



NAFCM Online Community Mediation Training Booklet

The National Association for Community Mediation (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.

October 2021



Why we created this booklet

In January 2021, NAFCM, in relationship with the TRUST Network, and with support from the Packard Foundation and Humanity United, dedicated resources to expand five communities' capacities to respond to locally-specific topics that are "acupuncture points" for issues of equity, justice, and cohesion, and to create a sustainable presence that would exist beyond the life of this intensive support period.

These five communities were part of this Emerging Community Mediation Center project:

- *Macon, Georgia
- *Montgomery, Alabama
- *West Palm Beach, Florida
- *Sarasota, Florida
- *South Fulton, Georgia.

Representatives from these communities used the *Community Mediation Center Start-up Manual (2nd Edition)* found in the NAFCM Online Store as their startup guide.

To help the Emerging Centers prepare to provide services, they needed support with training volunteer mediators. The volunteer training, while needing to be mediation focus, also needed to be infused with the values and frame of community mediation .

With a NAFCM developed review tool and review process, the community mediation centers recorded in this booklet met the set out standards to provide community mediation as defined by the 9 NAFCM Hallmarks.



Midlands Mediation Center

Columbia, South Carolina

Kabrina Bass, Executive Director

Objectives

The Introduction to Mediation Course is designed to:

- Prepare participants how to become a mediator and how to effectively facilitate the mediation process – from the opening to dialogue to an agenda and then the move forward beyond mediation.
- Help participants apply a framework to the mediation process in order to assist parties in their efforts to define the issues, focus on their interests, and generate options that secure sound resolutions.
- Provide participants with the skills necessary to mediate effectively, including interactive listening, asking effective questions, and understanding value-based negotiation.

Contact Information

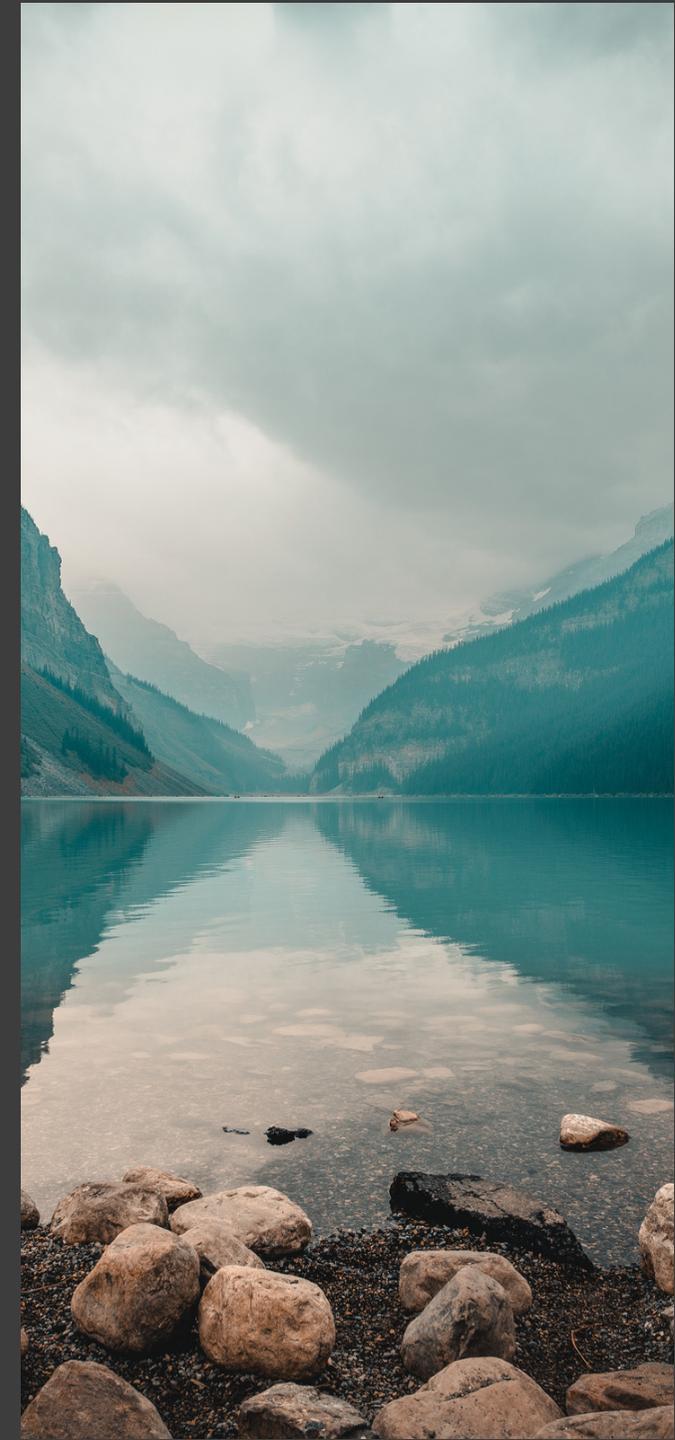
For more information, please call 803-714-1176.

Course Topics

- An Overview of Mediation – Styles and Approaches; ADR Methods
- The Nature of Conflict
- The Task, Skills and Techniques of the Mediator
- The Mediation Process – Opening Statement, Caucusing, the Agenda
- Mediating: Solo and Co-mediation – Online Mediation
- Mediation Ethics and Operations – ADR Rules, Mediators' Code of Conduct
- Mediation Resources – State and National Organizations

Training information

<https://midlandsmediation.org/conflict-resolution-training/>



Santa, Ana,
California



OC Human Relations
Building community by fostering respect, resolving conflict and pursuing equality

Kathy Shimizu, Executive Director

Training information

<https://www.ochumanrelations.org/training/mediation-certification-training/>

Contact Information

If you have questions about this Basic Mediation Training, please contact our lead trainer: Lenora Forschner:
lenora@ochumanrelations.org or call (714) 455-9759

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 includes:

- 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

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

Kenneth Kaye

The Mediation Center

Savannah, Georgia

Jill Cheeks, Executive Director

Training information

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



Contact Information

For more information, please contact Lee Robbins, Mediation Trainer at lrobbins@mediationsavannah.com or call 912-354-6686.

Objectives

- Increase knowledge of people, harm, trauma and conflict
- Be able to identify each step in the mediation process
- Recite the mediation guidelines
- Better understand the basic principles and steps of the Interest Based Negotiation Model (IBN)
- Identify the 9 Hallmarks of Community Mediation. Each participant will explain which hallmark/value they most identify with and why
- Build upon your current communication skills
- Learn to apply feelings to needs
- Better guide their mediation practice and how to act in regards 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 their own bias' and create a pla/opportunity for diversity maturity
- Practice the mediation process and IBN models during role plays
- Learn how to write better, more detailed, mediation agreements



The Mediation Center of the Pacific

Honolulu, Hawaii

Tracey Wiltgen, Executive Director



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.

Along with engaging in interactive activities and lecture, every training participant will have the opportunity to practice as a mediator with one-on-one coaching by an experienced community mediator, during the training. The mediation practices are a key component of the training to provide each participant with the opportunity to apply the skills in a simulated mediation.

Training information

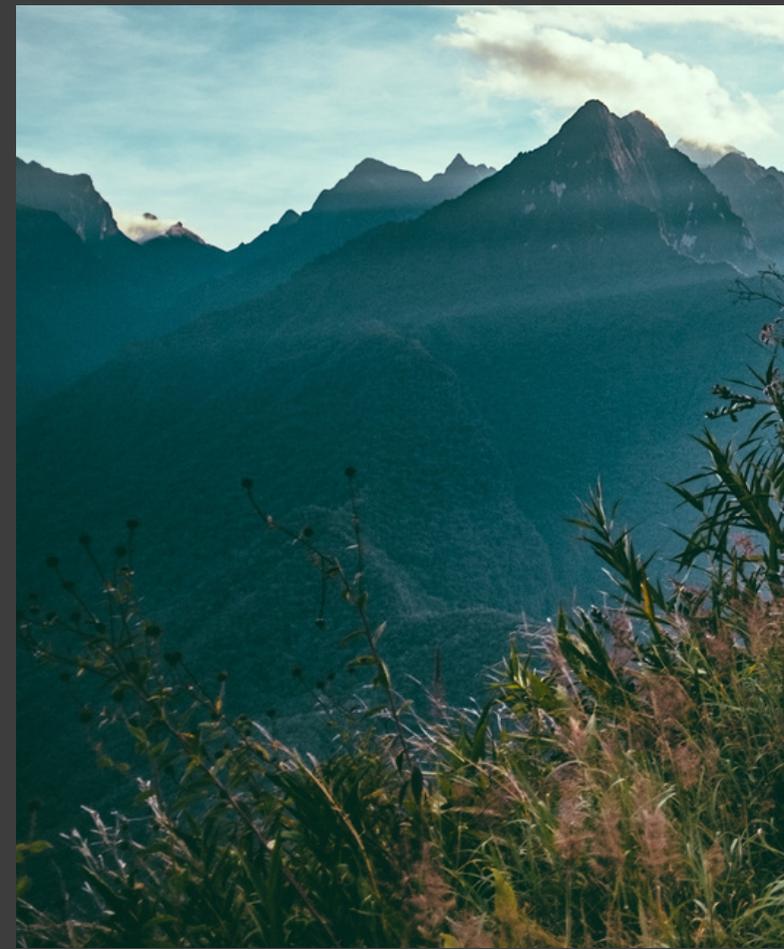
<https://www.mediatehawaii.org/training>

Contact Information

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

Course Topics

- Training provides participants with an understanding of:
- The nature of conflict and the impact on resolving conflict.
- Basic principles of mediation.
- 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.
- A step-by-step process of the stages and goals of mediation.
- Core mediation skills of remaining impartial; active listening; effective questioning; reframing; summarizing; negotiating; and agreement writing.
- Tools to adapt the model and deal with challenging personalities, power imbalances and impasse.
- Ethical considerations.
- Adjustments for mediating via videoconference.





Chicago, Illinois

**Cassie Lively,
Executive Director**

The Center for Conflict Resolution's (CCR) 40-hour Mediation Skills Training is designed to provide a foundational understanding of the mediation process. The heart of the CCR learning experience is simulated mediation and individualized coaching. Trainees spend the bulk of course time in simulated role-play mediations, honing skills in a practical setting under the guidance of our experienced mediator-trainers. These coaches, present for the entirety of each mediation simulation, provide the concrete and customized feedback necessary to put mediation theory into practice. They identify specific areas of potential development and help steer each trainee toward their highest potential.

Contact Information

- To register online, please go to the website
- To register over the phone, please call the Training Department at 312-922-6464 ext. 15.
- To register via mail, fax, or e-mail, please contact the Training Department at training@ccrchicago.org

Training information

<https://www.ccrchicago.org/mediation-skills-training>



Olympia, Washington

**Jody Suhrbier,
Executive Director**



Training information

<https://www.mediatethurston.org/training>.

Contact Information

For more information on Custom Training, contact Oriana Noël Lewis, Training Manager, at (360) 956-1155.

By the end of forty contact hours participants will:

- be familiar with the origins and application of community-based mediation
- be familiar with pertinent laws including RCW 7.75 and the Uniform Mediation Act
- understand the practical uses of mediation as one model for dispute resolution
- understand the principles of interest-based negotiation
- understand case development and conciliation
- understand the role and ethics of serving as an impartial third party
- understand conflict theory and styles
- gain understanding of the impact of oppression and privilege on mediation
- be able to manage heightened emotional climate during conflict between parties
- perform the role of impartial mediator through all stages of the mediation model
- perform basic and advanced mediation and facilitation communication skills
- develop skills for dealing with power imbalances
- understand the dynamics of co-mediation

The DRC offers a practicum for those who have completed the 40-Hour Professional 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.

Oshkosh,
Wisconsin



Michael Rust, Executive Director

Offers volunteer mediation training online and this center has experience helping other CMC begin by training their volunteers as well. Training includes some work on the mediator such as Understanding Your Own Style of Response to Conflict, Affirming Your Strengths as a Mediator, and Managing Your Excesses as a Mediator. Also included is the opportunity to observe eight hours of WCRC mediations and to co-mediate another eight hours of actual mediations with experienced WCRC mediators.

Contact Information

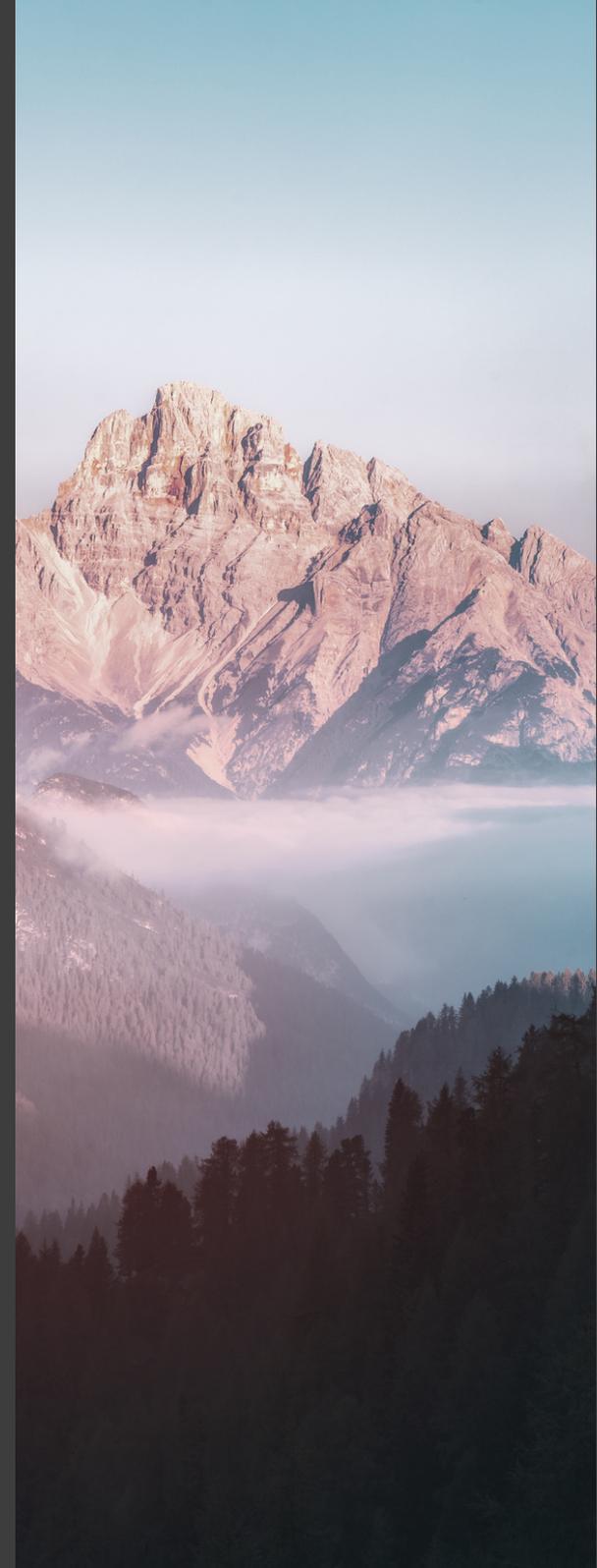
For more information, please call (920)
236-4925 or email
info@mediationwrc.org

Training information

<https://www.mediationwrc.org/training>

The Winnebago Conflict Resolution Center is recognized by SHRM to offer Professional Development Credits (PDCs) for SHRM-CP® or SHRM-SCP®. CLE credits have been approved for attorneys (other CE credits may be available).

The WCRC will underwrite a significant portion of your training fee if you agree to our volunteer terms and are approved by the WCRC Board of Directors as a volunteer. Volunteers must commit to serving for a minimum of five hours a month for one year for the WCRC on Thursday mornings (approx. 3 days per month) for our small claims mediations. The training fee for volunteers is only \$150.



We recognize the following foundations and networks for their generous support.

