

Mediation and Conflict Management Model B

(use of character traits to intervene in a positive way with conflict)

Conflict is a part of social life. Anything can spark a conflict. Conflict can be good when it helps lead individuals to recognize problems and work them out. It is obviously harmful when it leads to bad feelings or even violence. The teacher can play a unique role as a mediator by helping students work out conflicts and turn situations in a positive direction.

1. Explain to students that emotions interfere with reasoning skills.
2. Allow time and space for student to calm emotions. (Students may be given Problem Solvers to fill out.)
3. Assure students that the mediator's position is to help work out conflict impartially or fairly. The goal of mediation is to get to the bottom of the conflict or to what is bothering each person.
4. Go over Rules for Mediation or post them in clear sight.
5. Listen to each side of the situation. (Direct students to #6-9 in Rules for Mediation.)
6. Try to get both students to agree on what the problem is or if there is more than one problem.
7. Brainstorm with students a list of possible solutions that could work with the problem(s).
8. Discuss and weigh solutions with students for what might work for both students.
9. Set a time to meet again to see if the solution is working for both students or if another solution needs to be tried.

Facilitating problem resolution is key to enhancing character traits and leads to establishing effective classroom management.