

# Future skills



## Hang Seng – HKFWS Youth Mediation Scheme

Programme Period: 2014 to 2020

Objective: To build a more harmonious society by promoting peer mediation as an effective tool for conflict resolution

Partner: Hong Kong Family Welfare Society

Target Audience: Primary school students, parents and teachers

Details: Hong Kong's first primary school peer mediation programme to promote harmony at a key stage of youngsters' personal development. The programme offers mediation training, storytelling and a mobile-based peer mediation app. Students are trained to become peer mediators and use their skills to facilitate better understanding and empathy in conflict situations.

Impact: With a range of activities including mediation training and storytelling, the programme reached about 57,000 students, 1,500 student ambassadors and 2,200 parents. According to feedback from teachers, parents and students, the development and use of mediation skills enabled participants to better manage their emotions when dealing with conflicts and to resolve problems rather than just avoid conflict situations. The programme also helps to boost students' self-confidence, self-esteem and self-development.