

Mediation role-play

Mediator script

A 'mediator' tries to help people in conflict find a solution that works for everyone. They don't come up with the solution, but let people find it. You need to be a great listener! You can use one or two mediators.



Introduce yourself and ask the parties to the conflict to introduce themselves

Establish ground rules:

I promise I won't take sides, and I won't tell you what to do.

I would like you to promise to listen calmly, be respectful and don't interrupt. Do you agree?

To the first party:

Tell me what happened.

Listen to the story. Repeat back what you hear, but try to take out the blame.

To the second party:

Tell me what happened.

Again, repeat back what you hear, but try to take out the blame.

To the first party:

How do you feel about this?

Repeat back the feelings.

To the second party:

How do you feel about this?

Again, repeat back what you hear.

Sum up the issues in the conflict:

"It sounds like the problem is..."

To the first party:

What ideas can you think of that could solve this problem?

Listen to the ideas and repeat them back without comment. Note them down if you like.

To the second party:

What ideas can you think of that could solve this problem?

Listen to the ideas and repeat them back without comment. Note them down if you like.

To both parties:

What ideas can you both agree to now.

Remind parties of some of their ideas, and encourage them to think about both what they need and what they offer by asking open questions.

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Party A and Party B

Prepare a conflict role-play to share in mediation on one of these topics from *Razor Wire & Olive Branches*. Here are some suggestions.



Huwaida and Bassam (when he was aged 17) – should Palestinians use violence to end the occupation?

- Party A read Huwaida's case study.
- Party B read the first part of Bassam's case study up to the point he is imprisoned.
- Reflect on the First Intifada resource.

Ibrahim, the headteacher from Burin School, and the soldiers who say they provide security with a tower

- Party A – Read case study 21.
- Party B – Read Yanina and Dvir's case study (7) to get a soldier's perspective on why you want to keep order.

Yanina and Sahar – should Israelis serve in the army?

- Party A, read Sahar's case study to find out about conscientious objection.
- Party B, read the first half of the Sisters in Arms case study to get a sense of a soldier's point of view.

An Israeli who wants the barrier around the West Bank to feel safe, and a Palestinian who wants it taken down because it restricts her freedom

Abu Sakr and an Israeli settler from Roi, asking the settlers to stop putting sewage onto al-Hadidiya's village land

Palestinian and Jewish leader in 1947, at the time of partition

- Both parties, think about the history before 1947 using the timeline and look back at the map from *Borders*: drawing the line.



Prepare some notes for your role-play. You can't know everything the real people would think, feel and say, so you will need to use your imagination.

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Example preparation notes

Based on the case study	
Party A	Asem's mother
Your position	I want the soldiers to leave my house and not come back.
How you really think and feel	I'm so afraid. I think the soldiers are out to get us. They could lock Asem up for years.
What you really need	I need to be listened to. I need to feel my family is safe.
Party B	Soldier looking for stone-thrower
Your position	I need to arrest this boy. He's been throwing stones at cars. He's a terrorist.
How you really think and feel	I don't want to get into trouble with my commander. I'm angry that I'm here. I feel embarrassed that Asem is so young, but I think it's wrong to throw stones.
What you really need	I need to show I can do my job. I need to feel like I'm doing the right thing.

Mediation role-play preparation

Work with your partner to prepare notes for your role-play, filling them in here.



Party A		Party B	
Your position		Your position	
How you really think and feel		How you really think and feel	
What you really need		What you really need	

Why not try again, swapping roles.
See if you can find a different outcome?