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**THE CONFLICT MANAGER PROGRAM**  
**PEER MEDIATION FOR HIGH SCHOOLS**  
An Implementation and Training Guide

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Copyright and Reproduction Guidelines and Additional Resource Materials

## day 1

- Welcome and Overview ..... 25 minutes
- People Hunt ..... 15 minutes
- Conflict Brainstorm..... 10 minutes
- The Conflict Cycle ..... 45 minutes

### Break

- Factors That Influence Effective Communication ..... 30 minutes
- Good and Poor Listening ..... 20 minutes
- Active Listening Guidelines ..... 45 minutes

### Lunch

- Active Listening: Restating and Reflecting ..... 25 minutes
- Overview of the Conflict Management Process ..... 20-30 minutes
- Demonstration and Practice, Parts 1 and 2..... 60 minutes
- Wrap-up ..... 10 minutes

## day 2

- Welcome: Quick Review and Preview..... 15 minutes
- Culture and Conflict Discussion ..... 30-40 minutes
- Constructing I-Messages ..... 45 minutes

### Break

- Conflict Management Process, Practice Parts 2-5..... 90 minutes

### Lunch

- Anger – The Misunderstood Emotion..... 30-40 minutes
- Conflict Management Process, Practice #2 ..... 75 minutes
- Announcements, Evaluations and Celebration ..... 40 minutes