

# Professional Practice Support

## MEDIATION WITH CLASSES

Often in school issues arise between classes and teachers.

- these conflicts must be resolved quickly and effectively to reduce any impact to quality learning and teaching.

Following is a process for sorting through issues with a class.

- or for our own reflective practice.

Sometimes, having the year level co-ordinator/advisor run the process is less threatening for staff.

Step	What to Say and Do	Student Responses/Brainstorming
1	Set the ground rules <ul style="list-style-type: none"> <li>• hands up if you wish to speak</li> <li>• one person to speak at a time</li> <li>• value everyone's input</li> <li>• no put downs</li> <li>• mutual respect</li> </ul>	Because this is a conflict situation, negotiation in setting the ground rules should be minimised
2	Ask students what they see as the main issues/problems. <ul style="list-style-type: none"> <li>• strive to frame them so that they are not total 'door slammers' with no way out</li> <li>• use a whiteboard to record them</li> </ul>	
3	Ask students what <b>they</b> as a group or individually have done or could do to fix the problem	
4	Brainstorm with the class how well each of the things they could or have done solved the problems/issues	
5	Ask the students then what else could happen to address the issues <ul style="list-style-type: none"> <li>• this is stage when the teacher having conflict is faced with what <b>he/she</b> can do</li> </ul>	
6	Negotiate with the class to reach agreement on what they will commit to trying to address the issues/problems	
7	Discuss with teacher having conflict what the class has agreed to do AND what he/she will do to address the issue/problem	The teacher experiencing conflict has been fully supported and should play his/her part in providing workable strategies on what he/she will do.
8	Follow up in a week, then 3 weeks, on how the plan has gone to addressing the issues/problems with both the class and teacher	