teasing or bullying, Exclusion from social groups, Relationship problems, Social media comments)

Teacher & Student (e.g. Punctuality, Attitude, Attendance)

Parent & Parent (e.g. Supervision, Discipline, Personality clashes)

Teacher & Teacher (e.g. Resources, Teaching strategies, Curriculum dispute, Personal style, Workload)

Teacher & School (e.g. Curriculum, Access to resources, Allocation of duties)

Parent & School (e.g. Student performance, Personality clashes, Homework demands, Curriculum dispute)

5 Rules of Mediation (**Introduction**):

1. Do Not Judge
2. Do Not Give Advice
3. Be Equally Empathetic
4. Keep Confidentiality
5. Show That You Care

The Basic Stages of Mediation (**Chapter 3**)

