



Peer Mediation Active Listening Toolbox

Peer mediators are trained to use a variety of skills in order to guide disputants through the mediation process. These skills are an important part of the mediation tool box and can be pulled out anytime disputants need help.

Active Listening

Active listening is used to show the disputants that you are listening to them and to build trust.

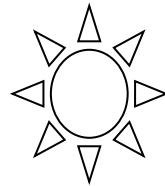
S-Square

O-Open Stance

L-Lean

E-Eye Contact

R-Relaxed Posture



- **Non-verbal communication (NVC)**-looking at a person's body language or gestures can reveal a lot about what he or she is not telling you.
- Ask questions:
 1. **Closed Ended Questions** are questions that can be asked with a "yes" or "no" answer. Use closed ended questions if...

*You need facts;
Check for understanding;
Need to redirect the flow of the conversation.*

2. **Open Ended Questions** are questions seek more information. Use open ended questions if...

*You want opinions or feelings;
Want to gain more information;
Uncover issues.*

- **Neutral** is the key to building trust and staying with the issues.
- Do not offer **advice**, **interrupt** or bring up feelings or problems from your own experience.



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- **Reflective statements** are used to reflect the feelings of the disputants.
“So you feel...”
- **Restatement** is a word for word repetition of what the disputants’ words. The mediator chooses a short phrase to place emphasis on the important part of the disputants’ message.
- **Summarizing** is helpful when a lot of information is stated by the disputants and the mediator needs to make sure that he or she understood the information correctly.
“Let me see if I understood you so far...”
- **Paraphrasing** allows the mediator to listen with an open mind and then restate the important parts in your own words.
“In other words...”
“You said...”