

# Sort it out @ riverside



The following are guidelines for all students when they encounter mean at school and beyond.

What to do if you ....	Steps to sorting it out - harmoniously, independently, & democratically
...are mean to someone	⇒ Acknowledge → Apologise → Resolve
...see someone being mean to someone	⇒ Acknowledge → Intervene → Mediate or Report
...are the target of meanness	⇒ Acknowledge → Solve → Learn
... are involved in a disagreement ..... with another or others	⇒ Identify → Negotiate → Move On
...are in conflict with others	⇒ Identify → Support → Negotiate → Move On

## Glossary of Sort It Out Terms

<b>Acknowledge</b>	To admit to yourself that you have behaved meanly to somebody without making excuses for your conduct or blaming others; recognizing that you need to sort it out with that person or that you need to get some advice on how to sort it out properly
<b>Apologise</b>	To express genuine regret that you have been mean. This may require some type of reparation to be made to make up for damage that has been caused. This kind of restoration should be in line with the meanness that has taken place.
<b>Identify</b>	This means that you need to list what the issues are, all the people involved, why the situation has reached the point that it has, who can help sort it out and suggestions for sorting it for good.
<b>Intervene</b>	The onlooker is the most powerful person in any mean situation. You have the power to retrain the meanie by letting her know that her behaviour is causing others to think poorly of her. If you are not able to do this directly at first, then you may intervene by getting the advice of your year adviser.
<b>Learn</b>	By developing skills in addressing meanness, you become confident to face other issues which you or your friends may face in the future both at school and in your adult life.
<b>Mediate</b>	To bring about agreement between parties and to assist in moving towards a reconciliation, by acting impartially, understanding to both points of view and assisting the parties to come to agreement fairly.
<b>Move On</b>	It is important after an issue has been dealt with that all parties let the matter go rather than dredge up old matters again and again. Every person must have the freedom to make mistakes, learn from them and mature as individuals.
<b>Negotiate</b>	This involves each party/ies outlining <b>all</b> their issues and their preferred outcome, identifying ways to move on and reaching an agreed outcome/s together. This can involve impartial students or teachers acting as support to ensure fairness in the process.
<b>Report</b>	If you are a witness to mean behaviour and are not in a practical position of being able to assist in a mediation, you must tell someone about the incident/s. This may be your year adviser who will ensure that your role is kept confidential.
<b>Resolve</b>	May mean making up in some way for your meanness so that all parties are satisfied and in a position to move on. It may involve some form of reparation. For instance, if a student has been injured in public, she may require a public apology.
<b>Solve</b>	To do whatever it takes to ensure that the situation does not occur again. This may mean getting advice, then making a private interview with the meanie, each with a support person so you can let her know assertively that the meanness must stop.
<b>Support</b>	To enlist others who will advise you about conflict resolution. These others should have skills in certain roles. For instance a friend may help emotionally; a year adviser will help with advice about process.