

Tips for Mediation Training Coaches

- 1. Remember to stay positive and support a fun and respectful learning environment that allows participants to explore topics and grow their skills by doing.**
- 2. Coaches should turn off their audio/video during the role play (to be less invasive and simply listen/observe).**
- 3. Role play participants (especially mediators) can call a timeout during the mediation and ask for input from a coach, otherwise coaches shouldn't intervene during a role play.**
- 4. When we have a one-hour set aside for a role play, the mediation is usually for the first 45 minutes (with a few minutes reserved for coaches to provide feedback in the small group before the 45 minute mark) and then 15 minutes for feedback/reflection with the larger/whole group (facilitated by training instructors and focused on student throughs/experiences rather than coach feedback/thoughts).**
- 5. Coaches should avoid giving any harsh negative feedback and instead should help participants to reflect about and verbally process why they chose certain words or actions and whether anything different could have occurred even if everything went great this time. Coaches can point out areas that a student might want to ask more questions about or parts of the exercise where the participants could focus on for more practice or improvement in the future (try to be diplomatic and encouraging).**
- 6. Coaches are resources for student questions - participants will learn at their own pace, and too many suggestions often gets confusing/overwhelming.**