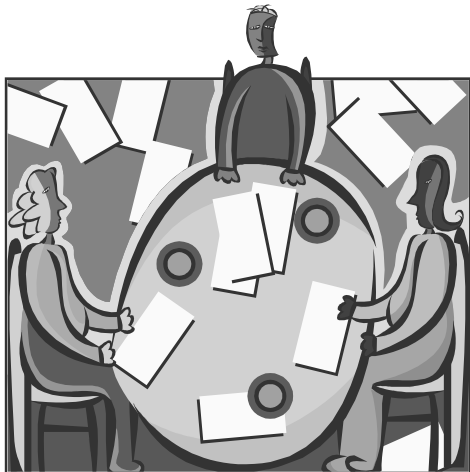


What Types of Disputes Can Be Mediated?

The Community Mediation program provided by the CDR provides mediation services for the following types of disputes:

- ◆ **Neighbor disputes** involving animals, trees, noise, property lines, property damage, etc.
- ◆ **Community disputes** that involve several neighbors
- ◆ **Consumer/Merchant disputes** involving claims of less than \$1000
- ◆ **Residential Landlord/Tenant disputes** over issues like payment of rent, property repairs, lease termination, etc.
- ◆ **Parent/Teen disputes** and other simple disputes within families

The CDR may mediate more complex disputes for a reasonable fee, and the CDR also makes referrals to local mediators who specialize in a variety of areas. Contact the CDR by phone at (417) 836-8831 or via email at CDR@MissouriState.edu.



About the Center for Dispute Resolution (CDR)

The CDR is housed in the Department of Communication at Missouri State University in Springfield, Missouri. It supports a variety of programs that relate to conflict. It also provides basic and advanced mediator trainings, offers workshops to groups and organizations, and supports research in the field of conflict and dispute resolution.

To request a mediation contact The Center for Dispute Resolution.

CDR Phone
(417) 836-8831

CDR Email and Web
CDR@MissouriState.edu
www.MissouriState.edu/CDR

CDR Address
901 S. National, Craig Hall
371, Springfield MO 65897



Community Mediation Program



Helping community members resolve their disputes and deal with the conflict in their lives.

A Free Community Service Program Provided By



The Center for Dispute Resolution
at Missouri State University

(417) 836-8831 * CDR@MissouriState.edu
901 South National, Springfield MO 65897

The Center for Dispute Resolution's Community Mediation Program

What is Mediation?

Mediation is a method of problem-solving that brings together the people or groups who are having a conflict. A trained, neutral mediator helps everyone discuss the issues and come to a workable solution.

The mediator does not decide who is right or wrong or make decisions about what should happen. Instead the mediator helps participants identify the important issues and generate their own solutions.

Mediation is voluntary (everyone chooses to be there) and participants control the process. It is also confidential, which creates a safe space where people can talk openly about their concerns.

Who are the Mediators?

Volunteer mediators working through the CDR are available to mediate community disputes. These individuals have received extensive training in mediation, conflict, and communication skills. They are members of our community who are dedicated to helping others peacefully resolve their disputes.

What Happens in a Mediation?

If you have a conflict, contact The Center for Dispute Resolution (CDR) by phone at (417) 836-8831 or email at CDR@Missouristate.edu.

A staff member will call you to discuss your situation. With your permission, the CDR will then call the other party to explain what mediation is and to attempt to set up a meeting time for the mediation.

If everyone agrees to participate, both you and the other party will meet together with a volunteer mediator at a neutral location. The mediator will set ground rules and explain the mediation process.

Next, everyone will have a chance to explain their perspective on the situation. Then the mediator will help you clarify the important issues and begin to discuss options for creating a lasting solution to the problem.

Once an agreement is reached, the mediator will write it up for everyone to sign.

Why Choose Mediation?

Many people who have used mediation feel it is an excellent and effective way to resolve disputes.

- ♦ **Success** - Mediation tends to be a very successful way for people to deal with conflicts, even those that seem impossible to solve.
- **Time** - Mediations can be scheduled quickly at a time that works for everyone involved.
- **Money** - Many types of conflicts can be mediated for free by the CDR; more complex types of conflicts can also be mediated for a fee.
- **Privacy** - Mediation has a strict code of confidentiality, which creates a safe space where people can talk freely.
- **Outcome** - Mediation allows people to find “win-win” resolutions. Mediation can also help heal damaged relationships between parties.
- **Options** - Although mediations are usually successful, if an agreement cannot be reached participants can still turn to the court system.
- **Flexibility** - Mediation ensures that each party's unique needs and interests are addressed. The mediator works to help parties find a unique solution to fit their problem.

