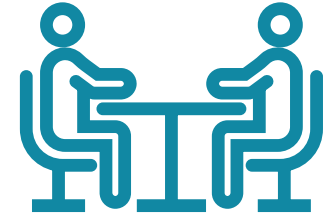


EXERCISE



How to start with peer-to-peer mediation

Given this dispute between your neighbours, how would you assist them to resolve their conflict? (Read the case in the previous slide)

1. Introduce yourself and your role as a mediator,
2. explain the mediation process and briefly talk about the case,
3. assist them to find a common ground and have an agreement.

Please write down how you would introduce yourself and your role as a mediator, how you would explain the mediation process and talk about the case, and how you would assist them to find a common ground and have an agreement:
