

## Mediation in the School Environment (December 2, 2015):

The Salim El Hoss Bioethics and Professionalism Program at the American University of Beirut Medical Center collaborated with the International College (IC) Ras Beirut to hold a workshop entitled "Mediation in the School Environment" hosted by guest speaker Dr. Haavi Morreim on Wednesday, December 2, 2015

On December 2, 2015, Dr. Haavi Morreim again visited IC and presented a workshop on mediation for conflict resolution. The ERC hosted the two separate sessions presented by Dr. Morreim. The informative sessions were attended by 30 administrators, faculty, staff and counselors from across the school. Dr. Morreim and the participants looked at conflicts that can occur between various groups within the school and ways conflicts can be solved. She presented several techniques for conflict resolution and for building trust.

Skills introduced included probing for information to discover how to solve the problem rather than why the problem arose. Other important skills included listening carefully to summarize or restate someone's words, and staying calm and not reacting spontaneously to the problem. Strategies for mediating included start slow and take time before reacting; giving others the benefit of the doubt; distinguishing positions from interests; and



observing and reading non-verbal communications. Most important of all, the mediator should focus on the problem, not the people involved in the conflict. Participants appreciated exploring the variety of skills and strategies through various scenarios and discussions. They looked for ways to apply them to problems such as bullying, fights and arguments between students and other situations. ■