



# JAMS Community Mediation Training Booklet

The JAMS Foundation is excited to provide this booklet of community mediation centers that are part of the National Association for Community Mediation (NAFCM).

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.

**September 2023**

# Community Dispute Settlement Center, Inc.

Cambridge, MA

**Pedro Spivakovsky-Gonzalez**  
**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

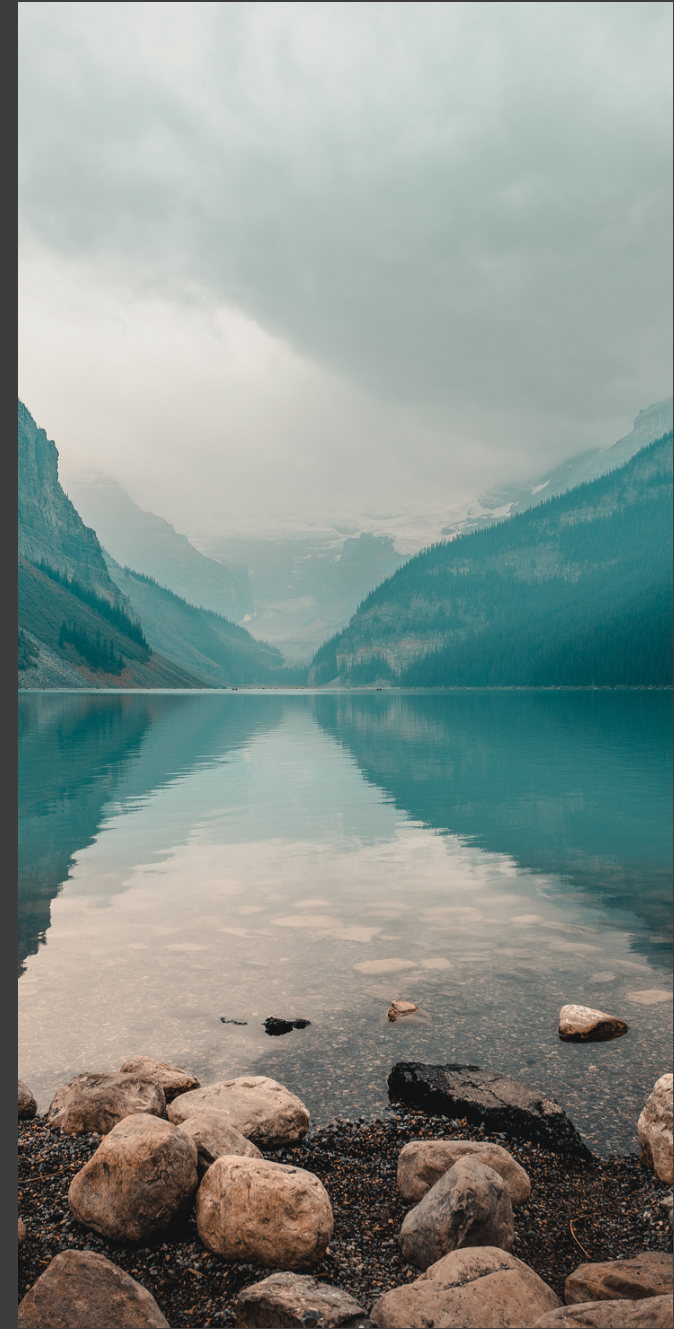
Our model emphasizes role plays along with exercises and presentations. Learn from a dynamic team of experienced trainers with extensive mediation experience.

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](mailto:pedro@communitydispute.org)

Training offered virtually, twice annually, each Spring and Fall



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# Peace in Education, LLC

## Los Angeles, CA

**Renata Valree,**  
**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

- Training can be delivered virtually, in person, and as a hybrid

### **Contact Information**

For more information about training, contact Julie Alli, Program Director at [julie@peaceineducationgroup.com](mailto:julie@peaceineducationgroup.com) or 410-340-1055



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

**Kenneth Kaye**



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# The Mediation Center

## Savannah, Georgia

### Jill Cardenas, Executive Director



#### Contact Information

*For more information, please contact:*

[jcardenas@mediationsavannah.com](mailto:jcardenas@mediationsavannah.com)

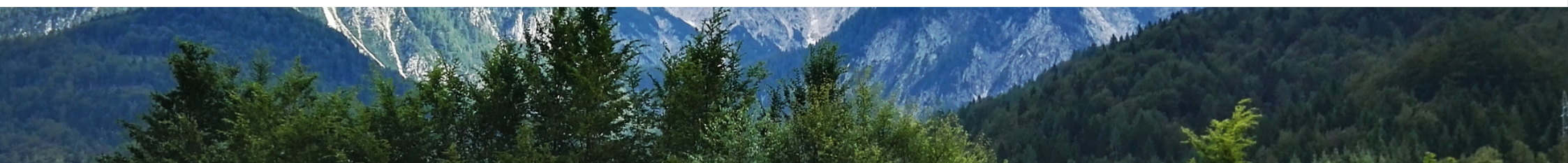
912-354-6686

*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)
- Discuss the significance of the NAFCM 9 Hallmarks of Community Mediation
- Build upon your current communication skills
- Learn to apply feelings to needs
- 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.



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# 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.

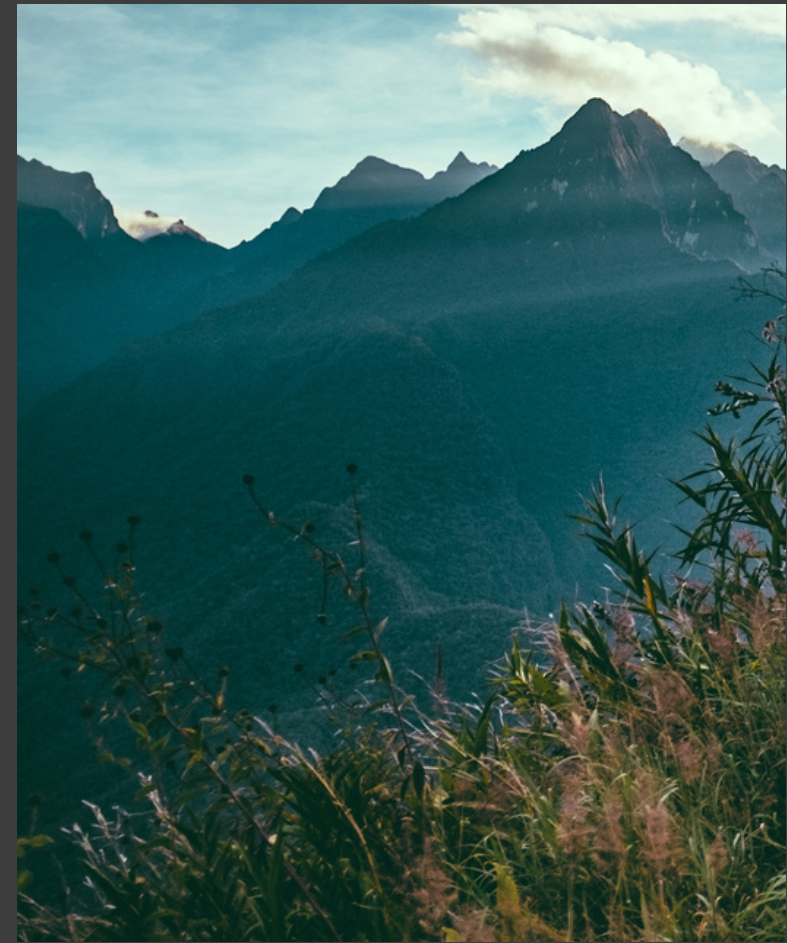
We conduct our trainings both online and in-person. The training in October 2023 is in person.

#### 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

**Cassie Lively,  
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 [training@ccrchicago.org](mailto:training@ccrchicago.org)

### **Training information**

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



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# Olympia, Washington

## Jody Suhrbier, 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, contact Jill Busby, Training Manager, at (360) 956-1155, ext 101.

### Training information

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

# The Neighbourhood Group Community Services, Conflict Resolution & Training



## Contact Information

Kelly Ryan, Contract and Training Lead

[crt.training@tngcs.org](mailto:crt.training@tngcs.org) or

647-671-4792

Toronto, Ontario, Canada

## Objectives

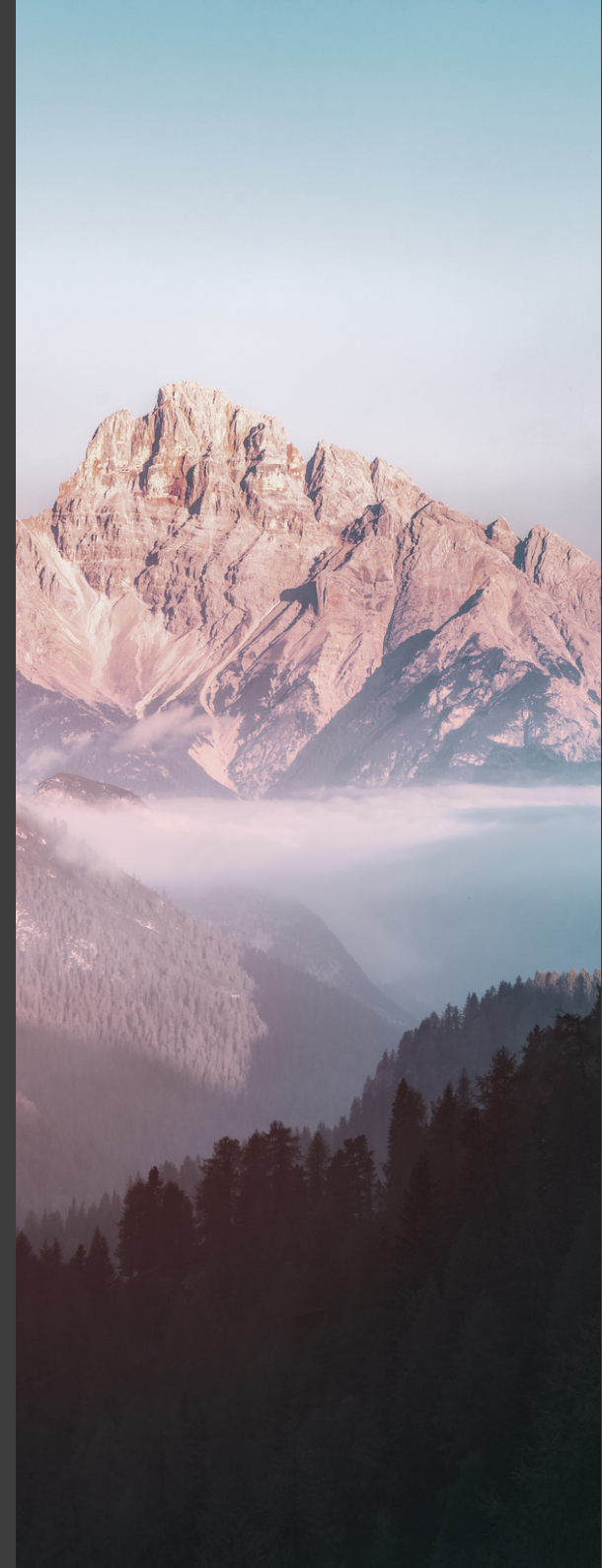
In this three-day workshop, you will develop in-depth practical skills and techniques to quickly and effectively mediate disputes as a neutral party, improving cooperation and mutual understanding for everyone involved.

This training is not a prerequisite to the Intensive Interpersonal Mediation training.

## Topics

- Defining conflict and conflict resolution processes
- Interest-based (win/win) problem solving
- Active listening and questioning techniques; restating, acknowledging, and validating
- S.M.A.R.T agreements
- Preparing for a mediation session
- Extensive use of realistic demonstrations and role playing as well as group discussion

Learn more: <https://tngcommunityto.org/Programs-Services/Programs/Individual-Training?cat=4142>







# Conflict Resolution Center of Santa Cruz County

Santa Cruz , California

**Interim Executive Director Julia Feldman**

## 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.

## Contact Information

Interim Executive Director Julia Feldman

[julia@crsantacruz.org](mailto:julia@crsantacruz.org)

831-475-6117

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.

