

Peer Conflict Process

Example: Conflict and the Process of Resolution Program for Grades 4-8

Three Characters: Fire, Ice and SWer

1) "I'm James. The social worker (SWer). I am aware of a situation that is happening between the two of you. I'm wondering if each person would be willing to work on the situation here, right now?"

(If one person states "no"): "Okay, I agree. Nothing gets worked on if someone is not ready. I will let the principal know of the decision and they can decide how to proceed. You are good to go!" (SWer smiles and nods). Usually, this statement promotes a reconsideration to the process.

2) SWer: "Okay, if both are ready to continue, an agreement needs to happen before we begin. How about for this meeting:

--Be safe, both physically and emotionally.

--One person talks at a time.

Do these parts of the agreement sound reasonable?" (Verification)

3) SWer; "Who would like to describe what's going on?" (Usually, the person suffering the most speaks, states the problem and situations that have been occurring.)

Ice: (Begins by telling of the situation that is happening.)

SWer: "Fire, can you tell us what you heard Ice just say?"

Fire: (Fire repeats what he heard the first person say.)

SWer: "Ice, is that what you said?" (Verification from Ice.) "Yes." (If no, ask Ice to restate for Fire with Fire sharing what Ice stated.)

SWer: "Okay, Fire, what's going on for you?"

Fire: (Fire speaks to the situation and their part in it.)

SWer: "Ice, can you tell me what you heard Fire say?"

SWer: "Fire, is that what you said?"

Fire: "Not really, I said...."

SWer: "Okay, Ice, what did you hear Fire just say?"

Ice: "He said...."

SWer: "Fire, is that what you said?"

Fire: "Yes."

4) SWer: "Fire, how do you think Ice feels when s/he is called a _____ in front of others?" (If Fire says, "I don't know?" SWer asks, "Do you want to ask Ice?")

Fire: "How does it feel when I call you a _____?"

Ice: (Ice responds, may show emotions in acknowledgement.)

SWer: “Fire, what did you hear Ice say how he feels when you say that to him?” (Fire repeats what he heard.)
“Is that how you want he/her them to feel?” (Response) “How do you want them to feel?”

(Repeat the above process for the other person, Ice)

5) SWer: “Fire, what are you willing to do to help Ice not feel _____ (or help Ice out)?” Fire states it while looking at the SWer.)

SWer: “Can you tell him/her that?”

SWer: “Ice, what are you willing to do to help Fire not feel _____ (or help out Fire)?”

SWer: “If you both accept what the other is willing to do, please feel free to show this agreement by giving one another a high five or handshake.”

6) SWer: “Okay, Let’s check back together in two weeks (____ date) on how this agreement is working out. If you need to come by before that date, please check in.”

Resolved:

Unresolved:

Actions needed: