

CONTACT INFORMATION

Quabbin Mediation offices are located in the Orange District Court Building, 13 South Main St., Orange, MA and 90 Conz Street Suite 218 Northampton MA

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Quabbin Mediation

Quabbin Mediation mediates disputes of all sorts and has trained more than 80 adult volunteer mediators and over 2,000 students in conflict resolution, as peer mediators, and as active bystanders in five school districts.

The organization is approved to provide mediation services to the District Courts of Orange, Winchendon, Eastern Hampshire, and Palmer; the Franklin/Hampshire Juvenile Court; the Hampshire and Franklin Probate and Family Courts.

Quabbin Mediation's achievements are rooted in the enduring collaborations it enjoys with local individuals, organizations, agencies, and institutions. These partnerships are based on Quabbin Mediation's reputation as a reliable, professional organization that adheres to high ethical standards while it creates programming that meets the needs of people in the region.

"The [mediation] skills learned will be helpful in both my work and personal life."

-newly trained mediator



BASIC MEDIATION TRAINING

May 9th - June 13th

2008

Every Friday and Saturday

8:00am- 2:30pm

Mediation skills will help YOU :

- ❖ Communicate more effectively
- ❖ Resolve disputes
- ❖ Better facilitate group meetings
- ❖ Improve collaborative work
- ❖ Study the art of listening

Quabbin Mediation mediates disputes that arise in all areas of community life and teaches mediation, conflict resolution, and violence prevention skills with the intent of weaving the language and process of creative problem solving into the fabric of the community

WHAT IS MEDIATION?

Mediation is a process in which a neutral third party assists those involved in a conflict to develop their own solution to their conflict. Mediation has the capacity to mend personal, professional, and business relationships.

Mediation is:

- *Voluntary* - All parties involved must agree to participate in the mediation and anyone can withdraw from the process at any time.

- *Neutral* - Mediators are impartial; they do not take sides, advise, or judge. Rather mediators facilitate the problem solving process.

- *Confidential* - Mediations are done in a private and confidential setting. Under Massachusetts law, information from mediations *will not be made public* and cannot be used in court.

- *Self-determined* - In mediation, the parties have the opportunity and responsibility for designing the solution to their dispute. Mediators do not make suggestions or tell people what to do.

- *Informed* - Informed consent means no agreement is signed unless the parties have the knowledge and ability to fully understand and agree with the process and the terms of their agreement.

ABOUT THE TRAINING

The Basic Mediation 30 hour training includes intensive training in mediation principles, ethics, concepts, and skills.

Components of the Training

- Mediation principles
- The role of the mediator
- Protecting the process
- Communication skills
- Neutrality
- Confidentiality
- Ethics
- Writing agreements

Training Methods

- Large group discussions
- Small group exercises
- Hands-on role play activities
- Mentoring by experienced mediators
- Self-evaluation

The goals of mediation training are to teach people how to:

- Empower disputants to take responsibility for resolving their own conflicts.
- Create a climate that encourages positive and creative problem solving.
- Facilitate discussion for parties to clarify issues, identify common interests, and seek their own solutions while creating agreements that satisfy the needs of everyone involved.

TRAINERS

Quabbin Mediation has three full time and four part time staff. The executive director, with 18 years' mediating and training experience, is also co-founder of Quabbin Mediation. The training director has 17 years of experience teaching mediation and conflict resolution.

WHO SHOULD ATTEND?

Many people have the potential to be a mediator.

- Military Veterans
- Veterans Agents
- Mental Health Clinicians
- Attorneys
- Human Resource Specialists
- Blue and White Collar workers
- Social Workers
- Educators
- Small Business Owners

WHAT WOULD BE THE NEXT STEP?

This training meets the statutory requirements for mediator confidentiality related to the Massachusetts General Laws, Chapter 233, Section 23C and is the first step toward certification under Rule 8: SJC Rules on Dispute

This training is also the first step toward becoming a volunteer mediator with Quabbin Mediation. All participants interested in mediating with us will receive mentoring and evaluation by our staff before mediating on their own. Our volunteers mediate matters such as small claims, landlord/tenant, and family and youth matters that are referred by the courts.

Volunteer mediators also handle community cases referred from many sources, disputes like neighborhood problems, business and workplace disagreements, local government issues, and parent/teen conflicts. Most services are free to members of our communities

DATES, TIMES and FEES

The training will be held at UMass, Amherst

Fridays 8:00-2:30 pm

May 9, 17,23,31

June 6,13

The training cost is \$600.

REGISTRATION FORM

Basic Mediation Training Spring 2007

Name _____

Address _____

City, State, Zip _____

Organization _____

Day phone # _____

Evening phone # _____

E-mail address _____

(Required if paying by credit card)

How did you find out about the training?

What is your interest in mediation training?

I am a Veteran and would like information on available scholarships for this training

I would like to pay by credit card via PayPal. An invoice will be sent via email

I have enclosed a check for: \$600

Make checks payable to Quabbin Mediation and mail with completed registration form to:
Basic Mediation Training, Quabbin Mediation,
P.O. Box 544, Athol, MA 01331