

02.2024

# Impact Report

**'Reflect':**  
conflict skills workshops for  
young people

*St John Bosco College, 2024.*

Wandsworth   
**Mediation**  
Service

Funded by:



# Introduction

Wandsworth Mediation Service (WMS) is pleased to share the impact of our 'Reflect' conflict skills workshops for young people, delivered at St John Bosco College in Battersea in early 2024. This programme is designed for secondary school students who are encountering difficulties at school, finding themselves in conflict with staff and peers, or who might struggle with managing their emotions. Over six sessions in December 2023 and January 2024, our trainers worked with a group of students selected by the school. In small groups of no more than ten, participants were taught vital communication skills including active listening, I-statements, and techniques to manage stress and emotions.

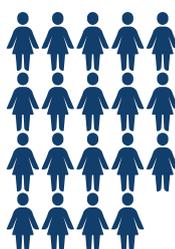
We maintained confidentiality in the sessions (with exceptions for safeguarding concerns), creating a safe space for students to open up, share their experiences, and practise their new skills. The training was funded by the Battersea Power Station Foundation and delivered by Louise Shuttleworth, who developed the course, alongside Laura Tweedy.

## Demographics:

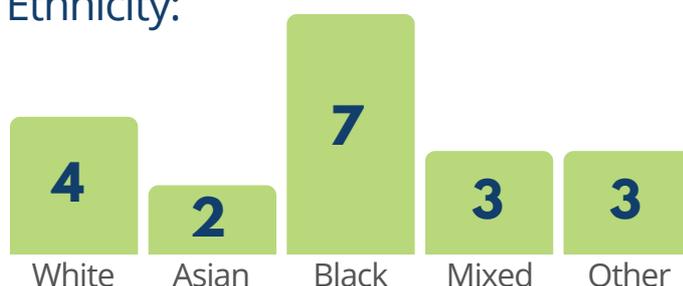
Gender:

**19** Girls

**0** Boys



Ethnicity:



# 19

students  
attended:

# 74%

have a  
history of  
sanctions

# 34%

have a  
history of  
suspension

# 53%

are in receipt  
of Pupil  
Premium  
funding

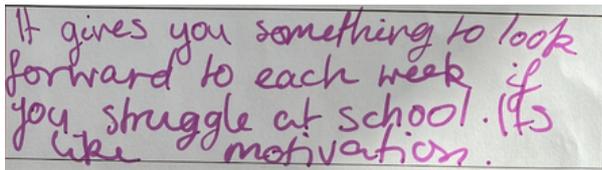
# 16%

are supported  
by local  
authority  
Children's  
Social Care

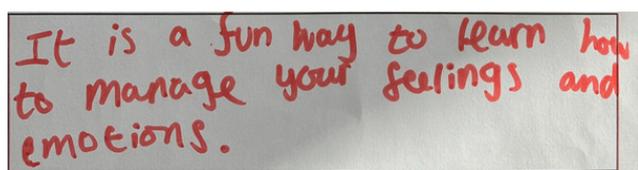
# Impact

It is clear that the programme has had a profound impact on its participants. They were so engaged that even weeks later, they continued to ask if they could repeat the training. Andrew Lane, St John Bosco's Head of Learning, observed "fewer incidents of poor behaviour" amongst the participants after the sessions, and shared that when there has been an issue, they "demonstrated a level of maturity that wasn't there before".

The programme welcomed students from Year 7 to 10. To measure the effectiveness of each session, we conducted evaluations, asking students if they felt safe, respected and listened to, along with sticky notes for feedback. We could clearly see the girls opening up over the weeks. Initially shy and unwilling to engage, they soon started feeling safer, which was demonstrated by light-hearted suggestions for improvement, such as "McDonald's for food", and unanimous "nothing" by week 3.



It gives you something to look forward to each week if you struggle at school. It's like motivation.



It is a fun way to learn how to manage your feelings and emotions.

As for conflict resolution skills, over three-quarters of the participants said they now feel more confident managing disagreements. One girl shared that she was now able to understand her "red rags" and see what she can do to move from the 'red' zone into the 'green' zone, to deal with situations better. Participants shared a number of success stories, with one girl saying that for the first time ever she'd "bitten her tongue" when dealing with a teacher, which had very positive consequences. They commented about how much they enjoyed games, discussions and roleplays, with one girl saying she particularly enjoyed "talking and relating". Another girl said that she felt it was the first time she had felt like adults were able to understand what she was going through and help in managing her feelings. She said she looked forward to the sessions and would miss them.

In the week 3 session, there was a new girl who struggled to join in. She was very closed off and did not want to interact with the trainers or the other participants. At the end of her first session, she left feedback stating she enjoyed "nothing" and learned "nothing". Her journey by the end was one of the successes we identified because she was a completely different person - really open and engaged.

All in all, the 'Reflect' programme has been an exceptional addition to St John Bosco College, improving students' communication skills and contributing to a more harmonious school environment.

# Data



**99%**

FELT RESPECTED  
AND SUPPORTED BY  
THE TRAINERS



**100%**

FELT SAFE WITH  
THE TRAINERS



**99%**

FELT THEIR VOICE WAS  
HEARD AND TAKEN  
INTO ACCOUNT

**77%**

FEEL MORE  
CONFIDENT  
MANAGING  
CONFLICTS AFTER  
THE TRAINING

**85%**

CAN NAME  
3 WAYS TO CALM  
DOWN WHEN THEY  
ARE STRESSED OR  
ANGRY



**100%**

CAN USE  
I-STATEMENTS AS A  
TOOL FOR EXPRESSING  
THEMSELVES

**85%**

LEARNT STRATEGIES  
TO TALK ABOUT  
FEELINGS IN A CALM  
AND CLEAR WAY

**“Students have loved every week and are now asking if they can do more sessions.** The older girls in particular have been noticeably improved around the school. **We’ve seen fewer incidents of poor behaviour,** and when there has been an issue they’ve demonstrated a level of maturity that wasn’t there before”.

*Andrew Lane, Head of Learning  
St John Bosco College (2023/2024)*

# Student feedback

"It **helped me with my anger and emotions**. Also to understand others' points of views".

"**They listen and actually understand** what you're saying."

"It **helped me realise my red rags** and worries".

*Something I learned today was...* "**We aren't the only ones who face this**".

"It's an enjoyable workshop to be in, **your voice can be heard**".

"It is a **fun way to manage your feelings** and emotions".

"It **gives you something to look forward to each week if you struggle at school**. It's like motivation".

*I particularly enjoyed...* "**Talking and relating**".

"It's **amazing**".

# About us

Wandsworth Mediation Service is an award-winning, non-profit conflict resolution and training provider. For nearly two decades, our mission has been to empower individuals to manage disputes effectively and prevent them from escalating. We have helped thousands of people reach a peaceful agreement quickly, confidentially, and without the need for formal action.



## Free conflict support for Wandsworth residents:

- School mediation between parents and staff: resolving issues over SEN, exclusion/disciplinary actions, admission process, discrimination, bullying.
- Family mediation: to tackle disputes within families and between different families (parents-adult children, siblings), child contact arrangements (but not financial or divorce disputes).
- Facilitated group conversations between say a group of different families.
- Neighbour mediation: for boundary disputes, noise nuisance claims, anti-social behaviour.
- Homes for Ukraine mediation: resolving host-guest issues, communication breakdown;
- Conflict coaching: 1-1 support, helping people navigate disagreements with a colleague, friend or family member when that person doesn't wish to mediate.

**Paid-for, CMC-accredited commercial service**, with top-ranked mediation professionals who donate their expertise to us pro bono. Our past clients range from large corporations like the Post Office to small businesses and community organisations. All income supports our community work.

- Workplace mediation: useful for those having disputes with their colleagues or line managers, or those who aim to "leave well" (£750, no VAT)
- Commercial mediation: this can help with landlord-tenant disputes, customer service issues, contract disputes, etc.
- Training for teachers, particularly useful when personality clashes or team conflicts have occurred (paid for and depends on what training would be useful).

"Mediation helped us **mend a relationship with one of the parents, enabling both parties to take full responsibility for their actions**. The entire process was fair, transparent, felt like a safe space and helped both parties extend care and compassion to each other".

*School mediation client.*

"**We are co-parenting in a 100% better way than before**. Before, we used to have petty arguments. Now we've moved on and we can be there for the children".

*Co-parenting mediation client.*

"Mediation helped **clarify underlying issues which had caused problems in our family relationships for years**".

*Inter-generational mediation client.*