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

Mediation & Facilitated Conversations

Allows people in workplace conflict or a contentious environment to discuss their concerns in a safe and productive manner, arriving at a collaborative and shared resolution, all with the help of a professional mediator.

Solutions agreed to in mediation are often more timely, comprehensive, meaningful and lasting; all because the parties themselves discussed and reached their solution.

The opportunity to sit down and have a productive and successful conversation builds respect, trust and provides communication tools for the future.

How Mediation Works for You!

- Send us an email, or give us a call. Briefly explain the situation, as you understand it. How did the conflict get to this point? What role might you have played? Who else should be involved?
- We’ll answer any questions you have.
- We will contact the other parties involved, explain mediation, and get their consent to participate.
- Once mediation is agreed to, we’ll schedule at a time and location that is acceptable to everyone.
- One of our professional mediators will meet with you, set expectations so the experience is respectful, meaningful and safe, help you discuss your concerns, as well as hear and understand the other person’s perspective.
- Together you’ll consider possible options and solutions, we’ll write an agreement that everyone signs, you’ll get a copy, and we’ll follow-up in several weeks.

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A Few Important Points

- We work for a nonprofit and do not represent the City.
- We’re successful over 92% of the time.
- Mediation is confidential and protected by state statute.
- It is free and voluntary.
- All we need from you is a good faith commitment to try.
- We regularly work with just two employees, sometimes a small handful, and at times with larger teams of 12, 15, or more. We’re successful with 2-3 employees, as well as with employees and their supervisor.
- We take referrals to mediation at any point. Early on, pre-grievance, grievance filed, or hearing stage.

Benefits Include:

- Effective - Provides lasting solutions because people involved and impacted by the conflict are those creating the solutions, resulting in commitment and buy-in.
- Objective - Mediators don’t take sides, aren’t city employees, and don’t make decisions for you.
- Real Difference - We focus on expectations, problem solving, communication, and what it takes to truly resolve the conflict; resulting in attitude and behavior changes.
- Learning - Those involved in mediation also learn effective skills and communication tools for the future.

What People Say...

- The mediator was professional, very fair and helpful. He helped us discuss the situation and come up with solutions for the future. Overall, I think it was a very good outcome and hope we can take what we learned and continue to apply it in the future.
- I didn’t realize the value of mediation. I didn’t realize it would be so outcome based. It was great!