Role Cards: Mediator, Person A, Person B, Observer

Print one sheet per group and cut it into cards. Divide into triads plus an observer, and each person takes one role card. After each round, put the role cards back in the middle, shuffle, and deal them again so everyone gets a chance to be the mediator.

Role cards

MEDIATOR

Who you are
You stay neutral and help both sides talk. You manage the process, not "the truth". You help people talk in a safer and more organized way.

What you do
You set the rules: one person speaks at a time, respect, breaks. You make sure each person gets time to speak. You summarize what was said and check understanding. You keep the discussion on the main topics and guide people toward options and a clear agreement.

What you intentionally practice
Naming emotions, validating feelings, using pauses or time-outs, slowing the pace when escalation appears, maintaining neutrality.

PERSON A

What you do
You share how you see it. Explain the conflict in your own words. Then say what matters most to you.

Rules that also apply in role-play
One person speaks at a time; the other person listens. Respectful language: no insults, no name-calling, no threats. Breaks are allowed: anyone can ask for a short pause if emotions are too strong.

PERSON B

What you do
You share how you see it. Explain the conflict in your own words. Then say what matters most to you.

Rules that also apply in role-play
One person speaks at a time; the other person listens. Respectful language: no insults, no name-calling, no threats. Breaks are allowed: anyone can ask for a short pause if emotions are too strong.

OBSERVER

What you do
You don't speak, you take notes. Afterwards, you give the mediator structured feedback.

What you observe
Emotional cues, validation attempts, tone, pacing.

Extra for stereotype role-plays
You note when labels appear and propose supportive mediator questions.

How you observe
Notice not only what is said, but also how the mediator communicates: calm speaking, active listening, respectful body language.

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