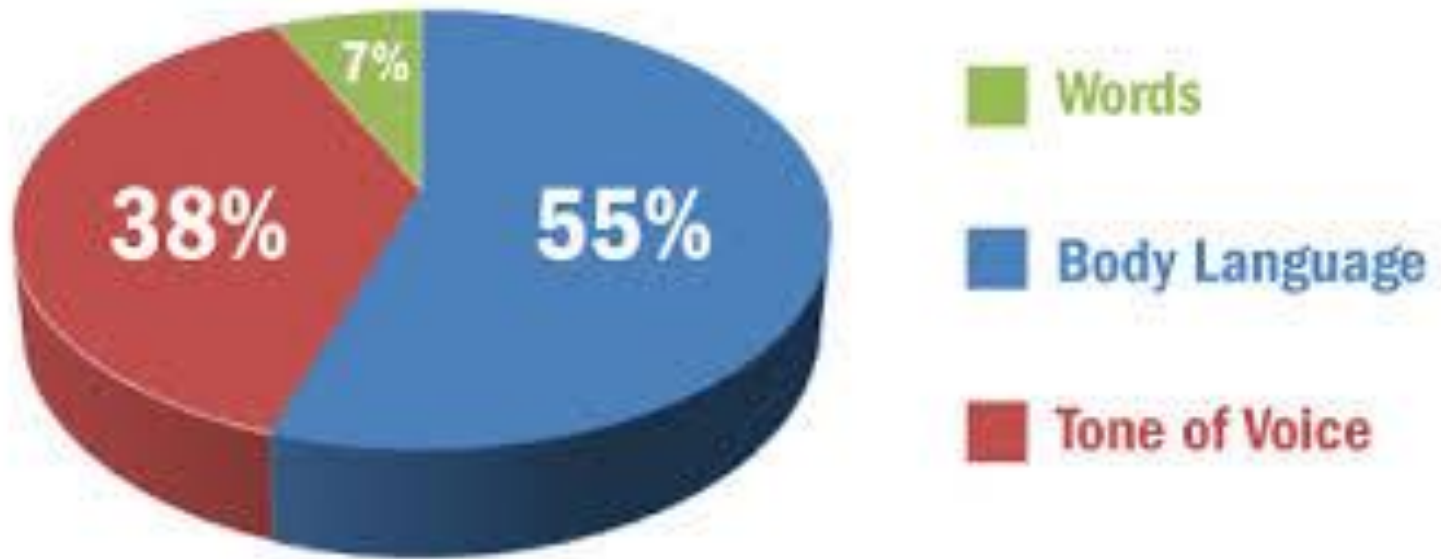


Developing Students' Mediation Skills Through Verbal and Nonverbal Communication

Bassam Saadeh
Mediator & Trainer

Communication



MEDIATION



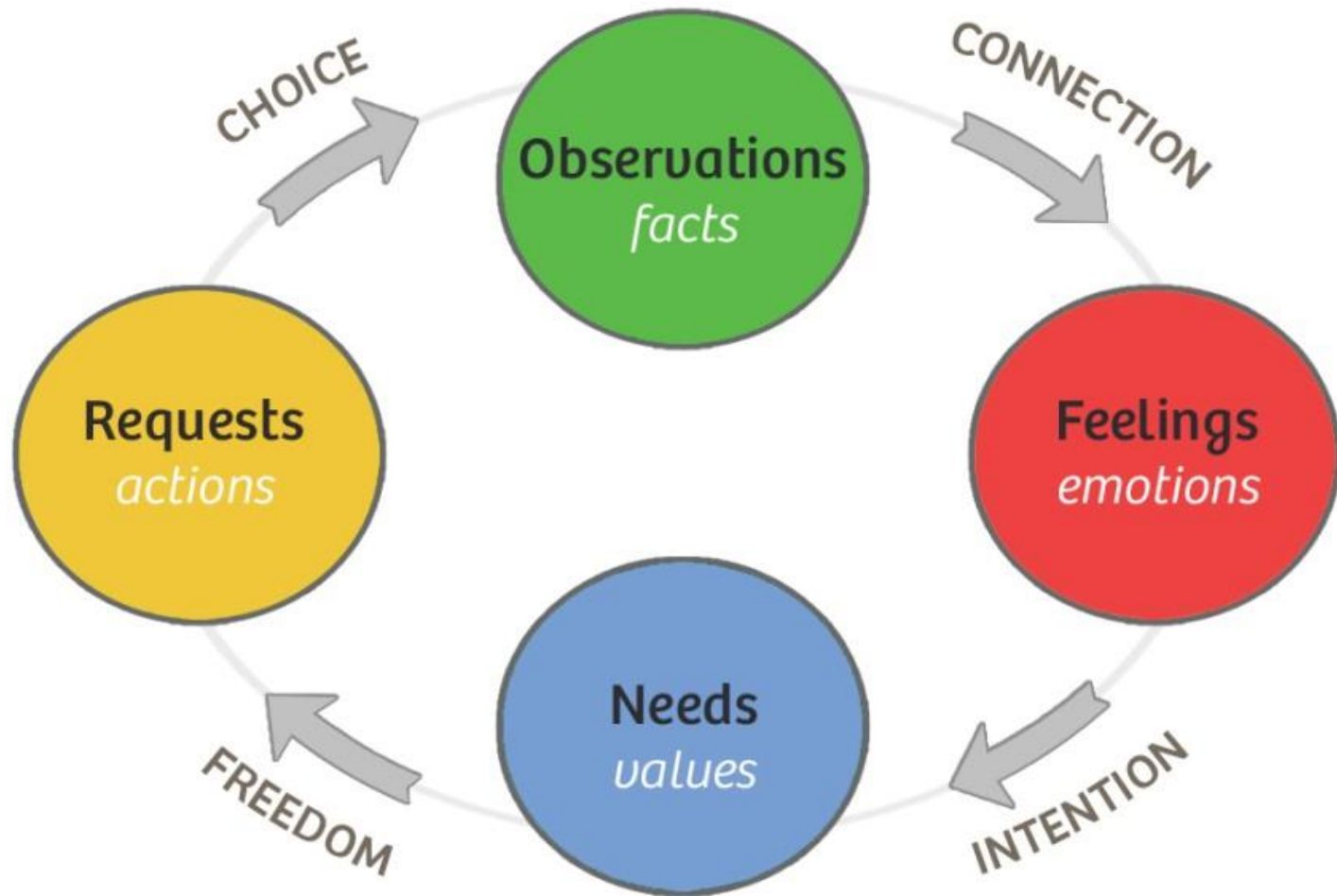
It is a process where a neutral third party (Mediator) helps parties in conflict reach themselves a mutually acceptable agreement.

BAD COMMUNICATION

Teacher: “You’re always lazy and irresponsible. I can’t believe you didn’t hand in your homework again! You clearly don’t care about this class.”

Why is it bad communication?

NON VIOLENT COMMUNICATION (NVC)



GOOD COMMUNICATION

NVC Style:

Teacher: I noticed that your homework wasn't submitted by the deadline. (*OBSERVATION*)
I feel concerned because I want all students to have enough time to review and learn from their assignments. (*FEELING*)
It's important for me that everyone stays on track to help the whole class progress. (*NEED*)
Would you be willing to talk with me after class so we can figure out what made it difficult for you to submit on time? (*REQUEST*)

STAGES OF MEDIATION

(from Thomas Fiutak's wheel)

PRESENTATION

Introduction to mediation
Outline of the objectives
Fundamental principles

WHAT ?

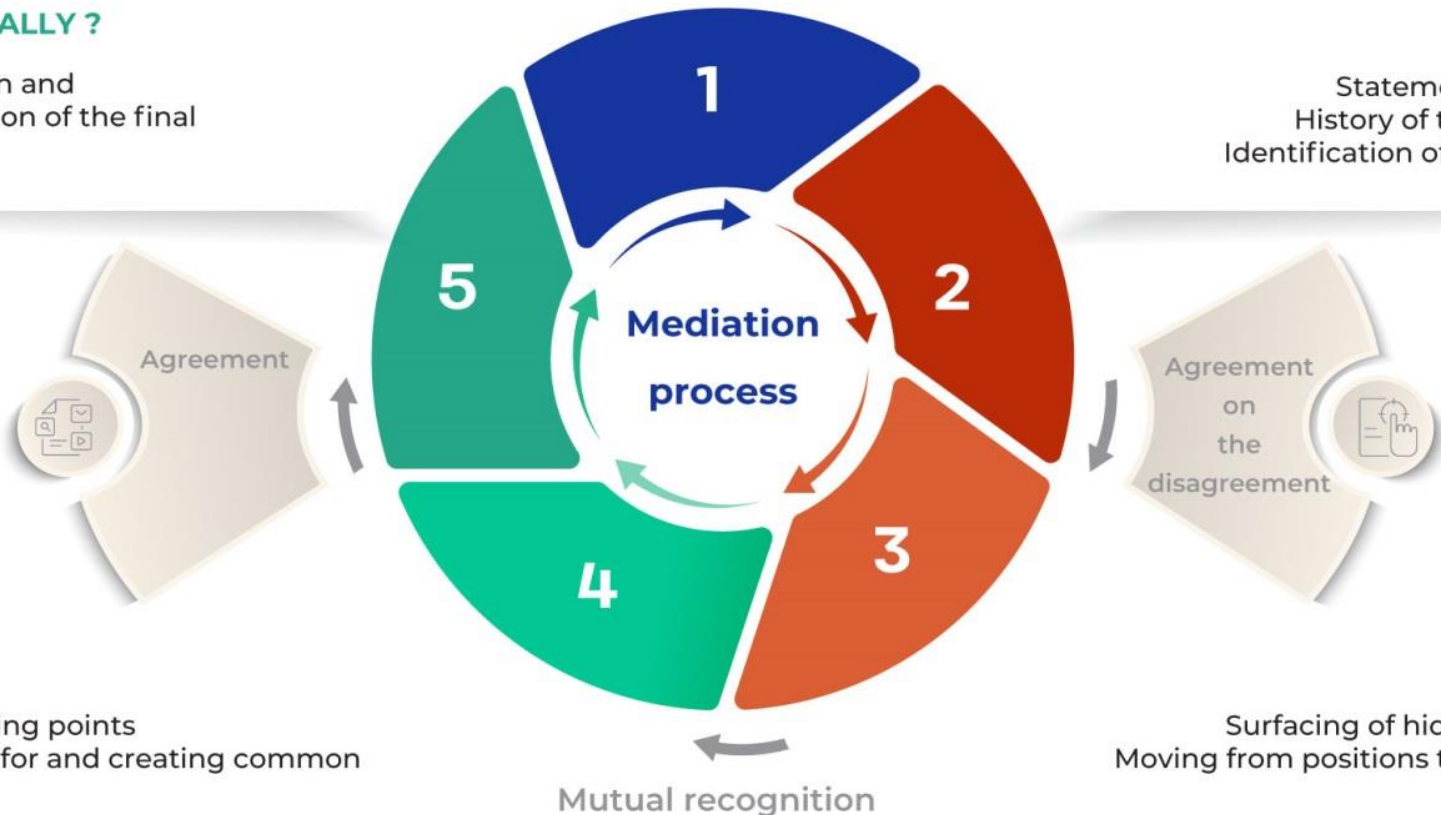
Statement of facts
History of the conflict
Identification of the issues

HOW FINALLY ?

Elaboration and formalization of the final solution

WHY ?

Surfacing of hidden needs
Moving from positions to interests



HOW ?

First meeting points
Searching for and creating common solutions

MEDIATION SKILLS

- 1- Active Listening
 - 2- Empathy
 - 3- Communication Skills (Verbal & Nonverbal)
 - 4- Problem Solving Techniques
-

1- ACTIVE LISTENING



2- EMPATHY

- 1. Be Present
 - 2. Listen Actively
 - 3. Reflect What You Hear
 - 4. Validate Their Feelings
 - 5. Ask Clarifying Questions
 - 6. Express Care and Concern
 - 7. Avoid Judgement or Fixing (Solving the problem)
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Bassam SAADEH

**Mediator at Professional Mediation Center (CPM) at
St. Joseph University of Beirut (USJ)**

**Mediator and Trainer at Maronite Archdiocese of
Beirut**

Email: bsaadeh@hotmail.com

Facebook: Bassam Saadeh

Instagram: Bassam Saadeh