

"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.**

**Article 12** You have the right to an opinion and for  
it to be listened to and for it to be taken seriously

## Peer Mediation at Giffnock Primary.

Our Primary 6 children are trained as Peer Mediators during Term 2. They then support other children during Term 3 as Primary 6s and also when they become Primary 7s. Then, during term 2 of Primary 7, they will help to train and advise the Primary 6s at that time, to pass on and share what they have learned.

### 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 will 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.

### What will a Peer Mediation do?

Once a problem has been brought to a Peer Mediators attention, he/she will invite the pupils into the school building 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 harm and keep the school family together.



## Structure of a Peer Mediation Conference.

Trained Peer Mediators have undertaken many practice scenarios. Throughout their training the pupils have used this structure to work through a conference:

- ❖ Welcome and thank you.
- ❖ Agree the Rules:
  - Respectful Discussion
  - No interrupting
  - Only one speaker at a time.
  - Focus on listening to each other.
- ❖ Hearing both sides
- ❖ Reaching agreement
- ❖ Check agreement and say thank you

They have also train 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 things work**