



**MZM**

**SCHOOL MEDIATION**



**CONFLICT RESOLUTION IN SCHOOL**  
for good cooperation  
and successful learning

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## We are here for you

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Conflicts are a natural part of life, and are particularly common in schools. This is because a large number of different people come together here and have to tackle considerable hurdles. Overwhelming challenges lead to feelings of stress, helplessness, fear and anger – and even up to violence. Resolving conflicts is no easy task. Constant disputes place a strain not only on adults, but primarily on children and youth as well.

## We find solutions

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Knowing how to quarrel in a positive manner helps in the clarification of conflicts. We support and mediate between all those involved to help them to find peaceful solutions on their own. Encourage your child to come to us or approach us yourselves. Our door is always open.

*Resolve conflicts ...*

*... learn peacefully.*

### The MZM School Mediation:

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We actively promote a peaceful environment at school, and we don't just help students. For example, if you are a parent involved in a conflict with school staff, do not hesitate to contact us. You don't have to wait until the situation becomes unbearable – you can enlist our help to take early action. Our offer is voluntary and confidential. We help the parties involved to discuss the matter calmly and settle the dispute together. As mediators, we have a lot of experience, take the necessary time and are there for everyone. In this way, we create a peaceful learning environment for your child.

### We help through:

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#### Clarification talks

In the face of personal conflicts, we provide support during the individual talks.

#### Mediation

In the event of a conflict, we guide those involved through a mutual dialogue in order to find solutions.

#### Consultation

We help in the preparations for a difficult talk.

#### Help for groups

For a togetherness that does everyone good, we raise awareness and create solutions.

# Together for peace at schools

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## Where can you find us?

Once a week, we are on site in the school's mediation room. Information as to where, when and how you can contact the MZM School Mediators can be found on the school posters. Since we work as volunteers, our assistance is free of charge. We look forward to getting to know you!



*Would you like to support us?  
For more information our work and  
donations account, please go to:  
[www.mediationszentrale-muenchen.de](http://www.mediationszentrale-muenchen.de)*

**MediationsZentrale München e. V.**

**Registered charity**

**MZM School Mediation, team head: Juliane Wünschmann**

**Contact: [schulmediation@mediationszentrale-muenchen.de](mailto:schulmediation@mediationszentrale-muenchen.de)**

**Phone your mediators:**

**Please check the school poster  
or ask at the secretary's office**