Community Mediation Concepts & Find Solutions
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"Helping People Talk To People"

Mediation & Facilitated Conversations
Encourage and enable people in conflict to discuss their concerns and issues in a safe and productive environment; arriving at a cooperative and beneficial resolution.

Solutions agreed to in mediation are often more cost effective, timely, comprehensive and lasting.

Individuals affected by the solutions are those making the decisions, which promotes trust and responsible communication in the future.

- Benefits include -

- Effective. Provides positive and lasting solutions because people involved and affected by the conflict are those creating the solutions. They have buy-in and commitment to the resolutions they have created and agreed upon.
- Objective. Mediators don’t take sides, make decisions for, advocate or represent any of the parties. Mediators are objective, neutral, third parties you call when you’re caught in conflict.
- Confidential. All those involved agree to a level of confidentiality, protected by state statute, which creates the “safe place”.
- Making a Real Difference. We focus on problem solving, establishing expectations, communication, and what it takes to truly resolve the conflict. As a result - attitudes and behaviors are changed.
- More Satisfying. Facilitated Conversations and mediation has proven to be much more satisfying than traditional resolution processes.

How Mediation Works for You:
1. We’ll ask you to give us a brief overview of the situation, as you understand it. How did the conflict get to this point? What role did you play? Who else is involved?
2. We’ll explain mediation and how facilitated conversations work best in resolving ongoing conflict. We answer your questions.
3. Once mediation is agreed to, we will schedule at a time and location that works for everyone.
4. A professional mediator will meet with you, set expectations so the experience is respectful and safe, help you discuss your concerns, and better understand the other person’s perspective.
5. Together, we will discuss options and solutions, write an agreement that everyone contributes and consents to, and signs.
6. Confidential, voluntary and almost always free! This service is often provided free of charge for those living in your City or County. Mediations last about ninety minutes and we’re over 85% successful. All we need is your good-faith commitment.

What we hear . . .

- "I was able to tell my side of the story, without being pushed, shoved or told I’m wrong! It was a great way for us to hear each other, understand and reach an agreement."
- "You guys helped us find a solution without going to court or an expensive and contentious legal route."
- "The mediator was very fair, open and honest. He gave both of us time to speak and come up with solutions to use in the future. Overall, I think it was a very good outcome and hope that we can take what we have learned and continue to apply it to any circumstance that may arise in the future."
- "I didn’t realize the value of mediation. I thought they were going to send someone from a City agency to mediate. I didn’t realize we’d get a “real” mediator. I didn’t think it would be outcome based. This was a great opportunity!"
- "I want to say thank you for arranging last nights mediation. I think this is a great process."

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