



"It's really fun and has helped  
me prevent arguments."  
*Student*

05.2025

# Impact Report

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

*Clapton Girls' Academy,  
2025.*

Wandsworth   
**Mediation**  
Service

Generously funded by:

**Linklaters**

## Introduction

WMS is pleased to share the impact of the *Reflect* behaviour intervention programme for young people, delivered at Clapton Girls' Academy in 2024-2025, thanks to generous funding by Linklaters. Developed by WMS, *Reflect* is a games-based training course encompassing over 47 interactive activities. It has been delivered in schools and Pupil Referral Units across London since 2012. In 2024, WMS received the Innovation Award at the National Mediation Awards, partly in recognition of its impactful programmes like *Reflect*.

Between December 2024 and February 2025, WMS facilitators worked with 20 students selected by Clapton Girls' Academy based on behavioural needs, with 17 completing the training. In small groups of no more than 10, participants reflected on their past conflicts and explored communication techniques, conflict resolution strategies, and tools for emotional resilience. We maintained neutrality and confidentiality in the sessions (with exceptions for safeguarding concerns), creating a safe space for students to open up and share their experiences.

In March 2025, the students attended a celebration event at Linklaters and had a tour of the offices, heard inspirational testimonies from employees and participated in a WMS workshop on workplace conflict.

The course was led by programme developer Louise Shuttleworth, alongside Laura Tweedy. Laura is also a mediator and barrister at [Gatehouse Chambers](#).

# 20

**Year 9  
students  
attended**

# 80%

*from ethnic  
minorities*

# 100%

*girls*

**Disciplinary  
record**

# 45%

*sanctioned*

# 35%

*suspended*

# 0%

*excluded*

**Support needs**

# 75%

*Pupil Premium*

# 5%

*EHCP*

# 10%

*Social care*

## Impact

# 94%

show  
improved  
behaviour  
3 months  
after training,  
reported by staff

# 82%

feel more  
confident  
managing  
conflicts  
after the  
training

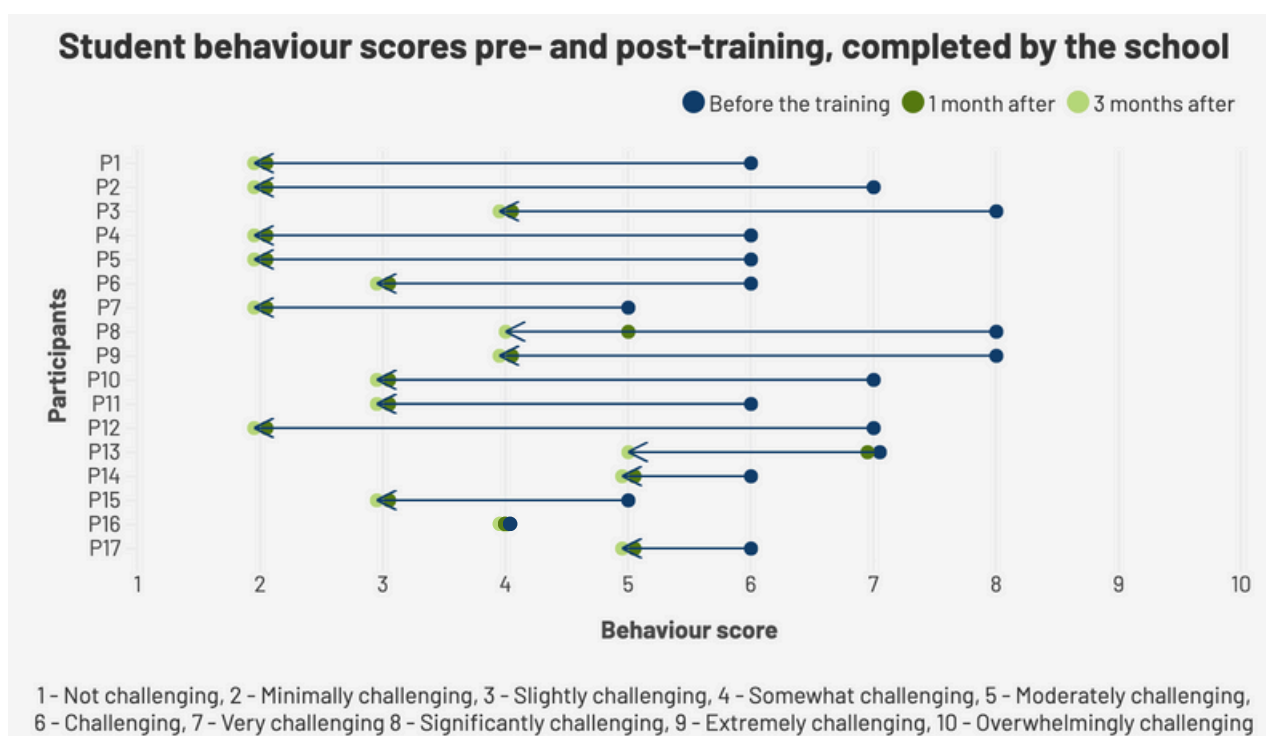
# 94%

can name  
3 ways to  
calm down  
when they  
are stressed  
or angry

## Impact

It is clear from the school's feedback that the intervention has had a profound effect on the students. According to Andreanna Bangura, Clapton Girls' Academy's Deputy Head, there's been a **noticeable decrease in conflicts** involving the student participants since they attended the workshops. Ms Bangura rated participants' behaviour before and after the training and found that 94% improved their scores.

**Three months post-training, 10 out of 17 students still showed significant improvement, with their behaviour rated as only minimally or slightly challenging.** Ms Bangura noted that one student has now *"significantly reduced conflict with peers"* which has been *"noticed by many staff members."* She adds that another girl is *"more settled and focussed on learning and has not been involved with any peer or staff conflict"*, and another *"takes time to listen more before responding."* Ms Bangura feels that, although the 6 sessions and 2 check-ins were clearly effective, having an extended period to embed the content would make it even more impactful.



The students themselves found the programme really helpful, particularly for their mental wellbeing. 94% of respondents now say they can name three ways to calm down when stressed or angry. As one participant shared: ***"If you're struggling or feel you haven't had anyone to talk to, this workshop is amazing because it makes you feel heard and seen and able to let out your feelings without exploding on someone else. It gives you a voice and a better way to deal with all your problems and bottled emotions."***

During the sessions, participants explored different perspectives in conflict (*"everyone sees what you are saying differently"*), practised expressing their own views assertively, listening to others, and finding win/win outcomes. They identified habits that stop them from listening, worked on their 'red rags' and practised calming techniques for when things get overwhelming. By the end, **all participants identified what makes conflict worse for them personally, and how they can deescalate it.**

## Case studies (all names have been changed)

### Bella's story

A staff member shared that Bella had recently apologised to a teacher - something she had never done before. They felt it was a clear sign that the intervention was working, as she had always struggled to take responsibility for her actions.

### Aisha's story

After one session, Aisha stayed behind to talk to the facilitators about a conflict she was having with a classmate. With their help, she created an I-statement to express her feelings. She later shared that when she used it, the issue was resolved, and that it was the first time she had dealt with a problem like this in a positive way.

### Leila's story

Leila shared that she'd been using the tools from the sessions at home to understand why she was feeling angry and help manage her emotions. She was surprised by how well it worked and how much calmer she felt.

**"If you're struggling or feel you haven't had anyone to talk to, this workshop is amazing because it makes you feel heard and seen and able to let out your feelings without exploding on someone else. It gives you a voice and a better way to deal with all your problems and bottled emotions."**

**"My mental health has really become better** because of the amazing [facilitators]. I found myself being open about my feelings and emotions."

**"I would definitely recommend it to teens our age because you are able to have a voice and actually feel heard."**

**"It's so helpful for my well-being. We've all become a little family and they know to help me with how to control my emotions."**

**"I love these workshops! It's really fun and has helped me prevent arguments."**

**"I learned how to deal with our emotions and not go straight to anger."**

**"I have learnt new ways to talk to people and get them to understand me** and I understand now how people perceive what I'm saying different."

**"All students benefitted from the programme and were able to take away key skills to avoid and address conflict.** The skills and strategies that they learned are life skills that will always be useful in any setting: home, school and place of work."

*Andreanna Bangura, Deputy Headteacher  
Clapton Girls' Academy*

## School's reflections on participants' behaviour

1 - Not challenging, 2 - Minimally challenging, 3 - Slightly challenging, 4 - Somewhat challenging, 5 - Moderately challenging, 6 - Challenging, 7 - Very challenging, 8 - Significantly challenging, 9 - Extremely challenging, 10 - Overwhelmingly challenging.




Participant's pre-training score	1 month after	3 months after	School comment
6	2	2	<i>Significantly reduced conflict with peers. Noticed by many staff members.</i>
7	2	2	<i>There have been no reports of any peer/staff issues for a while</i>
8	4	4	<i>Less incidents of conflict or behaviour issues</i>
6	2	2	<i>Has settled and conflict has less impact on her now.</i>
6	2	2	<i>Emotional regulation has improved.</i>
6	3	3	<i>Takes time to listen more before responding</i>
5	2	2	<i>Can articulate her feelings better- is more confident stating what she is feeling</i>
8	5	4	<i>There have been less incidents of conflict</i>
8	4	4	<i>Does not include herself in conflict as much as before and will not respond unnecessarily</i>
7	3	3	<i>More settled and focussed on learning and has not been involved with any peer or staff conflict</i>
6	3	3	<i>Less incidents of conflict or behaviour issues</i>
7	2	2	<i>Has settled and conflict has less impact on her now.</i>
7	7	5	
6	5	5	
5	3	3	
4	4	4	
6	5	5	



# Example feedback form

## REFLECT, STUDENT FEEDBACK FORM

Wandsworth  
**Mediation**  
Service

- |  |  |  |  |
|--|---|---|---|
| 1. I feel that my voice was heard and taken into account in the workshops. | <input checked="" type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  |
| 2. I felt safe with the trainers during the workshops.                     | <input checked="" type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  |
| 3. I felt respected and supported by the trainers in the workshops.        | <input checked="" type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  |
| 4. I feel more confident managing conflicts after the training.            | <input checked="" type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  |
| 5. I have learned ways to talk about my feelings in a calm and clear way.  | <input checked="" type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  |
| 6. I can name three ways to calm down when I am stressed or angry.         | <input checked="" type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  |
| 7. Overall, I enjoyed the workshops.                                       | <input checked="" type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  |
| 8. I would recommend these workshops to others.                            | <input checked="" type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  |

9. Please can you give us a comment that we can use to promote the workshops to others?

- I have learned new ways ~~to~~ to talk to people and get them to understand me and I understand now how people perceive what I'm saying differently

10. I am happy for my comments to be used by Wandsworth Mediation Service for marketing purposes (all details will be anonymised to protect identity).

☒ Yes

☐ No

## About us

WMS is an award-winning conflict resolution and training provider operating in the UK and internationally.

Since 2004, we have been mediating disputes for people and organisations, and training them to manage conflicts themselves. We have helped thousands of people reach a peaceful agreement quickly, confidentially, and without the need for formal action.



The King's Award  
for Voluntary Service



2024

Innovation award

## SERVICES

**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 free community work in Wandsworth.

- **Workplace mediation:** to resolve disputes with colleagues or line managers.
- **Commercial mediation:** landlord-tenant issues, customer service, contract disputes.
- **Training for teachers:** on effective communication and conflict resolution.

### Free conflict support for Wandsworth residents:

- **School mediation:** between parents and staff - SEN, exclusion/disciplinary actions, admission process, discrimination, bullying.
- **Family mediation:** disputes within families or between different families, child contact arrangements (but not financial or divorce disputes).
- **Facilitated group conversations:** between different families, colleagues etc.
- **Neighbour mediation:** boundary disputes, noise nuisance, anti-social behaviour.
- **Homes for Ukraine mediation:** 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.

**"...the most robust and professional service in the industry.** I am convinced that without them, the nearly two decades of turmoil experienced by my client would have continued for much longer."  
*Commercial mediation client*

"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.*

# Wandsworth **Mediation** Service

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*WMS is a not-for-profit conflict resolution and training provider  
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