

# PEER MEDIATION

## PROCESS SUMMARY



# Step 1: Open the session

- 1. Make introductions.
- 2. State the ground rules.
  - Mediators remain neutral.
  - Mediation is confidential.
  - Interruptions are not allowed.
  - Disputants must cooperate.
- 3. Get a commitment to follow the ground rules.



# Step 2: Gather Information

- 1. Ask each disputant (one at a time) for his or her side of the story.
- 2. Listen, summarize, clarify.
- 3. Repeat the process by asking for additional information.
- 4. Listen, summarize, clarify.



# Step 3: Focus on Common Interests

- 1. Determine the interests of each disputant.
- 2. State the common interests.



# Step 4: Create Options

- 1. Explain to disputants that a  
• brainstorming process will be used  
• to find solutions that satisfy both parties.
- 2. State the rules for brainstorming.
  - Say any ideas that come to mind.
  - Do not judge or discuss the ideas.
- 3. Help the brainstorming process along.
- 4. Write the disputant's ideas on a Brainstorming  
• Worksheet.



# .Step 5: EVALUATE OPTIONS and CHOOSE A SOLUTION

- 1. Ask disputants to nominate ideas or parts of ideas that seem to have the best possibilities of working.
- 2. Circle these ideas on the Brainstorming Worksheet.
- 3. Evaluate options circled and invent ways to improve the ideas.
- 4. When an agreement is reached, check to be sure it is sound.
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# Step 6: WRITE THE AGREEMENT and CLOSE

- 1. Write the agreement reached by the disputants on the Peer Mediation Agreement form.
- 2. Ask each disputant to sign the agreement. Then sign the agreement yourself.
- 3. Shake hands with each person and congratulate the person for working to reach agreement.
- 4. Ask both of the disputants to shake hands.
- 5. Close by saying, 'Thank you for participating in mediation.'

