



PSYCHOLOGICAL AND PEDAGOGICAL SUPPORT OF PREPARATION OF SCHOOL MEDIATORS

School mediation service

- ▶ **School mediation** - procedure for the settlement of a dispute (conflict) between participants in the educational process with the participation of a mediator - a neutral mediator, interested only in the parties resolving the conflict to the maximum advantage for both parties.

mediation helps resolve disputes
(conflicts) between:

- students;
- educators;
- students and parents;
- students and educators;
- parents and educators

Principles of mediation:

- voluntariness
- mediator neutrality
- equality of sides
- confidentiality



Objective: to identify and justify the psychological conditions for increasing the effectiveness of school mediation in resolving disputes between conflicting parties

Research hypothesis: the effectiveness of training professional mediators increases if the following conditions are met:

the formation of students' stable ideas about the professional activity of the mediator, proceeding in interaction with the parties to the conflict;

Mastering by students in the course of training the experience of professional activity and its individual elements;

systematic provision of students with detailed feedback on the progress and results of their interaction in educational and professional ones.



at the international
conference of the
National Academy of
Education. S. Altynsarin,
Republic of Kazakhstan
(2019)



at the meetings of the
department of science
and innovation of the
Institute for the
Development of Education
of the Academy of
Education of Tajikistan
(2018-2019)



Six works were published
on the topic, among
which 3 articles in the
collections of the Higher
Attestation Commission
under the President of the
Republic of Tajikistan.

Approbation of the work has been done:

Psychological characteristics of training programs for professional mediators and evaluating its effectiveness

Training of mediators in accordance with the tradition established abroad is carried out in a combination of lecture-seminar and training forms. In the Republic of Kazakhstan, currently, in order to implement paragraph 4 of Article 9 of the Law of the Republic of Kazakhstan dated January 28, 2011 “About Mediation”, special rules have been developed special rules for training under the mediator training program. In this regard, work with mediators provide the necessary minimum of knowledge to obtain the status of a professional mediator, advanced training of a mediator and teaching mediation. The programs of training courses for professional mediators are divided into general and specialized, each of them differs in the content of the material and the curriculum

The content of the training of professional mediators is determined by an approximate curriculum approved by order of the Ministry of Education and Science of the Republic of Kazakhstan, however, until now there is no single educational standard for the profession of mediator, the question of competences of the mediator, criteria for certification and evaluation of already trained students and practicing mediators remains open. When planning the content and form of training, many centers are guided by the experience gained in Europe, America, Australia and other countries

Global tendencies in school mediation

- Adults conduct mediation and other programs, focusing on the formation of communication skills, tolerant behavior (Norway, Ireland)
- Peer Mediation, **Self-Government** Development (UK)
- School system changes (USA, Australia)

School practice mediation

The current socio-economic stage of development of modern society is characterized by exacerbation

economical

Socio-political

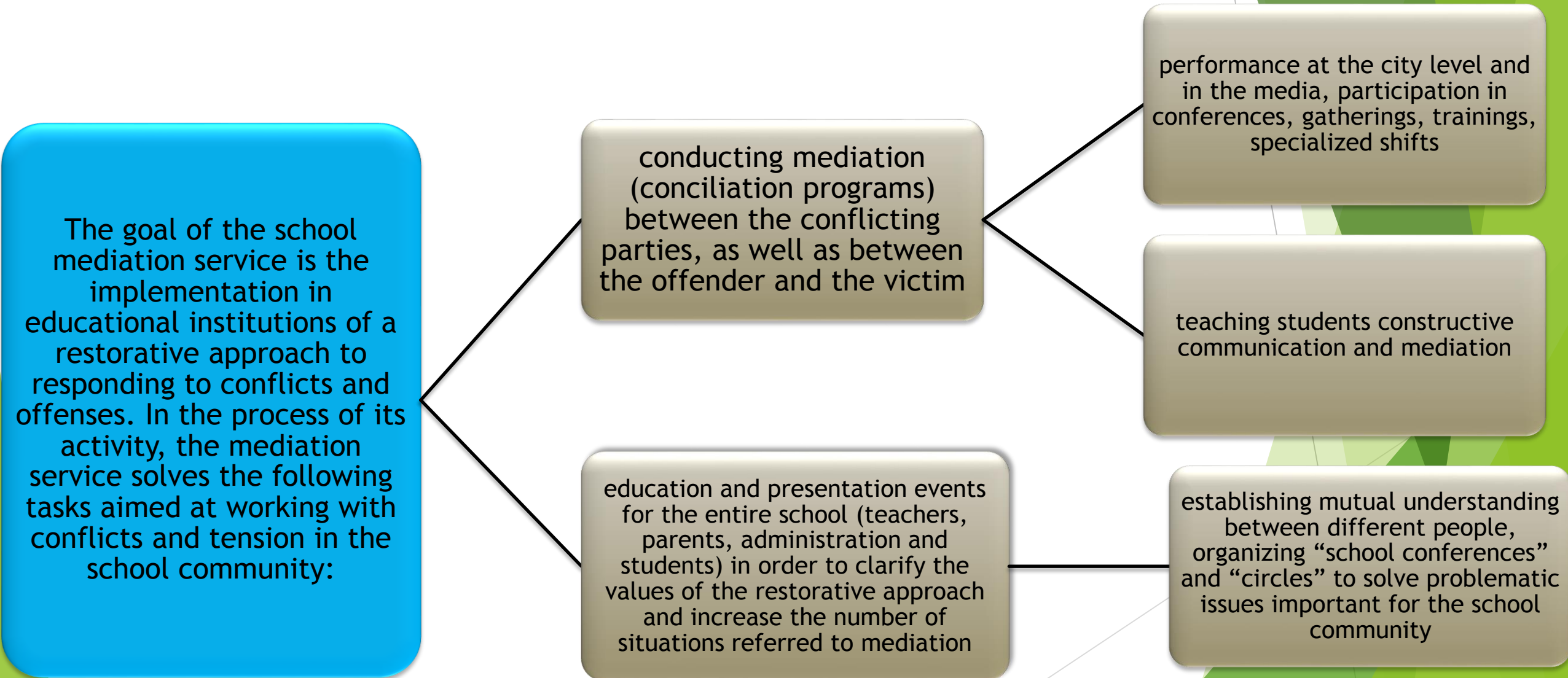


transnational

increasing levels of social tension

In this regard, new types of social activity arise, aimed at harmonizing the interaction of individuals, groups, organizations, finding ways and means of effective conflict-free resolution of existing contradictions. One of the specialties that meet this social request is the specialty of a mediator

Organization of the activities of the school mediation service



In school services, mediators (subject to training for restorative mediation) can be:



parents, employees of a public or state organization, or another adult in agreement with the administration of an educational institution

students

teaching staff of the educational institution
"Curators"

Directions of work of curators of the school

Implementation of restorative practices in the educational institution and the formation of restorative culture:

creation of a support group for the school mediation service from teachers and students

analyse of the dominant ways of responding to conflicts in an educational institution

informing the school community about the results of the mediation service (taking into account the confidentiality of what is happening at the meeting)

work with the teaching staff of an educational institution aimed at adopting a restorative approach to resolving conflicts, criminal situations and tense relationships

Organization of the work of the school mediation service in specific situations:

registration of applications received by the service

for each case: deciding whether to take the case to work, which program to conduct (mediation, “community circle” or “family conference”), the choice of mediators

work with the student’s social environment and parents

supporting mediation and “community circles” by student mediators

conducting recovery programs for complex cases (criminal situations, conflicts involving teachers and parents)

description of work with cases

supervision of mediators-students (analysis of the work of mediators for compliance with restorative mediation standards)

holding an analytical meeting with parties to the conflict (2-4 weeks after mediation)

School mediation: student mediator training program

- ▶ Nowadays, psychological and pedagogical practice does not have universally recognized, widely tested and proven to be undoubtedly effective technologies for preparing school mediators from among students.
- ▶ The first step towards its solution can be the answer to four key questions related to the training programs for mediators of the school mediation service from among children: “what to teach?”, “How to teach?”, and “whom to teach?”.

«What to teach?»

- elementary knowledge from the field of psychology of communication, developmental psychology, psychology of conflict;
- mastering the technology of the mediation process in the conflict;
- self-presentation;
- active listening;
- analysis and forecast of the development of the communicative situation;
- the formation of constructive motivation for mediation;
- to get ready to put into practice its basic principles: impartiality, confidentiality, voluntariness.

«How to teach?»

- The program relies on active learning methods (game design, role-playing, discussions and others) within the framework of the training format for organizing educational activities

«Whom to teach?»

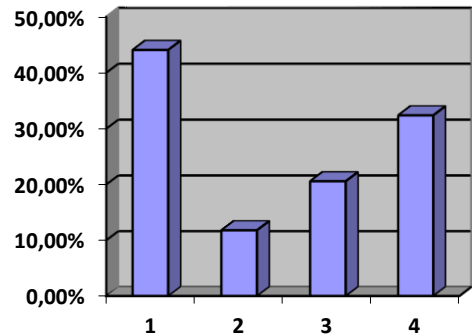
- It is optimal to involve teenagers who have reached a certain level of psychological maturity and have a certain amount of life experience in the mediation service, which are a necessary condition for understanding the essence of mediation and mastering its technological aspects

«Whom to teach?»

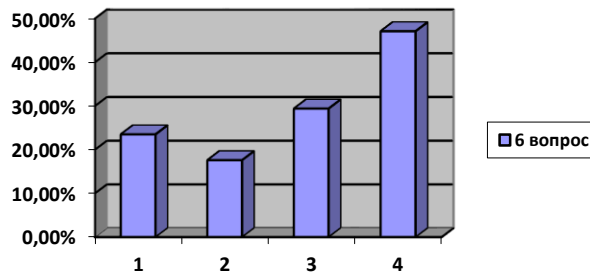
- Curator of the school mediation service, that is, a psychologist or teacher familiar with the principles of mediation and sharing them, having experience in implementing conflict mediation technology

Questioning Awareness of educational institutions of Shchuchinsk about the mediation procedure, the conditions for its implementation "

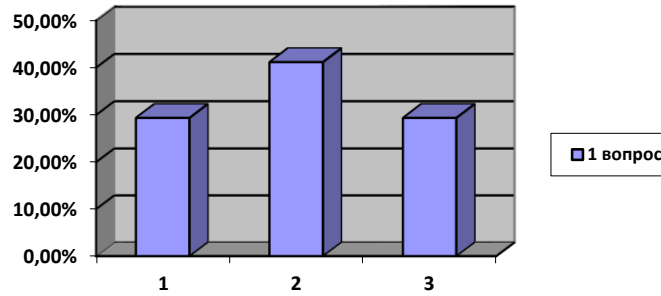
The purpose of the questionnaire was to clarify the awareness of the mediation procedure, the conditions for its conduct and the willingness of participants in the conflict process to resort to this procedure if necessary.



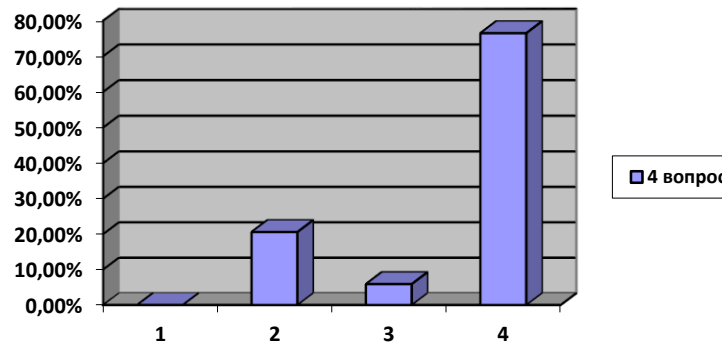
In your opinion what are the main problems during negotiations?



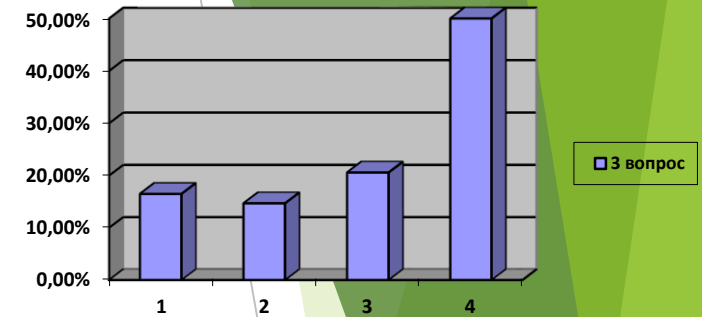
What qualities of mediation are most important for you?



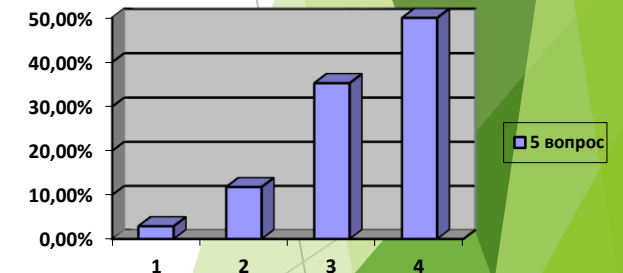
Have you made any attempts in your practice to resolve the dispute among the teachers and parents without contacting other authorities (education department, akimat, court).



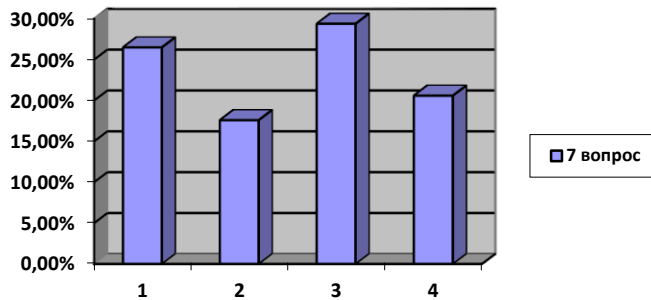
In accordance with the law, mediation is negotiations with the participation of an independent impartial mediator (mediator). what do you think is his role?



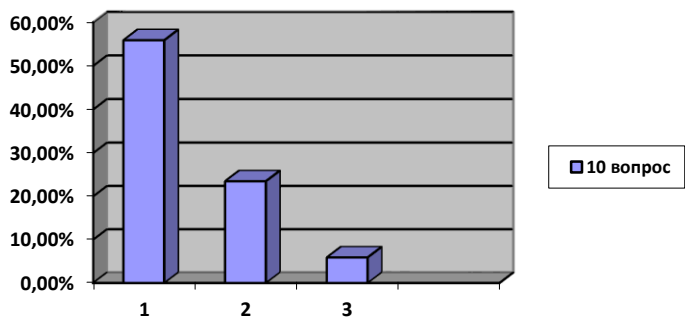
If you enter into negotiations, to whom are you ready to turn to apply in their implementation?



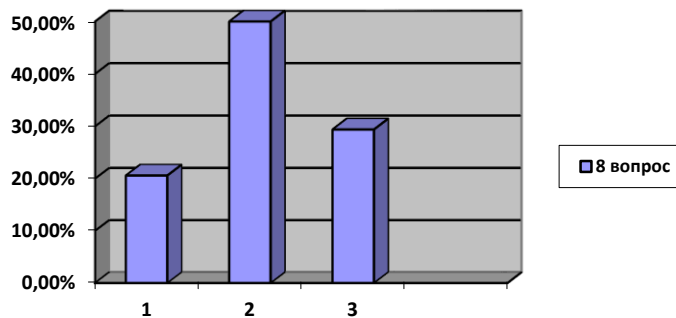
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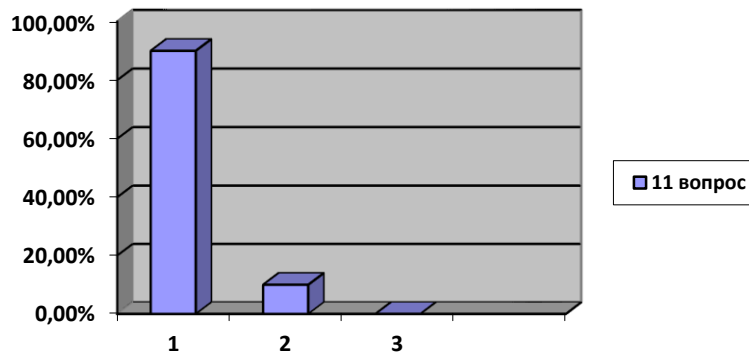
In what conditions are you ready to apply to the services of a mediator?



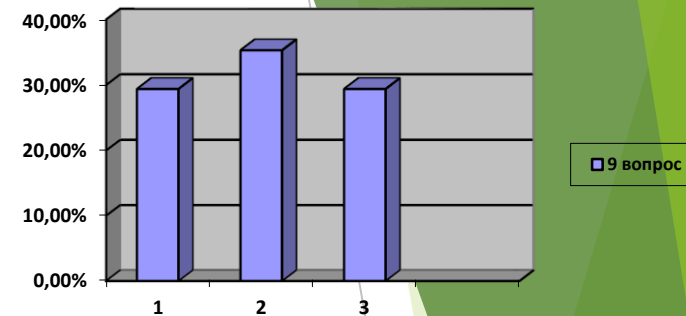
What expressions, in your opinion, most accurately characterize negotiations?



If you decide to participate in the mediation process, which conditions are most important to you?



How do you think is school mediation is needed at school?



In what time are you ready to negotiate in order to resolve the conflict, the dispute, if they, in your opinion, are promising.

The program of the course "Mediation" Training course for trainers-mediators

- ▶ This curriculum has a high degree of pedagogical expediency. The program "Mediation". The direction of training trainers-mediators "was drawn up and is being implemented within the framework of the adopted law“ About Mediation ”of the Republic of Kazakhstan.
- ▶ In the process of mastering the program, students will gain knowledge about the methodological foundations and principles of teaching a restorative approach, the mediative approach and the mediation procedure and the school mediation method, as well as about the features of the methods and methods of working with the group, the specifics of the work of the school mediation trainer





Creating a school reconciliation service is a civilized way to resolve conflicts in the school environment. The training lesson assumes familiarity with the basics of conflict management, with an analysis of the impact on the development of events of emotional states, with the laws of negotiations in an accessible form for students.

20 trainings



The program ends with a final certification and the issuance of a document on advanced training. The result of training under the Program is to provide students with knowledge, skills, and the acquisition of skills necessary to conduct activities as a trainer-mediator on a professional basis

Training lessons for training school mediators

Thank you for your attention!

