

Documentation of Successful Mediation Cases accomplished by students of Jordan University of Science and Technology – JUST in Irbid, Jordan



Under the project “Youth
Mediation as a Tool of Conflict
Resolution” implemented
between 2011-2012



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CASE 1: GUY'S FIGHT

In the late teens, guys are excited to prove themselves, to show off and to draw the attention of others especially girls. As to get popular amongst their peers is a general character for youth at this period of life. At this stage, youth graduate from schools and join universities; but still they are loyal and ready to support their childhood friends when they go into trivial clashes with other groups of students in the same university.

Although the fight ends physically by a day or two, the anger stays somewhere simmering between the minds and the hearts of these university freshmen, same as the case of student X and Y. Several previous conflicts led (X) to beat and humiliate (Y) in the middle of the university, which made the friends of both to interfere. And as it is always the case; the university security interferes and enforces both groups to stop the fight. In order to avoid conflict acceleration, students promise to stay quiet and calm so the security would leave the area where the fight took place. But the ego and the fighting mentality of (Y) refuses to end up the matter like this, and decides to wait for (X) on the same day next to the bus station and ask his friends to beat (X) and to show him a lesson.



Mohammad heard the news and went to (X) and introduced the mediation process to him and asked for his opinion to use it to try to solve the conflict, (X) agreed, so Mohammad asked him to go to the library and stay there until he gives him a call. Mohammad then went to the bus station to talk to (Y). He introduced himself, and encouraged (Y) and his crew to solve the problem in a peaceful way, by using mediation methodology. (Y) Agreed and went together to (X) to discuss the matter.

Successfully through the mediation process both parties managed to reach for the following agreements:

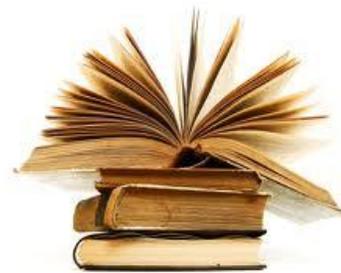
1. Student X admits that he is wrong
2. Student X apologizes to Y and will also apologize again in front of his friends
3. Both students agreed they will both respect the other regardless of what happened before
4. If they face a problem of miss understanding they both promised to talk to each other and try to reach for an agreement and not to start a fight

CASE 2: LOST A BOOK

Getting sick, overslept, not in the mood, registration process, or preparing for an exam, are the most common reasons for university students to skip a lecture or two for one in the semester. But if there is an academically excellent student in the class, there should not be a problem to catch up with what has been missed in that lecture.

Student (X) had one of the above mentioned reasons which was enough for her not to attend one of the lectures, and asked student (Y) for her book in order to copy the notes that have been discussed in that lecture.

(X) Was supposed to give the notebook back to (Y) after a week from that incident. It's been 10 days and (X) is no longer answering any of Y's phone calls. (Y) started to panic as the exam is approaching soon. Few days later (Y) was acknowledged that (X) had lost the notebook, which made her really angry and furious.



Waed knew about the situation and called for both and introduced the mediation process for them suggesting that this methodology could help to reach for a solution. Both parties agreed and discussed the matter, then they reached to the following:

1. Student X will buy a new book for Y by the end of month
2. Student X will give a copy of the notes she photocopied from Student Y book so she can study for the exam

CASE 3: RESEARCH PAPER

Preparing for a research papers is one of the difficulties students face in the Jordanian universities. Working in pairs could minimize the complexity of this matter, since the tasks will be divided on two persons.

Students X and Y have agreed to work on a research together and have divided the tasks amongst them and agreed on meeting three times and specified the dates and times for each meeting and put a purpose for that: discuss the progress of the research each one of them accomplished.



When the first meeting was due; X did not show up, neither called to apologise, nor picked up her phone when Y tried to call her. This confused Y and left her on doubt that the research will not be finalized on time. X had unfortunately forgot the meeting date, although she had accomplished her share of the task except one.

Hanin knew about the situation and volunteered to assist in solving the issue by using the mediation methodology, both X and Y accepted and after discussion, both parties reached to the following agreements:

1. Student X will complete all the tasks assigned to her by the next day
2. The first meeting will be held after two days at 2pm, and Student Y will remind her one day before

CASE 4: PER DIEM

Several students like to do a part time job during their university years, in order to enrich their resume or to support their parents in some of the university expenses.

X is a committed guy, he recently joined one of the business companies, as a part time employee. At the beginning he was promised to get per diems for the transportation that is related to work visits and meetings, and two months after startign the job, he still didn't get paid, X asked his direct manager (Y) for it. Y claims that X does not provide any invoices or other documentation for his trips, therefore; he is not allowed to pay X any of these fees, while X does not know that he is supposed to bring any documentation, and has never been told to do so.



Sara (another employee in the company who was trained on mediation previously) offered to use the mediation methodology to reach to a fair solution. X and Y agreed and discussed the matter reaching for the following:

1. For the first two months, X will prepare a table to list the trips he made. The table will include the date, time, place, and the reason of the visit, in addition to the transportation cost.
2. Y will paythe requested amount shown in the table to X by the end of the month
3. Starting from month three, X will bring invoices for any relevant transportation he make for the work

CASE5: OOPPSS!! GETTING LATE

Studying late to prepare for a morning exam might not be a good habit, as it increases the risk for waking up late and missing the exam time especially if the professor is not understanding or flexible. And this was the case with student (X).



(X) Arrived 10 minutes late for the exam, and professor (Z) forbid him to set for the exam. (A) tried to explain to (Z) the reason but (Z) refused to listen and asked him to leave the class room.

Qutaiba is one of X's class mates, he introduced the mediation process to X and suggested to mediate between him and (Z). (X) agreed, and both went to (Z). (Z) Encouraged the suggestion of using mediation, and discussed the situation reaching to the following agreements:

1. X should apologize to Z for being late
2. X promised Z not to be late for any other class
3. Z will allow X to sit for the exam with the other class on the next day



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