



2<sup>nd</sup> Annual International  
Online Peer Mediation  
Tournament  
**Handbook**



# CONTENTS

Welcome	2
History, Mission, and Goals of NAPPP/OPMP	3
Tournament Structure	4
Scoring	5 -7
Rules	8-11
FAQS	12-16
Application	16
Scenario Practice	17
Timeline for Tournament	18
References	19
Appendix	20
Helpful Tips for Mediators	21-22
Tips for Creating an Opening Statement	23-24
Sample Peer Mediation Script	26-28
Sample Ground Rules	29
Tips for Dealing with Angry Disputants	30-31
Orientation Video	32
Requesting assistance in the tournament	33
Contact Us	34



# Welcome



**Dr. Cynthia Morton**  
OPMP COORDINATOR



We are thrilled to welcome you to this prestigious event, where peer mediators from middle and high schools around the world come together to showcase their incredible skills. This tournament is not just a competition—it's a celebration of the dedication, empathy, and problem-solving abilities that peer mediators bring to their schools and communities every day.

This event has been made possible through the generous support of the JAMS Foundation and the invaluable partnership with the National Association of Peer Program Professionals. Over three years in the making, this project would not be a reality without the unwavering dedication and efforts of the OPMP team, and we are deeply grateful for their contributions.

As we embark on this journey together, we are excited to witness the collaboration, creativity, and leadership each participant will bring to the table. Best of luck to all, and may this tournament inspire even more growth and connection in the world of peer mediation!

# OPMP Overview

---

## Our History



The Online Peer Mediation Platform launched in 2014 with funding from the JAMS Foundation. Initially overseen by the Association of Conflict Resolution, it is now managed by the National Association of Peer Program Professionals. Since its inception, the platform has provided conflict resolution training to numerous schools and organizations, helping them build and enhance their peer mediation services.

## Our Vision and Mission



**Vision:** To establish a culture of people helping people.

**Mission:** The National Association of Peer Program Professionals helps adults establish, supervise, maintain, and evaluate peer programs so that trained peers may help each other with maximum effectiveness.

## Our Goals



### 1-Resources

Providing extensive information and training to anyone interested in peer mediation.



### 2-Online Training in Basic Peer Mediation Skills

Teaching middle and high school can teach their students basic peer mediation skills using the peer mediation basics module.



### 3-Online Peer Mediation Skills Development

Teaching middle/high schools how students can practice peer mediation skills by participating in online peer mediation simulations with other students and their trainer.



### 4-Online Peer Mediation Services

Showing how middle/high schools experienced in peer mediation can deliver online peer mediation services to schools that don't have a peer mediation program.

## ABOUT



# the Tournament

### ① Who Are We?

The Online Peer Mediation Platform (OPMP) was founded in response to educational and social changes suggesting the need for a more technologically sophisticated version of peer mediation. These changes include a significant and increasing online public education, prevalence and preference for technologically supported communication, and global peer mediation growth. The four original goals of OPMP were to provide (1) extensive information to anyone interested in peer mediation, (2) online training in basic peer mediation skills, (3) online peer mediation skills development, and (4) online peer mediation services.



### ② When?



February 1st – May 31st

### ③ Where?

Each school accepted into the tournament will gather at its school. Once accepted in the tournament, schools will be responsible for videotaping their mediation(s) and emailing the video to [onlinepeermediation@gmail.com](mailto:onlinepeermediation@gmail.com). Once submitted, an OPMP judge will score the mediation and notify the team regarding the next steps.



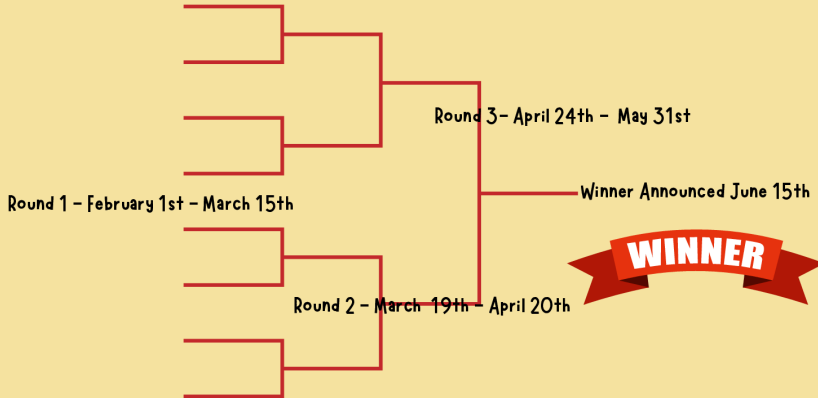
### ④ Why the Tournament?

## WHY?

The goal is to allow peer mediators to practice their mediation skills in a friendly competition with other students around the world. Another goal is to encourage peer mediators to continue to grow their resolution skills which they may showcase during the competition.



## Tournament Structure



The structure of the JAMS/NAPPP/OPMP International Peer Mediation Tournament follows a three-round, basketball-style competition format.

Here's how it works:

- **Round 1:** All participating schools, both middle and high school levels, compete in this initial round. Half of the schools are eliminated based on their performance. This narrows down the field for the next stage.
- **Round 2:** The remaining schools compete again, with only two from each level (middle school and high school) advancing to the final round. This round serves as a crucial point, where all but two schools are eliminated.
- **Final Round:** The two top schools from the middle school and high school divisions face off in their respective categories. The schools that demonstrate the highest peer mediation skills in this final round are declared the winners.

At the end of the tournament, one middle school and one high school are crowned champions, celebrating their peer mediation prowess on an international stage.

# EXAMPLE

## \*\*Round 1\*\*

| School A | 9 |

| School B | 9 |

| School C | 13 |

| School D | 14 |

| School E | 8 |

| School F | 11 |

| School G | 8 |

| School H | 10 |

## \*\*Round 2\*\*

| School C | 10 |

| School D | 14 |

| School F | 12 |

| School H | 11 |

## \*\*Final\*\*

| School D | 14 |

| School F | 12 |



| \*\*School D\*\* | \*\*14\*\* |

This chart shows the progression from Round 1 through the Final, with School D as the winner.

## Scoring Rubric

*Click Here*



[https://drive.google.com/file/d/1yMMgJ00\\_MPMAFHZ5uNco\\_idCDkAnUVjzI/view?usp=drive\\_link](https://drive.google.com/file/d/1yMMgJ00_MPMAFHZ5uNco_idCDkAnUVjzI/view?usp=drive_link)

Scoring Description

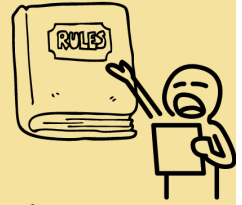


Evaluation is conducted using a three-point scale ranging from exemplary to needs refinement. Mediation teams are assessed on the following criteria:

1. Opening Statement
2. Storytelling
3. Identifying Positions and Interests
4. Brainstorming
5. Formulating an Agreement
6. Closing



# Tournament Rules



## ✓ Team Orientation

Each peer mediation team must view the virtual orientation by February 1st and complete a consent form to participate (includes the requirements for participation and understanding of the tournament process). Questions from the peer mediation team can be submitted by email from the peer mediation coordinator. The OPMP team will have complete discretion in answering questions related to the cases and rules

## ✓ Team Composition

A peer mediation team is composed of four students. In each round, two students participate as mediators and the other two as disputants. Teams may decide to switch roles for advanced rounds.

## ✓ Format

Teams will compete from the same level (i.e. high school v. high school and middle school v. middle school).

## ✓ Scoring

Mediation team members are separately scored. In each mediation, the co-mediators are scored on the five steps of the mediation process.

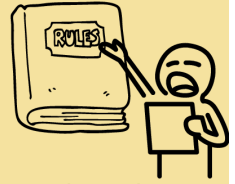
## ✓ Mediators

Each mediator must make opening remarks. The mediators can decide who goes first and whether they will coordinate their remarks or make them independently. The judges understand that the co-mediators' remarks may be similar. Each co-mediator must conduct a caucus during the mediation—it can be any time during the mediation (judges will view the caucus in a breakout room). Mediators are encouraged to set a timer for their caucus. All caucuses should last no longer than 10 minutes. Each mediator must also actively participate in the storytelling, evaluating options, agreement writing, and closing statement phases.

## ✓ Coaches

Schools may contact an OPMP coach via email with questions and/or request a consult. Advisors must give coaches a list of three dates they are available for a phone or video consultation. A list of coaches will be made available to school peer mediation coordinators and advisors after registration is finalized. Coaches may confer with their students up until the mediation begins. Coaches and other people (i.e. peer mediation coordinators or administrators) associated with a team may observe the mediations in which their teams are participating to give feedback. They may also observe all self-reflections associated with mediations in which their teams are participating.

## Tournament Rules



### ✓ Judges

Judges will be experienced mediators and familiar with the problem-solving approach to mediation. The judge will score teams independently of any other judge. Judges are provided with all of the information provided to the teams. Students may not, at any time, communicate with their judges until their ballots have been submitted. Following the tournament (completion of the round, judges may provide feedback for each team without disclosing the scoring.

### ✓ Cases to Mediated

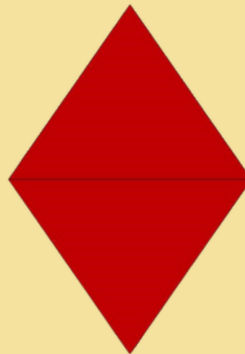
In each round, the same scenario will be used for all mediations. The scenario will include a common set of facts or general information which will be disclosed to both sides. A separate confidential fact sheet will be given to the disputants. The mediators will not receive the confidential fact sheets. Mediation scenarios will be provided before the scheduled mediation tournament session. Please notify OPMP if a modification of extended time is needed for any of the team members so our team can provide appropriate support for students to be successful.

### ✓ Time Keeping

Responsibility rests with the student participants for timekeeping and adherence to the allotted time periods. Each mediation is limited to 45 minutes. Judges are instructed to strictly enforce time limits.

## OPMP Peer Mediation Tournament Round Time Limits

Opening Statement	5-7 minutes
Ground Rules	1-3 minutes
Story Telling	15-20 minutes
Brainstorming	5-7 minutes
Agreement	3-5 minutes
Closing	1-3 minutes



### ✓ OPMP Mediation Model

There are many models of peer mediation. The Online Peer Mediation Platforms utilize the problem-solving model. Each mediation team must follow the following stages.

See the model on the next page.

## Stages of Mediation

5 stages

Stage 1	Opening & Introduction	Students will give their opening statement, and review mediation guidelines, and the role of mediators.
Stage 2	Story-Telling	Disputants each share their view of the conflict.
Stage 3	Needs & Interests	Mediators will help identify the needs and interests of disputants.
Stage 4	Brainstorming	Mediators assist disputants in creating solutions to the conflict. Disputants will generate a list of options.
Stage 5	Agreement & Closure	The mediation will close with or without an agreement. Mediators will read their closing statements.



# Tournament Rules



## ✓ Self Reflection

Following the round, each participant will have five minutes to honestly answer these questions:

- 1) If you had to do the mediation over again, what would you do the same and what would you do differently?
- 2) What were your strengths and weaknesses as a peer mediation team?

**These answers will be submitted to the OPMP team and school coordinator.**

## ✓ Assistance

School coordinators may assist their students up until the beginning of the first round of the mediation tournament. They may observe the mediations in which their teams are participating. They may also observe all evaluations associated with mediations in which their teams are participating. School coordinators may not communicate in any way with the participating team members until the mediation round is complete.

**Violation of this rule could result in loss of points or even disqualification, at the discretion of the OPMP coordinator/team.**

## ✓ Approved Aids During Mediation

Teams may use the whiteboard or Word document during the mediation.



## ✓ Mediation Submission

Teams will record a video of the team mediation and submit the video to the [onlinepeermediation@gmail.com](mailto:onlinepeermediation@gmail.com) by the agreed-upon date. Teams who submit their video after that date will be disqualified.

## ✓ Awards

The top teams from the high school and middle school rounds will be recognized and receive an award from the National Association of Peer Program Professionals. Awards will be announced in January.

---



### ① How do we enter the OPMP Mediation Tournament?

Let your peer mediation advisor know of your team's interest in entering the tournament.

To enter the tournament, your school peer mediation coordinator, advisor, or faculty advisor must return a fully completed and signed entry form, together with an entry fee payment.

By entering the tournament, the advisor in charge of a team agrees to manage the team for the duration of the championship. This involves selecting a team of students, passing on all necessary information and materials to these students, and supervising the team for the duration of the event.

### ② Does it cost to enter the tournament?

yes!

The fee to enter the tournament is \$40.00. It is non-refundable.

### ③ How do we pay the entry fee?

At the bottom of the entry form will be information on how to submit your team's entry fee.

Full details of dates, times, and locations will be sent to competing schools once the entry fee has been received and participation is confirmed.

### ④ How many teams can we enter from our school?

There are no limits to the number of teams that a school can enter into the tournament. All teams must consist of two peer mediators and two disputants for a total of four students.

If one of your team members drops out, you must replace that student with another student. All teams must consist of four students to be eligible for the tournament. The disputants do NOT have to be peer mediators. You might want to recruit two of your friends or fellow students who are in your drama department to play the roles of the disputants. Those students would get a chance to try out their acting skills which might create a more realistic situation for the mediation scenario that your team's score will be based on.



### ⑤ If our team is chosen to participate in the tournament, how do we schedule our first mediation?

An email will be sent to the school contact notifying the team about the orientation video that must be viewed by February 1st and the form to be completed. Once the form is sent to the OPMP team, a confirmation email of entrance into the tournament will be sent to the school contact with the conflict scenario and the name and contact information of the OPMP judge. From the date of the email, the team advisor will have one week to reply to the OPMP team when they plan to submit their mediation video. The team will have a total of three weeks from the day of the OPMP notification of entrance to complete your first peer mediation with one of the OPMP mediation judges. Along with the video, advisors must submit the full names and grades of the students in each video.

### ⑥ How is the tournament set up?

The event consists of three rounds. The first round will eliminate half of the teams that have entered the tournament. For example, if eight teams are entered into the first round, by the end of Round 1 the four teams with the highest scores will advance to Round 2.

Round 2 will eliminate half of the teams and the remaining teams with the highest scores will advance to Round Three. For example, if four teams are in Round 2 then the two teams with the highest scores will advance to Round 3.

The third and final round will consist of the remaining two teams. The team with the highest score will be declared the winner of the tournament. Each round consists of one mediation. Each mediation is scheduled to be 45 minutes long.

Two students on each team are allowed to compete in the role of co-mediators, while the other two students on the team will act as the disputants.



### ⑦ How will our peer mediation team be scored?

As peer mediators, you will be graded on your ability to work together with your co-mediator. You will be judged on each of the five steps of the mediation process. The judges will grade mediators on their opening statements, their ability to gather facts, their ability to help the disputants see the strengths and weaknesses, their ability to evaluate options, and their ability to help guide the parties to a resolution of the dispute that brought them to mediation. Your disputant's performance will have no factor in your final score. There are seven categories your team will be judged on. The categories for mediators are (1) Opening Statement of the Mediator; (2) Storytelling; (3) Position/Interests; (4) Evaluation/Options; (5) Agreement; (6) Cooperation Between Mediators; and (7) Self-Reflection. The five mediation skill categories receive 0-15 points in each skill and the cooperation and reflection receive a total of 0-25 points between the two categories.

### ⑧ How do we know if our team won the first round and will move on to Round 2?

All participating schools will have a certain amount of time to complete their first mediation. Judges have three days to score the mediation and an email will be sent to your advisor to inform them if your school if you will be moving onto the second round. If your school does not move on to Round 2 your advisor will also be notified that same day.

### ⑨ How do we schedule the second mediation?

Your advisor or coordinator will have a 3 day window to schedule your team's second mediation. You will have a specific period of time in which your school must schedule and complete your second mediation. Your team will automatically be eliminated if they do not meet these time frames. Scores from the second mediation will be posted following the same rules and time frame as Round 1.



### 10 How does our team schedule the final mediation?

Teams that advance to the third round will have one week to schedule their third mediation. After the final mediation round is completed, Dr. Morton will post the winner of the OPMP peer mediation tournament on the OPMP website by 5 pm ET the following day. She will personally call your advisor the following day before 5 pm ET to inform him/her that your team is the winner of the tournament. Second and third-place winners will also be listed on the OPMP website. Dr. Morton will personally call your team advisors to inform them if your team placed second or third in the tournament. All other participating teams will be able to view their scores on the OPMP website to see where their school team placed in the overall standings of the tournament. Your team advisor will receive an email informing them that your team scores have been posted to the website.

### 11 How will your team be judged? **NEW**

Once the mediation video is submitted, your team will receive confirmation and the name of your judge. There is only one judge assigned for each round. Judges are provided with all the information provided to the teams, including the scenario, script, and information regarding the students.

### 12 Can we have different peer mediators for each round if our team advances to round two and round three?

**No!**

Once your school picks the team that will compete in the tournament the mediators must remain the same for all three rounds. Your disputants can be different for each round. That will be at the discretion of your team and your team advisor. Your advisor must notify the judges of any changes to the team before the date agreed upon for your second and third mediation.





### 13 How will your team be judged?

**MAYBE?** Judges will be assigned to your mediation based on their availability to review your mediation recording. It could be possible that your team will or will not have the same mediation judge for all three rounds of mediation.

### 14 Will there be a prize for the winner?

Of course! There will be bragging rights to being the first-place winners. A picture of your team and advisor will be posted on the front page of the OPMP website for all to see. Your team will be refunded your entry fee if your team takes first place.

Your team will receive a certificate suitable for framing signed by Dr. Judy Tindall stating that your team placed first in the OPMP peer mediation tournament. Second and third-place winners will also receive a certificate signed by Dr. Tindall.

The first-place team will receive a free entry fee if they choose to participate in the OPMP tournament the following year. The mediators from the first-place team will be allowed to co-judge with one of the OPMP judges for the following year's tournament.

*final*

**NOTES**

The emphasis at the OPMP Mediation Tournament is placed on education and fellowship, rather than competition or winning. This is your team's chance to hone your mediation skills while having fun with other peer mediators from across the world. We hope your school will come to join in the fun!

**NEXT** →

Not sure and  
want more  
information???

Ready to  
Apply?



## Need to Practice?



View the  
scenarios from the  
Western Justice  
Center



# Tournament Time Line



 **WEBINAR**

Posted by

*October*



Call for Participants begins

*November*

Orientation/  
Coaching/Questions/  
Distribution of Scenarios

**BY**

*January*



Tournament

**START ▶**

Application for Tournament Due



Tournament

**THE  
END**



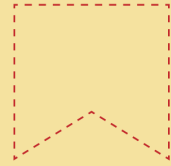
**WINNER**

Announced on



## References

Thank  
you



**Tournament Rules – International Law School**

**Sample Scenarios – Peer Mediation Invitational (2014)**

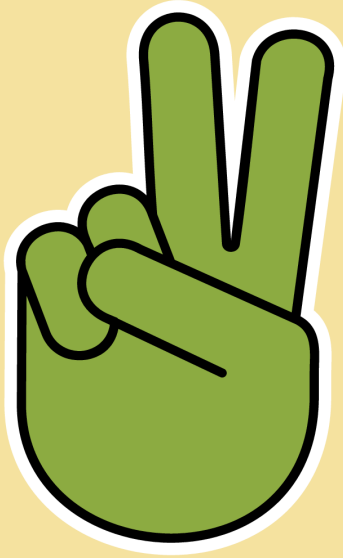
**Scram Peer Mediation Competition**

**ACR Peer Mediation Standards**

**New Jersey Bar Association**



APPENDIX



making  
☆ peace ☆

# HELPFUL TIPS FOR MEDIATORS

USE "I" MESSAGES INSTEAD OF "YOU" MESSAGES. USING "I" MESSAGES HELPS TO AVOID BLAMING ANOTHER PERSON. ENCOURAGE DISPUTANTS TO USE "I" MESSAGES.

KNOW THE DIFFERENCE BETWEEN CONFLICT AND BULLYING. YOU CAN MEDIATE A CONFLICT, BUT NOT A BULLYING SITUATION

RESTATE DISPUTANTS' STATEMENTS. BE ABLE TO SUMMARIZE WHAT ANOTHER PERSON HAS SAID SO HE OR SHE FEELS HEARD AND UNDERSTOOD.

DO NOT INTERRUPT. ALLOW PEOPLE THE TIME TO SHARE THEIR IDEAS AND CONCERNS.

BE A GOOD LISTENER. CONCENTRATE ON WHAT SOMEONE IS SAYING SO YOU CAN UNDERSTAND DIFFERING PERSPECTIVES AND ASK APPROPRIATE QUESTIONS.

IDENTIFY AND DO NOT ALLOW PUT-DOWNS OR INSULTS. WHEN YOU HEAR A PUT-DOWN OR INSULT, ADDRESS IT IMMEDIATELY BY REFERRING TO THE WIN/WIN GROUND RULES.

MAINTAIN A NEUTRAL FACIAL EXPRESSION. IF YOU SHOW TOO MUCH EMOTION TOWARDS ONE DISPUTANT AND NOT THE OTHER, YOU CAN BE SEEN AS FAVORING ONE PERSON OVER THE OTHER.

# HELPFUL TIPS FOR MEDIATORS

**MAINTAIN CONFIDENTIALITY. YOU MUST BE TRUSTWORTHY AND NOT SHARE DETAILS OF THE CONFLICT.**

**BE RESPECTFUL AND NON-JUDGMENTAL. UNDERSTAND THAT STUDENTS COME TO THE MEDIATION WITH DIFFERENT PERSPECTIVES.**

**PROBLEM SOLVE. GUIDE DISPUTANTS IN BRAINSTORMING SOLUTIONS TO SOLVE THEIR CONFLICT.**

**USE COMMUNICATION ENCOURAGERS TO CREATE A COMFORTABLE ENVIRONMENT. EMPATHIZE, MAKE EYE CONTACT, AND ASK OPEN-ENDED QUESTIONS FOR UNDERSTANDING.**

**BE EMPATHETIC. UNDERSTAND THE SPEAKER'S FEELINGS AND POINT OF VIEW.**

**BE PATIENT. ALLOW DISPUTANTS TIME TO EXPLAIN THEIR VIEWPOINTS AND COME UP WITH SOLUTIONS. DO NOT RUSH THE MEDIATION PROCESS**

**DEMONSTRATE LEADERSHIP. BE A POSITIVE ROLE MODEL BOTH IN AND OUT OF PEER MEDIATION. BE THE KIND OF PERSON THAT OTHER STUDENTS RESPECT.**

**DEMONSTRATE LEADERSHIP. BE A POSITIVE ROLE MODEL BOTH IN AND OUT OF PEER MEDIATION. BE THE KIND OF PERSON THAT OTHER STUDENTS RESPECT.**

# TIPS

## FOR CREATING AN OPENING STATEMENT

### Introduction to Mediation



**Purpose of mediation**  
Introductions of mediators, parties  
Congratulate parties on their decision to choose mediation to solve their conflict.



Review the reason for the meeting  
(both parties agreed to listen to each other)  
Parties are here to reach a possible agreement.

### Purpose of Mediation



**Take Notes**  
Provide a safe environment.  
Not to solve the conflict, take sides, or judge



### Role of Mediator



Mediation is a voluntary process and participants can decide to take a break (pause or caucus) or stop the process at any time.

### Voluntary



# TIPS FOR CREATING AN OPENING STATEMENT

## Confidentiality

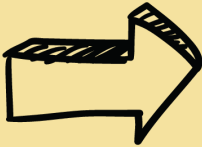


Cover the rule of confidentiality and all exceptionalities (harm to self, harm to others, illegal activities). Let participants know that you must report that information to the coordinator.

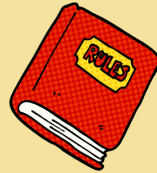


Review the ground rules with the participants.

## Ground Rules



Solve the problem.  
Tell the truth.  
Show respect.  
Listen without interrupting.  
Carry out my part of the agreement.  
Not share information about the mediation.  
Participate in a one-week follow-up.



Ask if there are any questions.  
Ask if they want to proceed.

## Ask for Questions

## Introduction

Mediator 1: Hello, my name is \_\_\_\_\_

Mediator 2: Hello, my name

is \_\_\_\_\_.

Can you tell us your names?

Disputant

A \_\_\_\_\_/

Disputant

B \_\_\_\_\_

## Introduction

Mediator 1: Let me tell you about the mediation process. Our purpose is to help you find solutions to solve your conflict.

Mediator 2: We do not take sides. We provide a process where you can both hear each other's side of the issue and come up with solutions that will satisfy you both.



# SCRIPT

## Ground rules

Mediator 1: Since you both have agreed to come to mediation, there are some rules everyone must agree to abide by:

- Please listen to one another without interrupting. Please speak one at a time.
- Please talk respectfully to and about one another.
- No put-downs, name-calling, or fighting. If there is any physical fighting, yelling, or throwing things, the mediation will be terminated, and the mediation coordinator will take over.
- Be open to finding an agreement.

## Ground rules

- Carry out your part of the agreement.
- Everything that is said in mediation must be kept confidential. We cannot talk about what happened during your mediation and you both need to agree to keep each other's business secret also. If something you say would harm you, each other, or anyone else, the mediation coordinator will be told immediately, and it will be reported to the principal.

Mediator 2: Please sign the contract indicating that you agree to the rules of mediation.

# SCRIPT

## Story Telling

Mediator 1: (Ask Disputant A) Please tell what happened from your perspective.

Mediator 1: (Ask Disputant A) Is there anything you would like to add?

Mediator 1: (Restate Disputant A's story in your own words. Use neutral language). Here is what I heard you

say \_\_\_\_\_.

Is that correct?

## Story Telling

Mediator 2: (Ask Disputant B) Please tell me what happened from your perspective.

Mediator 2: (Ask Disputant B) Is there anything you would like to add?

Mediator 2: (Restate Disputant B's story in your own words. Use neutral language). Here is what I heard you

say \_\_\_\_\_.

Is that correct?

## Identify Needs & Interests

Mediator 1: (To Disputant A) It sounds like you were \_\_\_\_\_ because you needed \_\_\_\_\_.

Mediator 2: (To Disputant B) It sounds like you were \_\_\_\_\_ because you needed \_\_\_\_\_.

## Identify Needs & Interests

Mediator 1: So both of you need to have a little more \_\_\_\_\_ and you both would like \_\_\_\_\_.

Summarize common needs!!



# SCRIPT

## Finding Solutions

Mediator 1: Now we are going to help you both come up with a solution that will meet both of your needs. To do that, we will brainstorm some solutions.

Mediator 2: To brainstorm, there are three steps: Say anything that comes to mind, even if it might sound silly or hard to accomplish.

Note to mediator

Encourage the disputants to come up with at least four or five options to solve their conflict.

## Solving the Problem

Mediator 2: What could you do to solve the conflict?

What other ideas could we write down that might make your relationship with each other better from now on?

## Brainstorming

- Refrain from judging or discussing any of the ideas until a little later. Your ideas will be written down so we can discuss them in the next stage of mediation.
- Be creative and try to come up with as many options as possible.

Mediator 1: Do you agree to follow these steps?

## Action Plan

Mediator 1: Now that you have solutions, lets come up with an action plan.

Solution/Action Plan (Include specific dates, times, and locations).



## Evaluate Options

- Mediator 1: Now it is time to evaluate those options. I will read what you both came up with...
- Mediator 2: Which of these solutions do you feel will work?
- Mediator 1: Could any of these options be combined?

## Agreement

Mediator 2: Does this agreement resolve the conflict?

Mediator 1: You both agree to

-----

-----

We will need you both to sign the agreement indicating that you are willing to follow through on this contract.

### Note to mediator

Use only the solutions that both disputants agree to and write the agreement in the words of the disputants.

# SCRIPT

## Agreement

Mediator 1: What will you say to others if they ask you about what happened in this mediation session?

### Note to mediator

Have students come up with a common message that they will share to ensure confidentiality.

## Follow Up

Mediator 2: The final step is to talk about what you can each personally do to prevent this situation from occurring again.

Mediator 1: (To Disputant A) What can you do to keep this from happening again?

Mediator 2: (To Disputant B) What can you do to keep this from happening again?

Mediator 1: Please understand that the major goal of mediation is to learn to resolve your conflicts before they get too big to handle on your own.

Mediator 2: We want to thank you both for coming to mediation. We will be following up with both of you in a week.

END

## Ground Rules

Listen to each other.

Agree to speak to one at a time.

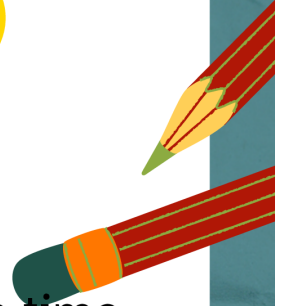
Speak respectfully to each other.

Agree to carry out your part of the agreement.

Turn off your cell phones.

Keep everything private.

Do we need to add additional rules?



# TIPS



## ••• for Dealing with Angry Disputants •••

### Packing Essentials

Stay calm and keep a low, even tone in your voice.

If parties keep interrupting, tell them that you cannot hear when they speak at the same time.

### Safety Precautions

Tell the parties that you understand how upsetting it can be to hear information they disagree with and that getting angry is normal at the beginning of the mediation session.

### Cultural Etiquette

Tell them to write down what they want to say, and you will get back to them.

Gently remind them of the ground rules.



# TIPS



## ••• for Dealing with Angry Disputants •••

### Packing Essentials

Ask them to speak directly to you rather than to each other.

Summarize the information that they share.

### Safety Precautions

Be respectful, no matter how angry you are.

Listen without interrupting.

### Cultural Etiquette

Take a time-out (mediator's pause).

Emphasize needs rather than complaints—look for shared needs.





# Orientation Video

**Please view the orientation video about the tournament. This video must be viewed before the start of the tournament – February 1st.**



# ASSISTANCE



# HELP!

Schools may contact an OPMP coach via email with questions and/or request a consult. Advisors must give coaches a list of three dates they are available for a phone or video consultation. A list of coaches will be made available to school peer mediation coordinators and advisors after registration is finalized. Coaches may confer with their students up until the mediation begins. Coaches and other people (i.e. peer mediation coordinators or administrators) associated with a team may observe the mediations in which their teams are participating to give feedback. They may also observe all self-reflections associated with mediations in which their teams are participating.

# Contact Us

Feel free to reach out to us via email at  
[PeerMediationOnline@gmail.com](mailto:PeerMediationOnline@gmail.com).

