

MEDIATION AND FACILITATED CONVERSATIONS

“Helping People Talk
To People”

*Encourage and enable people in conflict
to discuss concerns and issues in a safe and productive environment, and
arrive at a cooperative and beneficial resolution.*

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*Solutions agreed on in
Facilitated Conversations are often more cost effective,
timely, comprehensive and lasting.*

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*Individuals affected by the solutions are those
making the decision, which promotes
trust & responsible communication in the future.*

Community Mediation Concepts – A Colorado nonprofit

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Benefits include –

Effective. Provide positive and lasting solutions because people involved and affected by the conflict are those creating the solutions. They have buy-in and a commitment to the solution they worked to create.

Objective. Mediators don't take sides, advocate, make decisions for or represent any of the people at the table. Mediators are objective, neutral, third parties you call when you're caught in conflict.

Confidential. All those involved agree to a level of confidentiality which creates the "safe place". This is necessary to move from positions to issues/interests, then to options and successful outcomes.

A Real Difference. We focus on problem solving, expectations, communication, and what it takes to truly resolve the conflict. As a result, attitudes and behavior are changed.

Positive Learning Experience. The parties learn effective skills for resolving conflicts which may arise in the future.

More Satisfying. Facilitated Conversations have proven to be much more satisfying than the traditional complaint process.

How Facilitated Conversations Work for You –

Pick up the phone, send an email. We'll ask you to provide a brief overview of the situation as you understand it. How did the conflict get to this point? What role did you play and who else contributed to the conflict?

We explain and answer questions. CMC will contact each person involved and explain the value of mediation & facilitated conversations. We listen to your concerns and answer any questions you may have.

Agreeing to Mediate. Once you agree to participate, mediation is scheduled at a time and place that is convenient. When the parties meet, a professional mediator helps them:

- Set ground rules that ensure a respectful and safe environment,
- Discuss each person's issues and concerns in a managed setting that is honest and respectful to everyone,
- Identify important issues,
- Constructively look for options and possible resolution, and
- Make decisions based on what it will take to resolve the conflict.

Voluntary & Confidential. Mediations and Facilitated Conversations are voluntary, confidential and generally last sixty to ninety minutes. All we need to get started is a good-faith commitment on the parties' part.

CMC provides Conflict Resolution for –

Community Conflict. Maybe it's two neighbors fighting over barking dogs, a property line, loud stereos, landscaping, parked cars, or just about anything. Maybe it is a block of unhappy people or a homeowner association. When people need to talk, we'll facilitate and mediate.

Land Use Issues. We work regularly with developers and neighborhoods, complex infill, zoning issues, historic preservation and many other challenging project issues.

Groups & Taskforces. We facilitate complex taskforce groups, neighborhood association conflicts, strategic planning sessions, and other multi-party situations.

Workgroup Disputes. CMC mediates with teams and workgroups in conflict, large or small. We do this in a confidential and forthright manner, focusing on issues and finding resolution. Constructive conflict resolution will stop your productivity drain.

Citizen –Police Complains. We're a national leader in mediating citizen complaints concerning police conduct.

Municipality Issues. We work regularly with counties, state agencies & municipalities to discussions and find solutions around projects and plans.

Common Misperceptions

- ◆ “I’ll be compelled to apologize or admit wrongdoing.”
 - No. Mediation is a voluntary process. No one is required to say or do anything they don’t choose.
- ◆ “Mediation will just give them more time to complain and verbally attack.”
 - No. Professional mediators are trained and responsible for managing a safe process.
- ◆ “If I speak freely and honestly my words will be construed or used against me in a legal proceeding.”
 - No. The content of a mediation session is protected as confidential and not discoverable under a Colorado Statute. Each participant signs a legally binding confidentiality agreement prior to mediation.
- ◆ “What is my incentive to participate?”
 - Mediation is an accepted alternative to the traditional adversarial conflict resolution process. When the parties sit down in mediation, they are able to discuss real issues and come to sustainable resolution.
- ◆ How can conflict be constructive?
 - With a professional mediator in charge of the process, creative ideas are produced, lasting resolutions are made and people take personal responsibility for the outcome.