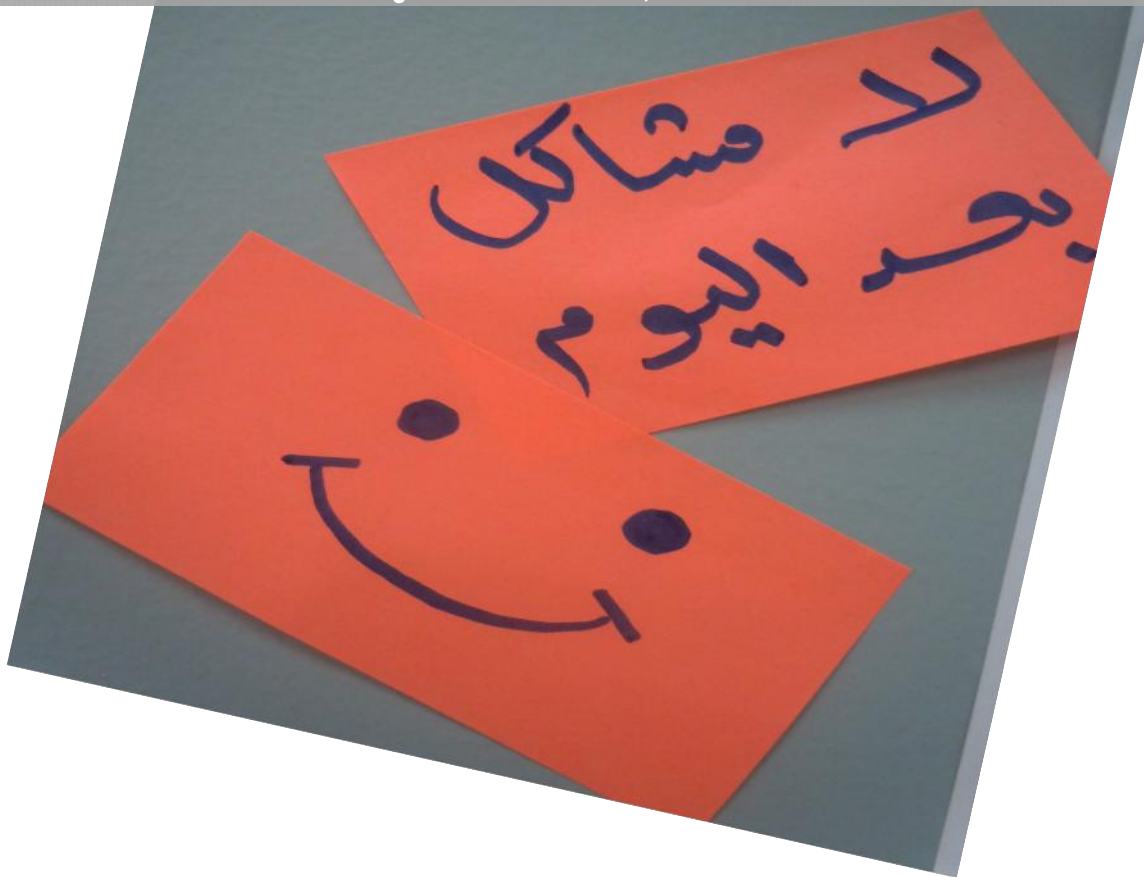


Under the project “Youth Mediation as a Tool of Conflict Resolution”
Partners-Jordan presents

Documentation of Successful Mediation Cases accomplished by students of Al Hussein bin Talal University – Ma’an, Jordan



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CASE 1: CLASS CHAIR

As it is the case in every Jordanian university, there are 10 minutes before the lecture starts for students to gather and prepare themselves for the session.

Student A arrived early and placed his bag and books on one of the chairs by the window then went outside to smoke a cigarette and drink Nescafe. Student B arrived afterwards, picked the same chair, moved A's things (without knowing to whom it belongs) and sat down.

When A came back to the lecture hall, he noticed that B is sitting on his place, so he went to talk to him and explained "I reserved this place, and I was here before you, but I was standing outside to finish my coffee" and asked him to move, but B refused to do so. A verbal clash has started at this moment (cursing, shouting, calling bad names...) which made Mohammad (a student in the same class) to interfere by introducing himself and introduce the mediation process for both A and B, and offered his help.



Successfully, Mohammad has managed through the mediation skills to help the two parties to reach for the following agreements:

1. Both students should apologize to each other
2. Student A will sit on that chair on the day of the conflict, as he came earlier
3. In the next lecture student B will sit in that chair and if student A arrives earlier he will reserve the chair for student B

CASE 2: HURRY TO THE BUS



Waking up late for the morning lecture, running dizzily to catch the public transportation automobile which head to the university, student A mounts quickly into the bus, and steps on student B's foot and hit his shoulder. B started shouting and cursing claiming that he was hit on purpose and suffering great pain, while A was trying to convince him that it was not intentionally.

Mohammad asked both parties to calm down, and suggested to discuss the problem in a civilized way when the bus stops at the university.

When they arrived; Mohammad asked them to choose a suitable place to discuss what happened, and then he introduced himself and the mediation process. Successfully Mohammad has managed through the mediation skills to help the two parties to reach the following agreements:

1. Student A will apologize to B and explain why he was in rush
2. Student A will take B to the doctor and will take care of any medication costs he might need for his foot

CASE 3: THE NOISY ROOM-MATE

Young, outgoing and social personality (A), sharing a room in the dorm with a quiet and calm girl (B), who describes (A) as a “very loud person”, explaining that she studies while listening to music, in addition to the noise she causes whenever she wants to do anything, plus hosting her friends in the room.



The main issue was that (A) can only study while listening to music and (B) sleeps very early.

Roya (mutual friend between A and B), was informed about the situation, so she explained the mediation methodology and suggested to interfere using this method. Both parties agreed and discussed the matter. Successfully Roya has managed to help the two parties to reach the following agreements:

1. (A) Can listen to music, talk over the phone and use the room freely until 9 pm, after that (A) can get only urgent calls and can use headset to listen to music
2. Guests should leave by 9pm

CASE 4: GRADUATION PROJECT

The graduation year is a year filled with stress moments, sleepless days and unpredicted situations for almost all university students in Jordan. The graduation project lecture is a must for certain faculties to graduate, and it is usually prepared through work groups. Professor (X) allows only a group of 5 to work on the proposed project.

In the lecture where students had to choose their colleagues to work with, student (A) volunteered to join a 4-member group to work on the graduation project. The following three lectures (A) didn't attend, so Professor (X) replaced (A) with student (B). On the fourth lecture (A) showed up with a broken leg, and got upset and angry to be dismissed from the group as this will affect his graduation, and he blamed the group for that.



Although Najwan is not part of this group, she witnessed the back-and-forth blaming from both sides, and excused them to interfere by offering her mediation service. Najwan managed to facilitate a discussion among the group who came up with different scenarios and solutions that she can carry to the professor along with a representative of the group (C) to resolve this issue. After talking with (X), Najwan had successfully managed to help the two parties to reach the following agreements:

1. Student A must bring official medical excuse for professor (X) to cover his absence as to be allowed to continue working with the group
2. The group can be 6-member, but must add one extra activity to the project

CASE 5: CLEANING THE KITCHEN

Three lazy sisters complaining all the time about cleaning the house, especially washing the dishes and arranging the kitchen, and most of times it ends up by fighting on whose turn is it to do these tasks, so none of them accomplishes it. The poor mother hates to see her girls fighting so she ends up cleaning everything instead. One of the lazy sisters (A) noticed that her mother is getting tired as she is getting older and decided to put an end to this.

(A) Sat with her two sisters and introduced the mediation methodology, and agreed to use this process to come up with fair agreement. After discussing the whole situation the sisters came up with the following:



1. Each girl will be responsible for 2-day a week to clean the kitchen
2. On Friday: all of them will help in arranging the house and the kitchen as to finish early and enjoy the rest of the weekend
3. The youngest sister will type and print out the schedule then post it on the refrigerator as to be clear for all of them
4. The older sister will monitor the commitment to the schedule
5. (A) will amend the schedule in cases of exams or other circumstances

CASE 6: PAINTING THE WALLS

Furnishing the house, decorating it, buying new stuff and finding the best is number #1 in the To-Do list for engaged couples. (X) and (Y) are about to get married and still did not agree on the wall painting colors!!! (X) Wants it to be fresh, girlish, light with some pattern, (Y) believes it would be much nicer and less expensive to have simpler color.



Noran introduced the mediation process for X and Y, and offered her help. After discussing the matter, she successfully managed through the mediation skills to help the two parties to reach the following agreements:

1. (X) Will select the colors for the bedroom and the living room
2. (Y) will select the colors for the guest room and the dining room
3. At this time they will paint simple and nice colors, and after they get married, they save some money and add patterns to the painted rooms.

CASE 7: MEETING THE PROFESSOR



Discussing absence excuses with the professor, asking for further explanation on one of the topics discussed in the lecture, arguing about the mark, or complaining about the exam date or time, are the most common reasons for students to go to the professors' offices in the Jordanian Universities.

Three students among others were waiting on the cue to go inside the professor's office to talk to him, but they are arguing who should go first. The main point was that all of them have a lecture which starts in 15 minutes, and as it is the case in most universities; professors have limited office hours, where the waiting area will be crowded and there will be very short time for everyone to talk to the professor.

While arguing about this matter; Noran volunteered to find a solution, and mediated between the three students reaching successfully for the following:

1. The first student to enter (the one whose lecture in a farthest complex) will stay for 2 minutes only
2. The second student to enter will stay for 4 minutes
3. And the third student to enter will stay for 8 minutes

CASE 8: THE PRAY ROOM

There is no doubt that allocated praying areas on campus are the places where you find peace, calmness, and quietness, in order to have a focused pray when you practice your religion.

In the university, there are some people who use the room for additional purposes; student (A) uses this space to study between the lectures, and she doesn't mind taking some calls in between the pages she skim read, while student (B) in a hurry to pray and run for the other lecture.

(B) was annoyed for not being able to concentrate regarding the high voice (A) is causing in the praying room, and talked with (A) regarding this matter, but (A) sees that this room is public and she were there first and she can act the way she wants.



Dima was there and happen to witness the argument between the two students and she introduced herself and the mediating methodology and volunteered to reach for a solution. After discussing the matter in front of Dima, (A) and (B) managed to reach for the following argument:

1. Student A can study in the praying room, but should take the phone calls outside
2. Student B will finish her praying in the praying room without a noise
3. Student B will write "Rules for Using the Praying Room" on a paper and post it on the door, and she will do copies for that paper and distribute it amongst the girls who come to the praying room, as to avoid any miss use for the room.

CASE 9: STUDENT COUNCIL PRESIDENCY

Hope, Joy, challenge, passion, pride and powerful are the feelings each elected student has after the election results are released in the university. The following step for some candidates is to run for the presidency of the council, and in order to do so; the candidate should register his/her name so the student council can vote for the one they see most suitable.

Both students, A and B were interest to run for the presidency of the year 2012. (A) Sees himself the one suitable for the tasks needed, and that he has the charisma needed to fulfill the position, in addition that he was never the president. But at the same time he sees that running



against (B) will minimize his opportunities to win. (B) Sees that he has the experience in running the presidency. Both started arguing and were about to start a real fight, where Ra'fat interfered and asked them to calm down.

Ra'fat introduced the concept of mediation to (A) and (B) and suggested to use it, both parties accepted and they discussed the matter using the mediation methodology. Successfully the parties have reached to the following agreement:

1. 2012 presidency will be given to student A
2. Student B will withdraw his registration for the presidency
3. Student B will be an advisor for student A, as to provide him with the support and the help he gained through his previous experience.
4. In 2013 student A will support student be in his election campaign

CASE 10: SUMMER TRIP

Aqaba, Sharm El-Sheikh, Beirut Mountains, or Latakia, are the preference areas for families to spend their summer time, Europe and the US is also an option for families to go spend some time in different culture and environment.

Family (X) are used to go for a family trip outside Jordan every two years, but this year was different, as the economic situation has affected the financial stability for most of Jordanian families as the father explained. But this was not a good reason for the mother and the son, who started planning for the places they want to visit in the summer. And the clash has begun there.



Before this reaches to a real conflict, Noor (the daughter) interfered by proposing to mediate between the parties and all family members agreed, and discussed the matter, reaching to the following:

1. Family (X) will go for a short distance trip as to minimize the travel cost; this could be Lebanon, Egypt or Greece.
2. Family (X) will travel in the mid of July instead of June (as they used to do), in order to save some money
3. Each member will be responsible for paying half of the personal trip cost, by saving from their own daily allowances, and the father will pay the rest.

CASE 11: VOTING POLL

Tension, running here and there, cheering, distributing brochures, lobbying, and having security all around the areas, are the annual atmosphere in the Jordanian universities on the Election Day. Although inside the voting polls it should be much calm and quiet, still, it does not prevent it from having some troubles.



Student (A) is passionate and filled with excitement for his relative (from the same tribe) to win in the elections, while student (B) is dedicated and having a full trust with his friend's ability to win. (A) Started mocking and teasing (B) by making a scene and claiming in a provocative way that his candidate is better and he has better chances to win, and (B) got

angry and started cursing.

Luckily, Muhanad was in the voting poll at that moment, and interfered by introducing himself and asking them to calm down. Muhannad asked them kindly to leave the poll to discuss the matter outside, and both agreed. Through the mediation methodology (A) and (B) were able to reach for the following agreements:

1. Student A will apologies from student B and his candidate in front of the people that attended the scene
2. Student A will move to another poll and will be replaced by another representative for the same candidate
3. Student B will also move to another poll and will be replaced by another representative for the same candidate
4. Both students agreed not to involved more people, as not to accelerate the problem

CASE 12: THE LAZY STUDENT

Sharing a cab to get to the university is one of the most effective ways to arrive on time to the lecture, with a reasonable cost and avoid public transportation crowded vehicles. Usually friends or colleagues are the ones who share one cab. But it is always a problem if one of these friends or colleagues is lazy and does not wake up on time, same as student A.

Students B and C are committed and always on time, but the laziness of (A) causes a delay in arrival to the lecture, especially if he decides not to go to the university, and does not inform any of them in advance, which is something that drives both (B) and (C) mad.

On the other day; (B) and (C) waited for 25 minutes for (A) to show up, and that was enough reason for both of them to get angry and wanted to fight with (A). Ihab was there, and has asked for their permission to take part in this by mediating.



All parties agreed and they came up with the following agreement:

1. For the first month, student B will wake A up, each morning
2. Student C will give (A) a call when they are 5 minutes away from his place
3. B and C will wait 5 minutes only for student A to show up, if he did not; they will leave and A will still pay his share for that day
4. B and C will wait for A, for maximum 10 minutes, if he excused them to be late

CASE 13: THE PRINTING PRESS

Graduation photos, the diary notebooks, and group pictures are the highlight activities for each graduate. The year book is also a highlight in its own way, since it folds all the memories of the years spent at the university within its pages. In some universities, active students volunteer to do the effort to create such memorial book, and this was the case.



The active students in the university formed a committee so each student get responsible to do certain tasks, while student A was responsible to follow up with the printing press (Z) to make sure that the prints are up to expectations and will be delivered on time. Unfortunately that was not the case; the printing press was 14 days late for delivering the first draft to (A), which made him really angry and upset, because this will affect the final delivery date. But (Z) needed

more time due to some amendments done by (A) and the committee, on the book shape and content, in addition to some corrections needed for the resolutions of the pictures.

Mohammad offered his mediation skills to try to find a fair agreement for both parties, and everyone agreed and reached for the following:

1. Printing press (Z) will deliver the draft of the year book in three days
2. The final draft will be delivered 1 week before the date they agreed on previously
3. The printing press (Z) will give 50 compliantly copies



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