

My name is _____. I am in _____ grade at _____

_____. I am a PeaceKeeper and I strive to preserve the harmony of my community.

GUIDE: KIDS HELP KEEP THE PEACE!

WHAT IS PEACE?

Peace is harmony. It's when people feel safe and get along with, cooperate, understand, respect and trust each other. There is no peace when there is unresolved conflict.

WHAT WE ALL NEED

Safety/Security

The need for structure, stability, predictability and the freedom from fear and anxiety.

Belonging/love

The need to be accepted by others and to have strong personal ties with family and friends.

Recognition

The need to recognize yourself as strong, competent, and capable - and to be seen this way by other people. You also need to know that you have a positive effect on your environment.

Personal fulfillment

The need to reach your full potential in all areas of life.

Freedom

The need to exercise free choice in all aspects of your life. Justice – the need for fairness and fair division of resources.

Fun

To enjoy life, and pursue enjoyment and recreation.



UNDERSTANDING CONFLICT

Conflict can be an ongoing controversy when there is a disagreement or quarrel.

Conflict can be disagreeing with the statements of another person or group.

Conflict can be very quickly resolved or can happen over a really long time.

Conflict is a necessary and unavoidable part of life: It can lead to improvements and good compromises. But conflict can also be destructive and hurtful, can lead to arguing, fighting, or struggling. Unresolved conflict can keep us from getting what we need!

HERE ARE TYPICAL RESPONSES TO CONFLICT. PUT AN 'X' NEXT TO GOOD ONES

- Yell at or threaten the person
- Ignore the person
- Change the subject
- Try to understand the other person's side
- Complain to an adult. Let an adult decide who is right
- Call the other person names
- Give in to the other person, let him have his way
- Try to reach a compromise
- Cry or stomp your feet
- Make it into a joke

CONFLICT = EMOTIONS

Emotions are feelings we all have. They are important. Emotions make us human!

The following are helpful ways to deal with emotions that you want to understand:

1. NAME the emotion: Go beyond simple definitions like 'mad' or 'sad'. Think more deeply about what you are feeling and why.

2. CLAIM the emotion: Recognize that the emotion is your own. It represents how you feel. Even if the emotion isn't the best response to the situation, it is *your* response to the situation.

3. TAME the emotion: Take a step that works for you such as taking 3 deep breaths or saying the alphabet to yourself silently to step away from the intensity of the feeling.

4. REFRAME the emotion: Ask yourself under what conditions you've felt this same emotion in the past. What led up to this emotion?

5. AIM the emotion: Now that you better understood the emotion, ask what you're going to do to change it. Can you change your thinking so that those same conditions do not create this same emotion? Do you need to speak with someone else who can help you think through what you're feeling? Create a plan and stick to it.

WHAT KEEPS US FROM RESOLVING CONFLICTS WITH OTHER?

Here is a list of some of the things that we all tend to do that make it difficult to listen to others. Can you think of situations in which either you or the person you were talking to fell into one of these patterns?

If you hear one of these things, when you are mediating, should you call it out right away? Will this help the person recognize that this response is not helpful? Can you gently persuade the person to change his/her behavior?

- Interrupting
- Hitting
- Judging
- Criticizing
- Changing the subject
- Joking around
- Offering advice
- Teasing
- Bringing up your own experiences
- Distractions
- Stereotyping
- Making false assumptions
- Twisting the words of the other person
- Intimidating

PEACEKEEPING ESSENTIALS

WHAT IS PEACEKEEPER MEDIATION?

Mediation is when 2 or more people are brought together by 2 PeaceKeepers to resolve a conflict, online or in person.

HERE ARE THE 7 STEPS OF MEDIATION

Here are the 7 **basic steps** for PeaceKeepers to follow. There is a sample script below as well.

- 1. The people in conflict agree to mediate.**
- 2. Two PeaceKeepers form a team to understand the conflict,** talking to the people involved to understand their points of view.
- 3. PeaceKeepers keep notes in their notebooks.**
- 4. Bring people together.** Get 4 chairs and arrange them like a cross. The 2 PeaceKeepers sit across from each other. The 2 in conflict sit across from each other.
- 5. Each tells their side of the story.** After 1 speaks the other repeat back using 'I' statements that they hear.
- 6. The 2 in conflict to suggest Win-Win Solutions.** The Mediators ask "Which resolutions will work best?"
- 7. Create an agreement** - maybe in writing, maybe just stated. When conflict resolved, the 2 who were in conflict make eye contact, shake hands, smile.

THE PEACEKEEPERS' SAMPLE MEDIATION SCRIPT

- [One of the PeaceKeepers says]* **"Hi. My name is _____ and I would like to listen to why you are upset. My partner _____ and I are trained PeaceKeepers and we can help you work this out. "**
- [One of the PeaceKeepers says]* **"Are you ready to talk it out in a calm way? If so, let's create a cross with 4 chairs, putting them pretty close together."** - PeaceKeepers sit opposite each other in 2 chairs. The 2 in conflict sit opposite each other in 2 chairs. PeaceKeepers make notes in their notebooks and listen respectfully when not talking.
- [One of the PeaceKeepers says]* **"We'll ask each of you to tell us all what happened – you'll both have a turn. Be sure you begin with "I" and make eye contact. Please don't make "You" statements or point at the other person. Okay?"**

[The other PeaceKeeper says] **"When you are listening we'll ask you to summarize the other person's side of what happened. Please get ready to do this even if you understand it differently."**

[The first PeaceKeeper says] **"Do you have any questions before we start?"**
If not, first person in conflict speaks.

4. *[PeaceKeeper says]* **"You listened well – will you share what [other person's name] just said?"**

[PeaceKeeper answers the other after listening] **"Is that an accurate summary?"**
"Now it is [second person's name] turn to share. [first person's name] Listen well and be ready to repeat back the other person's perspective."

Encourage resolutions where everyone wins ('win-win solutions).

5. *[PeaceKeepers say]* **"We can see how this conflict was difficult for you both - do you have any solutions that you think will work? "**

Let both 2 people in conflict discuss possible resolutions. PeaceKeepers make notes in notebook. Encourage both people to evaluate the best possible resolutions.

6. *[PeaceKeeper says]* **"So we have a number of resolutions- which one would you like to commit to together?"**

Let the two people in conflict continue to discuss and decide on best possible outcome.

[PeaceKeeper says] **"Do you want to create an agreement – maybe in writing, maybe just stated."**

Repeat the agreement and ask for acknowledgement from the 2 people.

7. *[PeaceKeepers say]* **"thank you both for working out your conflict peacefully – let us know if you need any help in the future"**

Make eye contact, shake hands, and smile.

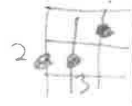
add caption



MY NOTES:

The Peace Table

Lyrics: Susan Sutton
 music: Lynn Newrom
 © 1996



150

C F G G Dm G C

Got a problem? Talk it out, work together, Don't scream and shout.

155

C G7 G7 C

problems don't just go away. It all depends on what we do and say.

160

C F G G Dm G C

Tell what happened say what's true. Listen to the other's point of view.

165

C F G G Dm G C

Be po-lite Don't name-call or fight, getting even just isn't right

170

C F G G Dm G C

List i-d-eas Things that will work say sorry if needed or fix what we broke.

175

C F G G Dm C

Find a solution that we both can do, Try to find one that fits me and you.

© 1996 Grace Center of
 Abrams Peace Education
 Foundation, Inc. Miami
 Florida