

# TABLE OF CONTENTS

	<u>TEACHER'S PAGE</u>	<u>STUDENT'S PAGE</u>
Mediation: Getting to WinWin! .....	v	
Mediation in Perspective .....	vi	
Communication Pyramid .....	vii	
Basics of Mediation .....	viii-xi	
Using the <b>Mediation: Getting to WinWin!</b> Video .....	xi	
Working With Resistance .....	xii-xiii	
How to Use the Teacher's Guide .....	xiv	
 <b>Section I: Setting the Stage</b>		
Getting Started .....	T-2	
Congratulations .....		S-1
Mediator's Vocabulary .....		S-2-3
Name String Toss .....	T-3	
Mediation Is Not a Trial .....	T-4	
Mediation Is Not a Trial .....		S-4-5
 <b>Section II: Understanding Conflict</b>		
Everyone Has Conflicts .....	T-7	
Everyone Has Conflicts .....		S-6
Observing Conflicts .....		S-7
Peace Rules in Mediation .....	T-8-9	
Peace Rules in Mediation .....		S-8-9
Conflict Clues/The Hassle Line .....	T-10-11	
Watch Where You're Going! .....	T-12	
Watch Where You're Going! .....		S-10
Triggers & Escalators .....		S-11
Feelings Count! .....	T-13-14	
Feelings Count! .....		S-12
Dealing with Anger .....		S-13
 <b>Section III: Communication Skills</b>		
Effective Listening .....	T-17	
Effective Listening .....		S-14
If I Had A Million Dollars .....	T-18	
The Treed Cat/Setting the Stage .....	T-19	
The Treed Cat .....		S-15
Setting the Stage .....		S-16
The One Minute Report .....	T-20	
Observer's Checklist .....		S-17
Do We Match? .....	T-21	
Effective Questioning .....	T-22	
Effective Questioning .....		S-18-19

# TABLE OF CONTENTS

	<u>TEACHER'S PAGE</u>	<u>STUDENT'S PAGE</u>
<b>Section IV: The Mediation Process</b>		
Watch Where You're Going ( <i>The Mediation</i> ) .....	T-25	
Introductions and Ground Rules .....		S-20
Telling the Story .....		S-21-22
Brainstorming For Solutions .....		S-23
Choosing the Best Solutions .....		S-24
In the Future .....		S-25
Closing .....		S-25
Mediator Report Form .....		S-26
Getting to Win/Win .....		S-27
Mediation Roleplays .....	T-26-27	
Simplified Mediation .....		S-28-29
Quick Quiz .....		S-30
<b><u>MEDIATION SCENARIOS</u></b>		
The Case of the Communication Breakdown .....		S-31
The Case of the Fading Friendship .....		S-32
The Case of Bad Chemistry .....		S-33
The Case of Color Controversy .....		S-34
The Case of the Crumbled Cookies .....		S-35
The Case of Too Close for Comfort .....		S-36
The Case of the Help Not Wanted .....		S-37
The Case of the Unwelcome Messenger .....		S-38
The Case of Mistaken Identity .....		S-39
The Case of the Control Issues .....		S-40
The Case of Harmony in the Neighborhood .....		S-41
Caucusing: Time Out! .....	T-28	
Caucusing: Time Out! .....		S-42-43
Glossary .....		S-44-45
Completion Ceremony .....	T-29	
<b>Section V: Appendix</b>		
Sample Parent Letter .....		A-1
Mediator's Commitment .....		A-2
Communication Pyramid .....		A-3
Do We Match? .....		A-4
Mediator Report Form .....		A-5
Mediation Tally Form .....		A-6
Certificate of Completion .....		A-7