QUICK GUIDE FOR PEER-TO-PEER

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1. Introduction

This guide is an annexe to the **"PEDAGOGICAL MEDIATION 4ALL- INSTRUCTIONS FOR USE" handbook**. Here's a quick guide on **peer-to-peer mediation** tailored for self-advocates and pupils in VET (Vocational Education and Training) programs, including goals, aims, advice, a tool, a summary of the target group, and guidelines.

What is it about **Peer-to-Peer Mediation Quick Guide**? Peer-to-peer mediation is a process where individuals within a group work together to resolve conflicts and disputes. In this guide, we'll focus on empowering self-advocates and pupils in VET programs to engage in effective mediation, promoting understanding, collaboration, and a positive learning environment.

1.1   Target-group

The target group of the guide are **self-advocates and pupils in VET programs**.
Self-advocates are individuals who advocate for themselves and others with similar needs, often from diverse backgrounds, with a shared goal of self-improvement and advocacy for a better quality of life.
Pupils in VET programs are students engaged in vocational education and training programs, aiming to develop practical skills and knowledge in a specific industry, often transitioning into the workforce.

1.2   Goal

This guide is intended to enable self-advocates and pupils in VET programmes.
The aims and goals of the guide describe the educational objectives, the pedagogical goals to be achieved and provide a summary of information on the content. Self-advocates and pubils form VET programme will be able to pursue educational goals. They will find support in the development of conflict resolution skills.

1.

✔ **Building conflict resolution skills: The aim is to improve the participants' ability to resolve conflicts constructively and find solutions that are acceptable to both parties.**

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✔ **Fostering communication: The aim is to improve communication skills and encourage open dialogue between peers, which helps to resolve and prevent conflicts.**

✔ **Empowerment and self-confidence building: The aim is to build self-confidence and empower individuals to actively participate in conflict resolution processes.**

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2. Methods, tips, recommendations

The point methods, tips, recommendations reflects the collected results of the focus group discussion. Here are some useful and tangible instructions, what is necessary for effective peer-to-peer mediation.

Recommendations for peers (step-by-step …) …
  ✔ Advice for **effective peer-to-peer mediation**
  ✔ Have you ever asked yourself how peer-to-peer mediation works? The following describes it.

Step 1:

Active listening: Encourage participants to listen attentively and empathetically to each other to truly understand perspectives and concerns.

Step 2:

Stay neutral and unbiased: Emphasize the importance of impartiality and fairness in the mediation process, allowing both parties to feel heard and respected.

Step 3:

Focus on solutions: Guide participants to brainstorm and collaboratively identify potential solutions that meet the needs of all involved parties.

Step 4:

Respect and empathy: Promote a respectful and understanding environment, where participants acknowledge each other's feelings and viewpoints without judgment.

Practical Tips

- Promote the activity or the workshops or training sessions for peer-to-peer communication with the participants.

- Create a resource or materials tailored to different learning needs and styles. It is also possible to provide resources or tools for communication.

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Methods of and practical tips for mediation support
✔ Conflict resolution wheel:
The steps of the conflict resolution wheel are described below.
If you proceed in this way, the wheel will be successful.

Step 1:
Understand the conflict
- Identify the issue, emotions, and parties involved.

Step 2:
Communicate effectively:
- Encourage open communication and active listening.

Step 3:
Brainstorm solutions:
- Generate multiple possible solutions to the conflict.

Step 4:
Evaluate solutions:
- Assess the pros and cons of each solution.

Step 5:
Choose the best solution:
- Select the solution that best addresses the conflict and is agreeable to all parties involved.

Practical tips
- Promote workshops or training sessions for participants to develop skills necessary for effective conflict solution.
- Provide resources and materials to support the different needs of participants.

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Guidelines for effective peer-to-peer mediation
In summary, the following steps are effective for peer-to-peer mediation.

Step 1: Initiate the process:
- Encourage individuals to step forward and request mediation when conflicts arise.

Step 2: Ensure voluntary participation:
- Mediation should be a voluntary and mutually agreed-upon process.

Step 3: Confidentiality:
- Stress the importance of keeping all mediation discussions confidential to create a safe environment for sharing.

Step 4: Establish ground rules:
- Set clear guidelines for respectful communication and behaviour during mediation sessions.

Sept 5: Follow-up:
- Encourage a follow-up after mediation to ensure the agreed-upon solutions are working and address any emerging concerns.
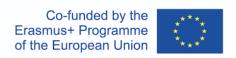
3. Summary

This guide on peer-to-peer mediation targets self-advocates and pupils in vocational education and training (VET) programs. It aims to develop conflict resolution skills, improve communication, and build empowerment and self-confidence, focusing on structured dialogue for mutual understanding. This innovative approach enhances social integration in VET programs and self-advocacy groups by fostering community and trust. Self-advocacy, particularly for persons with intellectual disabilities, involves expressing needs and rights. Additionally, the guide incorporates on the person-centred plan, easy-to-read and easy language, facilitating comprehension for a wide audience. This approach ensures inclusivity and participation in societal activities.

This concise guide provides an overview of peer-to-peer mediation, its goals, target audience, advice, a mediation tool, and guidelines. It's designed to empower self-advocates and pupils in VET programs to effectively manage conflicts and foster a positive and collaborative learning environment.

In summary, the report outlines challenges and insights from self-advocacy groups, emphasizing the importance of on the person-centred plan, supportive learning environments, teacher-student relationships, and peer collaboration in vocational education.

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4. Glossary and Definition of terms

Inclusion is the equal participation of all people in society.
Social life also includes attending school together.
- **Example**: A school that adapts its curriculum and environment to accommodate students with different learning needs, such as providing wheelchair ramps and offering learning materials in braille or simplified language.

Inclusive education includes everyone (all learners/students), regardless of their (dis)abilities and special qualities.
- **Example:** A classroom where students with and without disabilities learn alongside their peers, with teachers using teaching methods that work for all learners.

Peer-To-Peer mediation
Peer mediation is a process of conflict resolution or finding workable solutions in which individuals from the same group help their peers in a structured dialogue to reach a mutually acceptable solution or to share information relevant to people's daily lives, such as information about rights and how to make them effective, information about obligations and how to carry them out, and so on.
The process promotes communication, empathy and problem-solving skills, while fostering a sense of community and trust between peers.
- **Example:** In a vocational training program or in a self-advocacy group, students or self-advocates facing a disagreement over decisions or equipment engage use in a peer-to-peer mediation. Through structured dialogue, they share perspectives, understand each other's concerns, and collaboratively devise a solution. This process enhances mutual understanding, communication skills, and fosters a sense of community among peers.

Self-Advocation
Self-advocacy, especially for persons with intellectual disabilities, means them speaking up for themselves, expressing their needs, and standing for their rights. It's about empowering individuals to voice their thoughts and preferences, ensuring their unique needs are understood and respected.
- **Example:** In a program for individuals with intellectual disabilities, a participant, who has difficulty with verbal expression, uses a communication board to convey his preference for a quiet workspace. His self-advocacy leads to the creation of a designated quiet area, ensuring his needs are met and promoting an inclusive environment.

Easy-to-read and **easy language** (text and verbal)
Information presented in a simple and clear manner, using simple language and uncomplicated formatting to enhance understanding for a wide audience.
Using straightforward words, short sentences, and clear expressions to communicate information in a way that is easily comprehensible, particularly for individuals with various literacy levels or cognitive challenges.

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- **Example:** At a community centre, information about voting is presented in easy-to-read format. The guide uses easy language, simple words, short sentences, and clear visuals. It explains how to register, where to vote, and what to expect on voting day, ensuring everyone, regardless of their literacy level, can understand and participate in voting.

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