

Community Mediation Training Certification Booklet

The National Association for Community Mediation (NAFCM) is excited to provide this booklet of community mediation centers that participated in the NAFCM certification training program.

NAFCM is a member association that provides community-based assistance to communities, both urban and rural, while educating on the benefits and effectiveness of using community mediation.

Serving as the hub: NAFCM listens for impact; shares to empower; creates needed connections; and focuses on abundance. Our core values of integrity, quality, visionary, curiosity and collaboration, evident in our 9 hallmarks of community mediation illuminates NAFCM's vision that community mediation leads to community mobilization.

Winter 2026

NAFCM Certified Community Mediation Training Centers

Table of Contents

Arizona

Center for Community Mediation and Facilitation page 3

California

Conflict Resolution Center of Santa Cruz page 4
Groundswell page 5
Peace in Education page 6
Yolo Conflict Resolution Center page 8

Georgia

The Mediation Center page 9

Hawaii

The Mediation Center of the Pacific page 10

Illinois

The Center for Conflict Resolution page 11

Massachusetts

Community Dispute Settlement Center page 12

Michigan

Southeastern Dispute Resolution Services page 13

New York

Long island Dispute Resolution Center page 15

Ohio

Cleveland Mediation Center page 16

Pennsylvania

CORA Good Shepherd Mediation page 17

Tennessee

Community Mediation Center page 18

Texas

Dispute Resolution Center of Montgomery County page 19

Washington

Dispute Resolution Center of Thurston County page 20



The Center
for Community Mediation
and Facilitation

Center for Community Mediation and Facilitation

Tucson, AZ

Objectives

This course provides students with information and hands-on practice in handling all elements of a mediation case from pre-mediation to resolution, including:

- The fundamentals of conflict (neurobiology, triggers, trauma, identity, bias, conflict response styles)
- The elements of transformative mediation
- Fostering empowerment and recognition
- Communication and conflict resolution tools
- Pre-mediation and mediation processes
- Handling mediation challenges
- Working with a co-mediator
- Mediation Standards of Practice
- Case flow of a typical mediation
- Extensive practice of tools and processes in role-play simulations taken from actual mediation cases, guided by skilled coaches

Training Information

CCMF's mission is to empower individuals and organizations to navigate conflict through skilled communication. In addition to conflict resolution services, CCMF offers a 42-hour training in the transformative style of mediation, taught live in a hybrid format. Graduates are eligible to join CCMF's volunteer community mediator corps. CCMF also offers workshops (live and virtual) in dialogue circle or strategic planning facilitation, Alternatives to Violence Project (AVP), advanced mediation skills, and custom workshops in conflict literacy for youth, work teams, boards of directors, and others.

Contact Information

For information on training, visit the CCMF calendar page at <https://centercmf.org/calendar>. Mediation training will be offered over three weekends in 2026: April 10-12, 17-19 and 25. Friday classes are in the evening (4-8 pm Arizona time). Registration opens in January 2026. To learn more, contact Chris Medvescek at center@centercmf.org.





Conflict Resolution Center of Santa Cruz County

Santa Cruz , California

**Julia Feldman,
Executive Director**

Objectives

- Understand how and why we react to conflict
- Find calm within yourself
- Listen without defensiveness
- Express yourself confidently
- Find common ground and satisfying solutions

Training Information

Conflict Management Skills Training (6 hrs) - prerequisite for the CMT and offered multiple times per year.

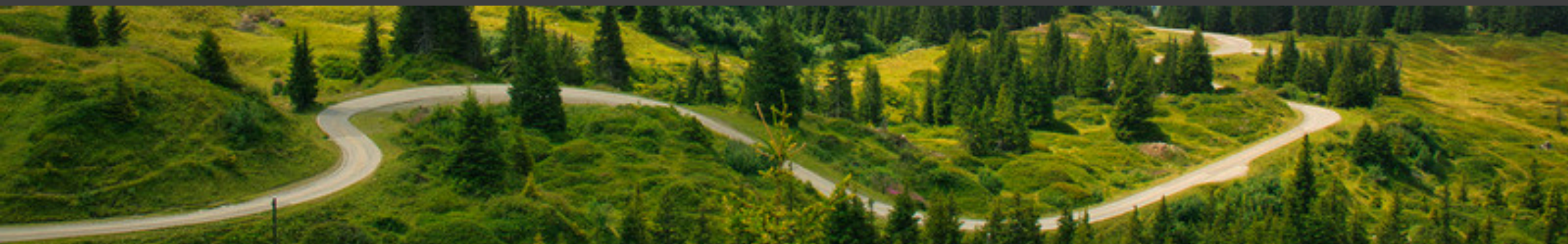
Community Mediation Training (34 hrs) - in-person training once in winter each year, with plans to add a second hybrid or online training in the fall within 1-2 years.

Trainings offered in-person or virtually.

Contact Information

For more information on training, email Jill Borba, Training Manager at Jill@crcsantacruz.org or call (831) 219-8229

Our Conflict Management Skills Training will continue to be offered online to the public or in-person, and can be offered in-person for private groups.



Santa Ana, California

Alison Edwards, CEO

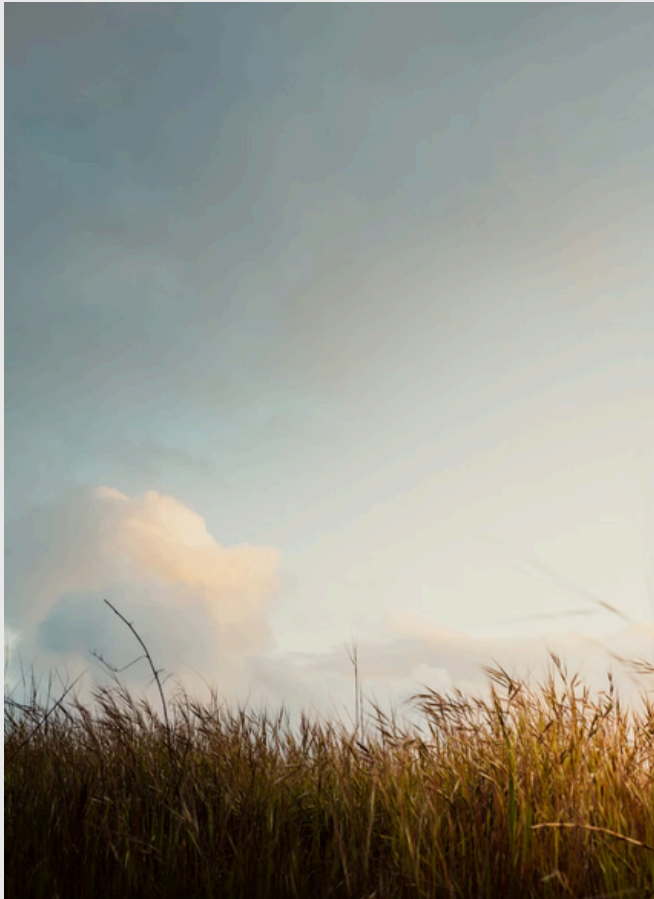
Our training is offered in a Hybrid format:

- 13 hours of self-paced guided learning activities (reading, videos, activities in Google Classroom) participants do on their own time to prepare for the online training sessions.
- 27 hours of online training: consisting of large and small group discussions, skill building activities, and small group coached mediation roleplays (through zoom).

Our training is geared toward general community mediation or private mediation (not court related) but we do have a very small section where we cover basic court terms and types of cases.

Some topics covered include:

- History of Alternative Dispute Resolution
- Dispute Resolution Program Act and Regulations
- Understanding Conflict, Conflict Styles and the Cycle of Conflict
- The Facilitative Style of Mediation
- The Mediation Process: Stages of Mediation
- Preparing for Clients and Developing Trust
- Active Listening Skills and Reframing Toxic Language
- Managing the Process and Power Imbalances
- Creating Options / Building on Agreement / BATNA
- The role of Bias & Culture in Mediation
- Ethics in Mediation and Ethical Dilemmas
- Small Claims Mediation Overview – Forms & Procedures
- Online Mediation – Basic Guidelines, Benefits and Challenges
- LIVE COACHING in mediation roleplay sessions



Training information

For more information on training, please visit <https://wearegroundswell.org/training/>

Contact information

If you have questions about trainings, please email

marco@wearegroundswell.org or call (714) 480-6570

Peace in Education, LLC

Los Angeles, CA

Julie Alli

Assistant Executive Director



Training information

Peace in Education, LLC., provides comprehensive conflict skills and mediation training.

This 40-hour community mediation training is an introduction to the concepts of transformative mediation and facilitative dialogue, including strategies of mediation and negotiation, cultural influences and standards and ethical considerations of alternative dispute resolution.

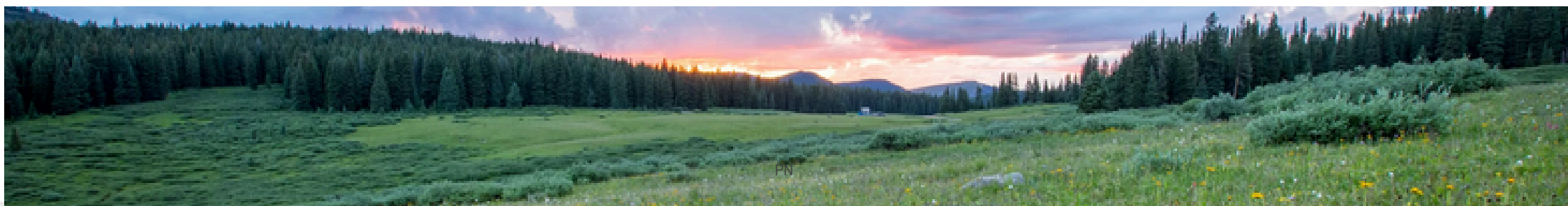
Objectives

- Overview of Peace In Education Program
- History of community mediation
- Implementation of the California Dispute Resolution Programs Act of 1986
- Conflict theory
- Conflict management styles
- Consensus building
- Communication and Active Listening
- Emotions and Conflict

Contact Information

For more information about training, email julie@peaceined.org or call 410-340-1055

Training can be delivered virtually, in person, and hybrid.

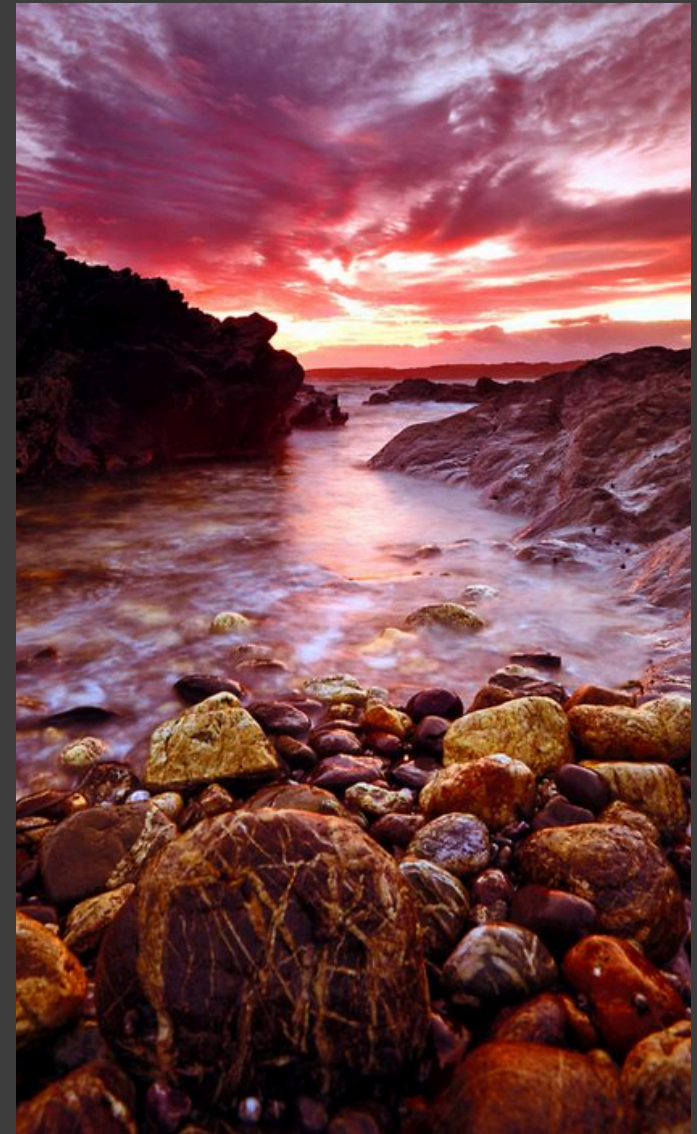


“Conflict is neither good nor bad. Properly managed, it is absolutely vital.”

Kenneth Kaye



**Alannah Tomich,
Executive Director
Woodland, CA**



Training information

Our foundational 32-hour Community Mediator Training provides comprehensive instruction in the principles and practices of community mediation. Participants examine the nature of conflict, including its causes and impacts, and explore the critical role mediators play in supporting constructive dialogue and resolution.

The training begins with an immersion in conflict management and communication skills. Participants will gain a deep understanding of the mediation process, the importance of adequate preparation, and how to use deep listening and inquiry to uncover interests and needs. Trainees will have ample opportunity to role play as a mediator and disputant and be coached by experienced volunteer mediators.

We offer this training to the public once a year in the spring, and it is held in-person in Yolo County. We can also be contracted to conduct the training for a group rate, which can be offered in-person, online, or in a hybrid format.

Contact Information

Ariel Axelrad-Hausman, Training Coordinator
(530) 564-2324, programs@yolocrc.org
Training Dates: www.yolocrc.org/upcoming

The Mediation Center

Savannah, Georgia

Aimee Bellmore
Executive Director

Contact Information

For more information, please contact:

abellmore@mediationsavannah.com

912-354-6686

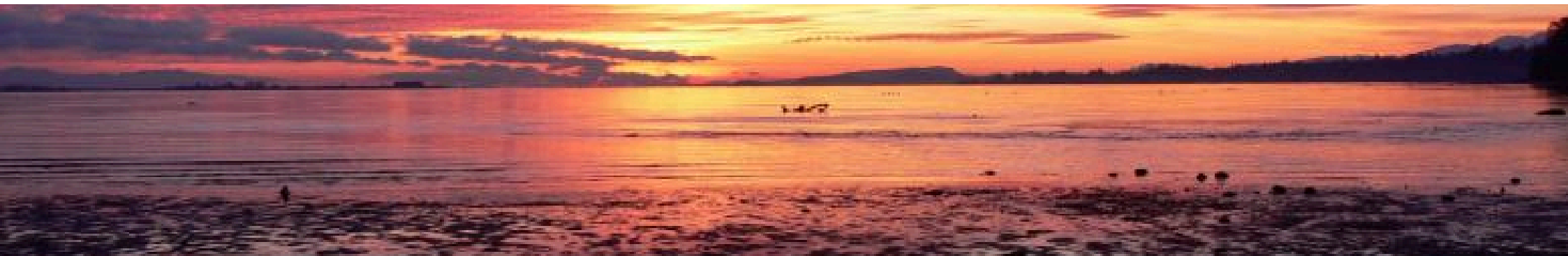
Register here:

<https://mediationsavannah.com/training/>



Objectives

- Understand the spectrum of conflict practices, from de-escalation to restorative practices, and how community mediation draws from each
- Increase knowledge of people, harm, trauma, and conflict
- Learn how to apply different ADR models to best support the individuals in conflict
- Deepen understanding of the basic principles and steps of the Interest-Based Negotiation Model (IBN)
- Better guide your mediation practice and how to act in regard to ethical situations
- Develop a better understanding of cultural diversity and identify the primary ways people look at culture, race, gender, ethnicity, and age
- Identify your own bias' and create an opportunity for diversity maturity
- Practice the mediation process and IBN models during role plays.



The Mediation Center of the Pacific

Honolulu, Hawaii

Tracey Wiltgen

Executive Director



Training Information

Basic Mediation offers an introduction to a facilitative model of mediation and the core skills of effective listening, asking powerful questions, maintaining neutrality, interest identification, negotiation, agreement writing, ethical considerations, and managing challenges.

Training Dates

We can also be contracted to conduct a Basic Mediation Training for a group rate.

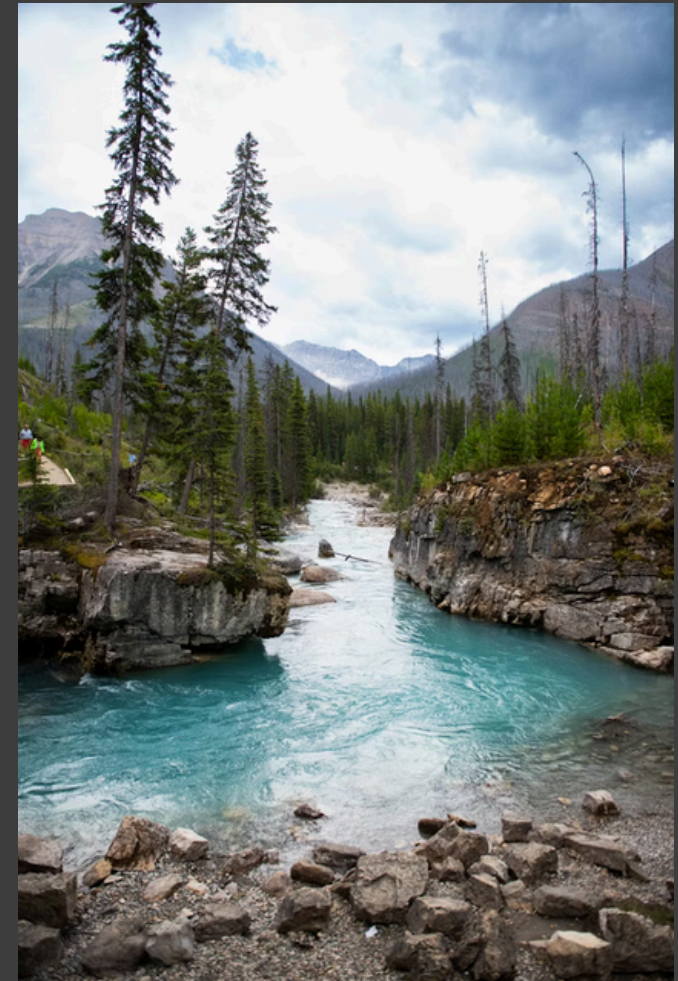
We conduct our trainings primarily in-person with virtually trainings starting in 2026.

Objectives

- Training provides participants with an understanding of:
- The nature of conflict and the impact on resolving conflict.
- A process to empower people in conflict to work collaboratively with the assistance of a neutral third party (the mediator), to brainstorm options and come up with solutions that both parties can live with.
- Tools to adapt the model and deal with challenging personalities, power imbalances and impasse.
- Ethical considerations.
- Adjustments for mediating via videoconference.

Contact Information

For more information, please call (808) 521-6767





Chicago, Illinois

**Whitney Trumble,
Interim Executive
Director**

Objectives

The Center for Conflict Resolution's (CCR) 40-hour Community Mediation Skills Training is designed to provide an understanding of the facilitative mediation process at a community mediation center. Curriculum includes the foundational history of community mediation in the U.S, the founding of NAFCM, understanding conflict, and facilitative mediation process, interest-based negotiation, and BATNA/reality testing techniques. The bulk of course time is spent in simulated role-play mediations based on real-life community mediation scenarios, honing skills in a practical setting from our experienced mediator trainers. These coaches provide the concrete and customized feedback necessary to understand how community mediation skills can be used and practiced in a variety of settings outside the courtroom. Coaches identify specific areas of skill development and help each trainee toward their highest potential.

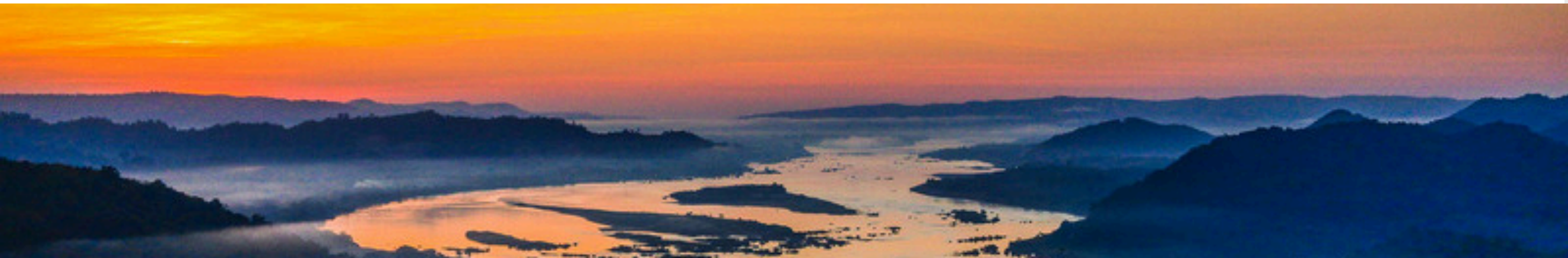
Contact Information

Please call the Training Department at 312-922-6464 x215 or email training@ccrchicago.org

Training information

For training dates, please go to <https://www.ccrchicago.org/mediation-skills-training>

Offers in-person or virtual trainings.



Community Dispute Settlement Center, Inc.

Cambridge, MA

Marty Walz,
Interim Executive Director



Objectives

Established in 1979, CDSC provides vital mediation services, both community-based and court-connected, and a range of trainings which focus on mediation skills as well as conflict management, to people and organizations in Massachusetts.

We have trained and launched more than 1,000 people as Mediators!

In our Mediation Training you will learn hands-on skill development:

- How to define mediation issues
- How to facilitate the mediation process
- How to help parties resolve their issues and/or reach closure
- How to manage parties' emotions during a mediation
- What mediator neutrality and impartiality mean
- About DEI issues in a mediation

Our model emphasizes role plays along with exercises and presentations. Learn from a dynamic team of experienced trainers with extensive mediation experience.

Our participants come from all walks of life, including attorneys, social workers, school personnel, clergy, police, community members and more.

Contact Information

For more information, please call 617-876-5376 or email pedro@communitydispute.org

Training are offered both in-person or virtually (hybrid)



Marc Stanley, Executive Director



Jackson, Michigan

SEDRS offers dynamic, interactive training programs for mediators. More than just lecture, it offers participants the opportunity to study and experience new methods for achieving resolution.

The training includes learning practical skills, employing immediate "hands-on" experience when applying the principles of successful mediation

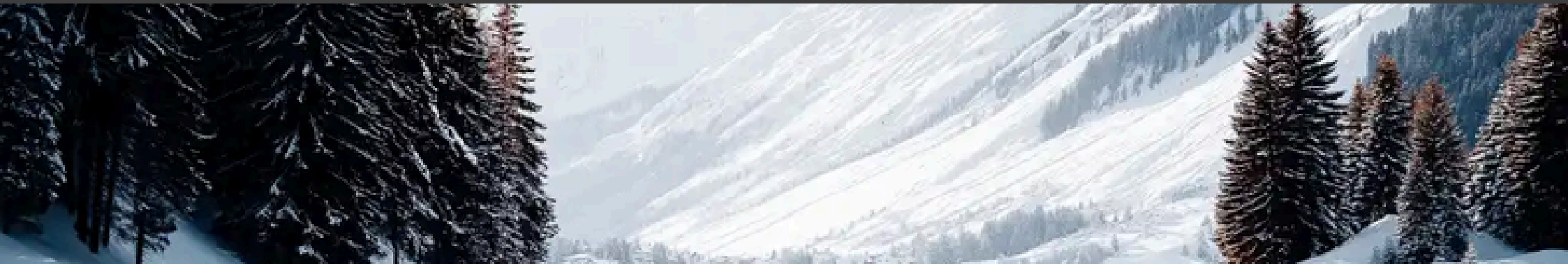
We offer a wide variety of dependable and professional dispute resolution services and training. Our office has certified trainers in General Civil Mediation, Peer to Peer mediation, Elder Care mediation, Restorative Conferencing, Peace Circles, Non-Verbal Communication, and, coming soon, Non Violent Crisis Intervention. SeDRS is quickly becoming a leader in conflict and dispute management for Southeast Michigan.

Training information

For more information on training, please visit <https://sedrs.org/training/>

Contact information

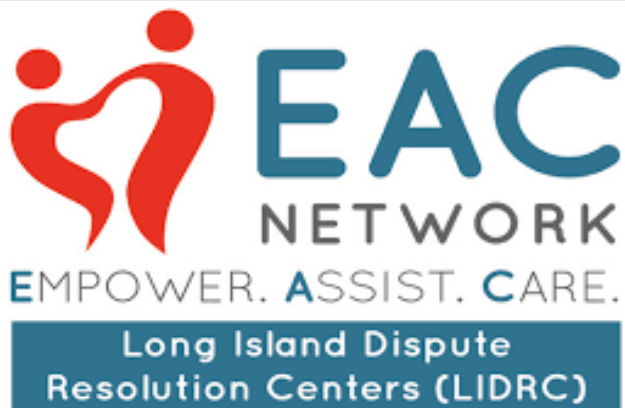
For more information, contact Marc Stanley, Executive Director at mstanley@sedrs.org or call (517) 990-0279





“I like to listen. I have
learned a great deal
from listening
carefully. Most
people never listen.”

Ernest Hemingway



Judy Axelrod, Senior Director, ADR Division Long Island, NY

Objectives

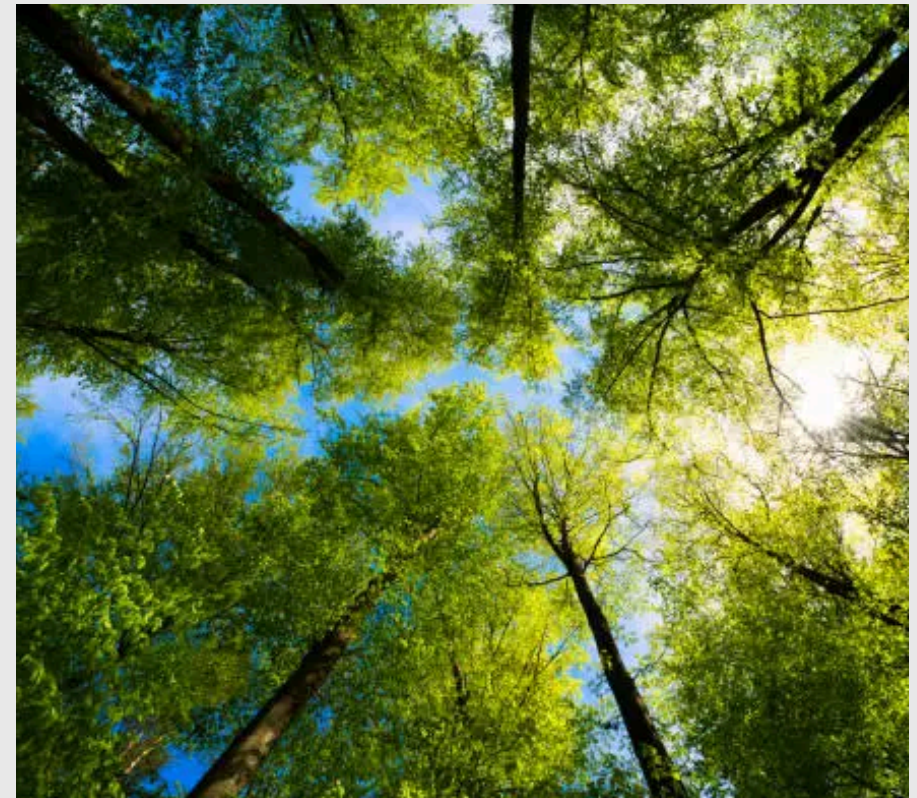
Participants in the training learn to:

- Understand the nature and dynamics of conflict and different approaches to conflict management
- Distinguish between negotiation, mediation, and other alternative dispute resolution processes
- Apply the facilitative mediation process from pre-mediation through agreement writing
- Use core mediation skills including active listening, questioning, reflection, reframing, and summarizing
- Identify positions, interests, rights, and needs in conflict conversations
- Manage difficult conversations, high emotions, and disruptive behaviors during mediation
- Recognize cultural dynamics, implicit bias, and differing values in conflict situations
- Address power imbalances and ensure fairness and safety in the mediation process
- Apply ethical principles including confidentiality, neutrality, and self-determination
- Practice mediation skills through structured role plays and experiential learning activities

Contact information

Trainer: Courtney Chicvak, Director of Alternative Dispute Resolution, ADRTraining@eac-network.org

PHONE NUMBER



Cleveland Mediation Center's provides a 3-day Fundamentals of Mediation Training that introduces mediation concepts and prepares individuals to mediate using demonstration, practice, lecture, discussion, and situational case studies. This is a practical course incorporating a best practices approach to mediating.

Topics include:

Active listening

Five-phase Facilitative/Empowerment Model

Client-centered approach

Cultural influences

Mediator Interventions and strategies

Confidentiality and Uniform Mediation Act



**Danielle Cosgrove,
Executive Director
Cleveland, OH**

2026 Training dates

May 12th, 13th, and 20th 9AM-5PM, in-person at 4515 Superior Avenue, Cleveland, Ohio

September 2nd, 3rd and 4th 9AM-5PM, virtual

December 1st, 2nd and 3rd, 9AM-5PM, virtual

Cleveland Mediation Center also offers training in Conflict Resolution, De-escalation, Facilitation Skills, and Advanced Mediation Skills.

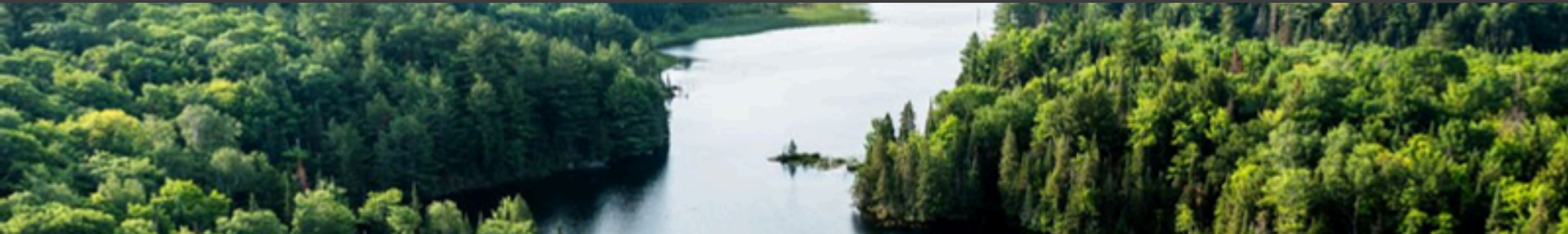
Contact Information

For more information on training, email

Kara Tellaisha,

kara.tellaisha@clevelandmediation.org call

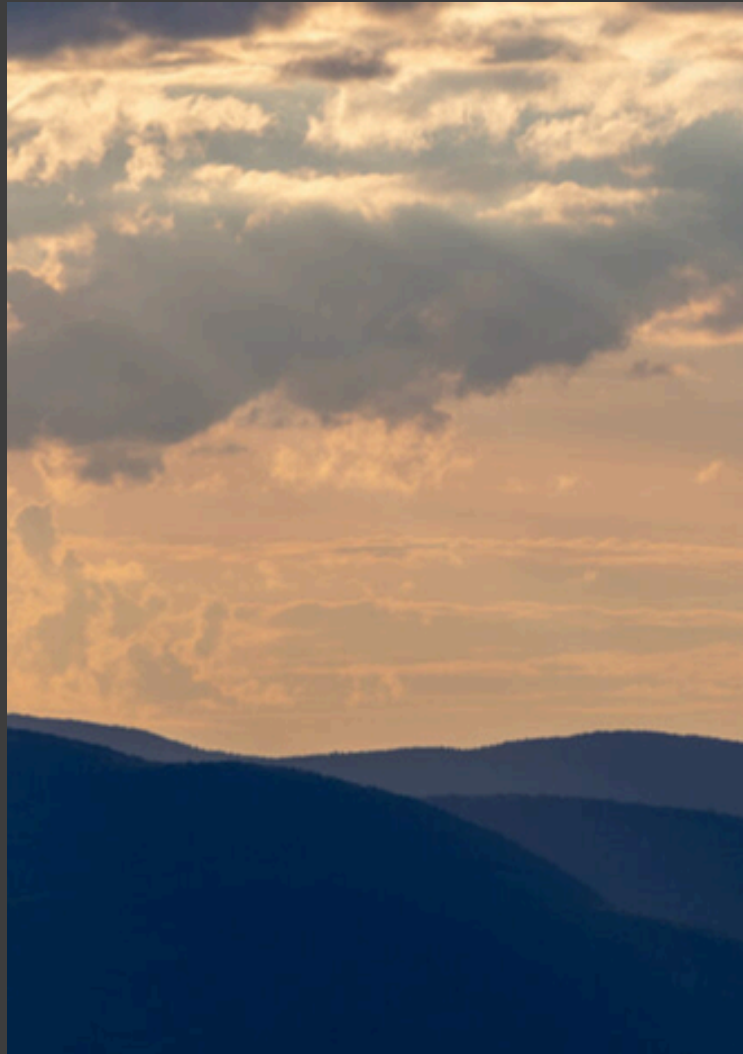
(216) 452-8975



CORA Good Shepherd Mediation

Philadelphia, PA

Sue Wasserkrug, Esq. & Camila Lou rdes,
Co- Directors



Objectives

This 3-day training prepares individuals to mediate family and neighborhood issues. It is a practical, interactive, hands-on workshop.

Participants learn communication and conflict management skills and develop an understanding that conflict is normal, how we deal with conflict determines the outcome and there are positive ways to handle conflict.

Training Information

Basic Mediation offers an introduction to a facilitative model of mediation and the core skills of effective listening, asking powerful questions, maintaining neutrality, interest identification, negotiation, agreement writing, ethical considerations, and managing challenges.

Contact Information

For more information on training, email Sue Wasserkrug at swasserkrug@coraservices.org or call (215) 843-5413

Community Mediation Center

Knoxville, Tennessee

Jen Comiskey

Executive Director



Objectives

- Practice core communication skills such as active listening, reframing, and summarizing.
- Guide disputants through problem-solving and option-generation.
- Maintain neutrality, confidentiality, and balanced participation.
- Use strategies to manage emotions, build trust, and promote respectful dialogue.
- Recognize and address power imbalances and common barriers to resolution.
- Demonstrate self-awareness, ethical conduct, and professional boundaries.
- Understand the legal and procedural framework that supports mediation.

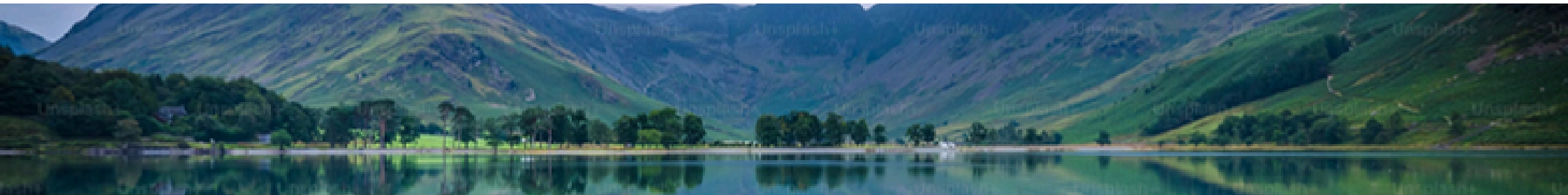
Contact Information

For more information contact Jen Comiskey at jen.comiskey@2mediate.org or call (865) 924-7365

Training information

For training dates, please go to <https://2mediate.org/>

Training can be delivered virtually, in person, and hybrid.





Elaine B. Roberts, J.D. President & C.E.O.

Training information

For training dates, please go to

<https://2mediate.org/>

Training can be delivered virtually, in person, and hybrid.

The Dispute Resolution Center of Montgomery County, Inc. (DRC-MC) will offer the

Online General Mediation Training twice in 2026:

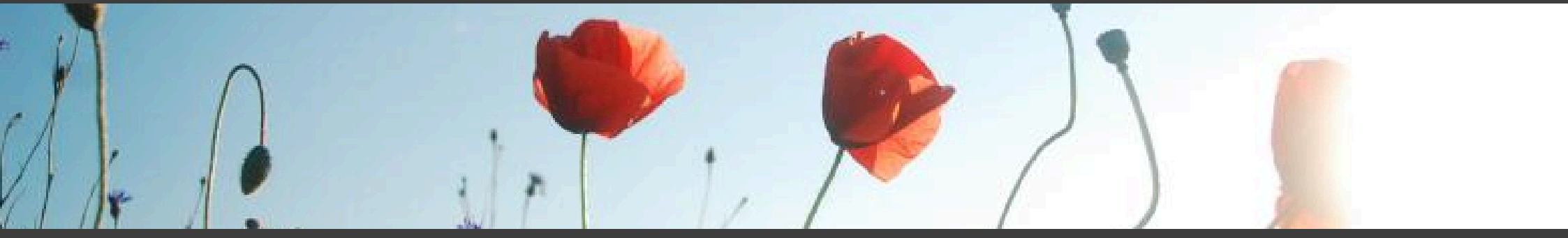
May 7, 8, 13, 14, and 15, 2026

September 3, 4, 9, 10, and 11, 2026

8:30 AM - 5:30 PM

Objectives

- Introduction and teaching on the history of mediation
- Alternative Dispute Resolution legislation in Texas
- conflict resolution theory
- mediation model and practice
- mediation process and skills
- participant self-awareness
- communication skills
- mediator ethics, and
- specialized considerations of the mediation practice.
- The DRC-MC training program incorporates lecture, group discussions, mediation
- simulations and role-plays, and incorporates relevant participatory activities in its
- training model.





Olympia, Washington

Elizabeth Drake,
Executive Director



Objectives

The DRC offers a practicum for those who have completed the 40-Hour Community Mediation Training and wish to continue building their skills.

This program includes the following steps:

- completion of a take-home, open-book exam.
- observation of seven (7) or more full mediation sessions.
- completion of a mock mediation with a co-mediator at the same level of training, with coaching and feedback from DRC staff.
- co-mediation of eight (8) or more full mediation sessions with DRC certified mediators. Lead mediators mentor and evaluate mediators-in-training.
- completion of twelve (12) or more hours of additional education.
- certification upon approval of staff and lead mediators.
- all practicum participants are eligible for discounts on future training offered by the DRC.

Contact Information

For more information on Custom Training, email trainingteam@mediatethurston.org or call (360) 956-1155, ext 101.

Training information

For training dates, please go to <https://www.mediathurston.org/upcoming-trainings.html>

Trainings are virtually or in-person.