

# APPENDICES



# **APPENDIX 1**



## **CONFLICT MANAGER PROGRAM NEEDS ASSESSMENT**

- 1) How much class time do you spend on discipline?
  - Less than 20%
  - 20%-40%
  - 40%-60%
  - 60%-80%
  - More than 80%
  
- 2) Where do most conflicts at this school occur?
  - In the yard
  - In the lunchroom
  - In the classroom
  - In the hall
  
- 3) When do most conflicts occur?
  - Before school
  - During lunch
  - After school
  - During passing periods
  
- 4) What are most conflict between students about?
  - A.
  - B.
  - C.
  
- 5) How do you usually deal with conflicts between students?
  - Refer to counselor, dean, principal
  - Give detention
  - Let students work it out themselves
  - Act as mediator between students
  - Other (specify)\_\_\_\_\_

(continued)

Please check whether you agree or disagree with these statements.

- 1) The Conflict Manager program sounds like a good idea.  
 Agree    Disagree    Don't know
- 2) The Conflict Manager program could work at this school.  
 Agree    Disagree    Don't know
- 3) Students and staff would benefit from a Conflict Manager program.  
 Agree    Disagree    Don't know
- 4) I would be willing to release students from my class for Conflict Manager training (they would make up any work missed).  
 Agree    Disagree    Don't know
- 5) I would be willing to attend a training session to learn conflict management skills.  
 Yes    No    Undecided
- 6) I would be interested in becoming a trainer for the Conflict Manager program.  
 Yes    No    Undecided

If you answered yes to either 5 or 6, please give us your name:

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- 7) What problems do you foresee implementing the Conflict Manager program at your school?
  
  
  
  
  
  
  
  
  
  
- 8) If you have had previous experience with peer mediation programs, please describe below.

## **SAMPLE OUTLINE - PROGRAM AND RECRUITMENT ASSEMBLY**

### **INTRODUCTION [10 MIN]**

#### **A. Describe the program**

#### **B. Describe training**

#### **C. Discuss benefits to participating students:**

1. Learn new skills that can be used with friends and family as well as classmates
2. Help make school more peaceful
3. Be trained, have a graduation ceremony, and receive a certificate
4. Help other students resolve conflict constructively

### **ROLE PLAY [10-15 MIN]**

#### **A. Create these skits that illustrate typical school conflicts**

#### **B. Skit # 1** will show two students beginning a conflict. With no solution one student will walk away from the situation (AVOIDANCE). Discuss with audience:

1. What has happened and why?
2. How will this conflict end?
3. What could each student have done to make the situation end differently?

#### **C. Skit # 2** will show two students in the same conflict that, with no intervention, escalates (AGGRESSION).. Discuss with the audience:

1. What has happened and why?
2. How will this conflict end?
3. What could each student have done to make the situation end differently?

#### **D. Skit # 3** will show the same dispute, but this time, a pair of Conflict Managers will help the people resolve their problem (PROBLEM SOLVING). After the skits, discuss with the audience:

1. What has happened and why?
2. How did this conflict end?
3. How did the Conflict Managers help the disputants work out their problem?

### **WHAT IS A CONFLICT MANAGER? [5 MIN]**

#### **A. Who would be good Conflict Manager?**

1. Someone who likes to try new things
2. Someone interested in helping other students
3. Someone who will stay in the Program all year
4. Someone who would like to make school more peaceful
5. Someone you can trust
6. Someone who is a good listener

#### **B. What a Conflict Manager must do**

1. Take a special training program
2. Be on duty when scheduled
3. Attend Conflict Manager meetings
4. Make up class work missed while on duty or at meetings
5. Stay in the Program all year

MIDDLE SCHOOL NOMINATION FORMS

NOMINATION FORM FOR CONFLICT MANAGERS

HOMEROOM: \_\_\_\_\_

I nominate the following students to serve as Conflict Managers from my homeroom:

1)

\_\_\_\_\_

2)

\_\_\_\_\_

3)

\_\_\_\_\_

NOMINATION FORM FOR CONFLICT MANAGERS

HOMEROOM: \_\_\_\_\_

I nominate the following students to serve as Conflict Managers from my homeroom:

1)

\_\_\_\_\_

2)

\_\_\_\_\_

3)

\_\_\_\_\_



## PERMISSION LETTER - ENGLISH

Dear Parents:

We are pleased to offer your son/daughter the opportunity to participate in the Conflict Manager Program at \_\_\_\_\_ School.

The Program is designed to allow specially chosen students and trained as Conflict Managers, peer mediators, who will help other students find positive ways to solve disagreements.

Your son/daughter was recognized by his/her classmates and teacher as a leader in school and was chosen to participate.

I hope you will give your son/daughter permission to participate in the Conflict Manager training and program. Please sign the form below and ask your child to return it to his/her teacher by \_\_\_\_\_.

Sincerely,

Principal



### PERMISSION FORM

\_\_\_\_\_ has my permission to participate in the Conflict Managers Program.

\_\_\_\_\_  
Parent or Guardian Signature

\_\_\_\_\_  
Date

**PERMISSION LETTER SPANISH  
CARTO DE PERMISO**

Estimados Padres,

Tenemos el gusto de ofrecerle a su hijo o hija la oportunidad del participar en el programa de Mediadores Estudiantiles. Los mediadores ayudan a sus compañeros de escuela a buscar maneras positivas de resolver sus desacuerdos.

Su hijo o hija \_\_\_\_\_ fue uno de los alumnos nombrados por sus pares de clase y maestros como líder en al escuela.

Si usted le otorga permiso para participar en el programa y la session de capacitación, por favor firme este formulario y pídale a su hijo a hija devolver esta varta a su maestro mañana.

Atentamente,

Principal de la Escuela

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**FORMULARIO DE PERMISO**

\_\_\_\_\_ tiene mi permiso de participar en el Programa de Gerentes de Conflicto.

\_\_\_\_\_  
(Firma de uno de los padres **or** guardianes)

\_\_\_\_\_  
(fecha)

**PERMISSION LETTER - CHINESE**

各位家長

我們很高興為你 貴子女 \_\_\_\_\_ 安排參與 \_\_\_\_\_

學校的解決糾紛課程 (Conflict Managers Program)

這課程是為一群特別挑選的學生而設，學生們會受特別訓練，然後會與其他學生找出有建設性的方法去解決糾紛。

貴子女是由同學或老師推薦出來代表學校的，他/她是 \_\_\_\_\_ 位學生中之一。

若你准許 貴子女參與這個課程，請填寫下列回條，交由貴子女于明天交回學校老師。

校長啓

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回條

我准許 \_\_\_\_\_ 參與解決糾紛課程 (Conflict Managers Program)

\_\_\_\_\_  
家長簽名

\_\_\_\_\_  
日期

## SAMPLE PARENT INFORMATION LETTER

Dear Parents,

We are pleased to announce that our school is initiating a student Conflict Manager Program. A cross section of students will be selected and trained to help peers resolve certain non-physical disputes. If your child is chosen to be trained as a Conflict Manager, you will receive a permission slip to be signed and returned before your child can participate.

In training and while serving as Conflict Managers, students learn leadership skills and communication skills such as clearly expressing feelings and needs, and how to listen well without taking sides. They assume more responsibility for their actions, and learn problem solving skills and other ways to help improve the school environment. Potential benefits to students involved in the program include increased self-confidence and improved grades. The school benefits because the level of student conflict decreases thus allowing students more time for learning and teachers more time for teaching.

As a staff we are excited about the potential this program holds for the entire school community. If you would like more information, or are interested in knowing how you might participate in the program, please feel free to contact us at the school.

Sincerely,

Principal

Program Coordinators

## **SAMPLE PARENT INFORMATION LETTER CARTA DE INFORMACION PARA LOS PADRES**

Estimados Padres,

Tenemos el gusto de anunciar que la escuela está iniciando un programa de mediadores estudiantiles. Algunos alumnos serán seleccionados y capacitados para que puedan ayudar a sus compañeros de escuela a manejar sus conflictos mejor. Si eligen a su hijo a hija, Ud. tendrá que firmar una carta de permiso para que él o ella pueda participar.

Por medio de este programa, su hijo o hija aprenderá habilidades de la buena comunicación tanta como estrategias para resolver desacuerdos sin recurrir a la violencia. Además los meidadores, por medio de la ayuda que brindan a sus pares, contribuyen a la paz y seguridad del ambiente escolar.

Las ventajas para los mediadores mismos son: el autoestima crece; las calificaciones mejoran; son percibidos como líderes; y, aprenden destrezas sociales que les servirán para toda la vida.

Los maestros de la escuela están entusiasmados por el potencial de este programa para beneficiar a la escuela entera. Si desea mayor información, o si tiene interés en participar en este programa, les invitamos a ponerse en contacto con nosotros.

Atentamente

Director o Directora de las Escuela

**SAMPLE PARENT INFORMATION LETTER - CHINESE**

給家長們的通知信 (樣本)

各位家長：

我們很高興宣佈本校欲首次舉辦學生協調大使計劃。全校各班學生都會被考慮挑選接受訓練，去幫助各同學解決一些非暴力糾紛。如您的子弟被選出接受訓練為協調大使，閣下會收到通知，並請簽妥同意回條以便貴子弟能接受訓練。

參加計劃的學生會學到領導及溝通的技能，如清楚表達人們的感受，需要及怎樣能中立地聽取他人的說話，對他們的行為負責及學到解決困難的能力和怎樣去幫助改進學校環境。

參加計劃的學生會對他們的自信心加強及得到較高的學分，同時校方亦因同學們之間的磨擦減少而令教師們多用心去教導同學，因而互相得益。

校方教職員對這計劃給整個學區的貢獻感到鼓舞。如閣下欲知詳情或有興趣參加這計劃，請與校方聯絡。

校長啓

計劃協調員

## **SAMPLE INTERVIEW QUESTIONS FOR CONFLICT MANAGERS**

- 1) Would you like to be a Conflict Manager? Explain why.
- 2) Are there any groups of students that you feel you could not work with?
- 3) Do other people come to you with their problems? If so, how do you feel about this? What do you do to help them?
- 4) Keeping what happens in conflict management a secret is very important. Why do you think this is important?
- 5) You might find yourself under a lot of pressure from other students to tell them what happened during a Conflict Manager session. How would you handle this?
- 6) Do you know many students at school? What activities are you involved in at this time?
- 7) You must make up any class work you may miss when you are a Conflict Manager. Are you willing to do this? How are you doing in your classes right now?
- 8) You will be seen as a role model for other students. What does being a “role model” mean to you?
- 9) How do you think your family would feel about your working as a Conflict Manager?

# REQUEST FOR CONFLICT MANAGER MEETING

DATE: \_\_\_\_\_

YOUR NAME: \_\_\_\_\_ GRADE 6 7 8

NAME OF OTHER PERSON: \_\_\_\_\_ GRADE 6 7 8

	YOUR SCHEDULE	OTHER PERSON'S SCHEDULE
PERIOD #1		
PERIOD #2		
PERIOD #3		
PERIOD #4		
PERIOD #5		
PERIOD #6		

THIS CONFLICT IS ABOUT:

- GOSSIP / RUMOR
- HARASSMENT
- ARGUMENTS
- PUT DOWNS
- PERSONAL PROPERTY
- FIGHT



**TRAINING OF TRAINERS EVALUATION**

- 1) The training moved at a good pace.

Disagree  1  2  3  4  5 Agree

- 2) The day's agenda was well organized.

Disagree  1  2  3  4  5 Agree

- 3) The information was presented in a clear, understandable way.

Disagree  1  2  3  4  5 Agree

- 4) For you, what was the MOST valuable section of the training? Briefly explain.

- 5) For you, what was the LEAST valuable section of the training? Briefly explain.

- 6) What one personal or professional goal was fulfilled by this training?

- 7) What could you or the training facilitators have done to assist you in getting more out of the training? We always appreciate direct recommendations, if you have any.

If you have anything additional to share, please use the reverse side of this page. Thank you.