

"People will forget what you say.  
They will forget what you do.  
But they will never forget how you made them feel."



## Giffnock Primary Peer Mediation



Working together to help solve conflict in the  
playground.

Be at the heart of your child's learning.



*Dear Parent/Carer,*

### Peer Mediation at Giffnock Primary.

In February 2015, 8 pupils from Primary 6 were selected to attend a two day training event at Woodfarm High School. These pupils underwent an extensive programme on Peer Mediation and are now equipped with the skills to lead the pupils of Giffnock Primary during Peer Mediation conferences.

### What is Peer Mediation?

Peer Mediation is the process by which pupils attempt to solve problems and conflict in friendship groups by themselves with the help and support of trained Peer Mediators. Should a problem arise in the playground, pupils will seek the help of the Peer Mediators who in turn, will invite the pupils into the school to take part in a Peer Mediation conference in an attempt to solve the problem. It is about pupils taking responsibility for their own actions, it is also about being supported through this process in a fair and respectful way so that pupils feel good at the end.

Below is the general structure of any Peer Mediation Conference:

1. Welcome and ground rules
2. Hearing both sides – 5 magic questions
3. Reaching agreement
4. Check agreement and say thank you

### What will a Peer Mediator do?

Once a problem has been brought to a Peer Mediator's attention, he/she will invite the pupils to take part in a friendly, supportive and inclusive conference. It is about giving everyone a chance to tell their side of the story. It is about **listening** and not **judging**. It is used to repair friendships and keep the school family together.

### Structure of a Peer Mediation Conference.

The 8 trained Peer Mediators have undertaken many practice scenarios and throughout their training they have been trained to use this structure during all conferences:

- + Welcome and thank you.
- + Agree the Rules:
- + Respectful Discussion
- + No interrupting
- + Only one speaker at a time.
- + Focus on listening to each other.

They have also been trained to use effective lines of questioning such as:

- + What happened?
- + How did you feel?
- + What were you thinking?
- + How do you feel now?
- + Who else has been affected by this?
- + What do you/we need to do to sort this?

Peer Mediators have been taught the importance of working together to help resolve any conflict between friends. They have learned that...

*We need to work together to make it work.*

