

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 creating programs that meets the needs of people in the region.

Professional Memberships

Quabbin Mediation is member of the international Association of Conflict Resolution and of the National Association for Community Mediation.

Contact Information

Quabbin Mediation offices are located in the Orange District Court Building, 13 South Main St., Orange, Mass. Office hours are 9 a.m.-5 p.m., Monday through Friday.

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Mediation Conflict Resolution Training

**Communication
Negotiation Skills
Anger Management**

**for: the community:
teens, adults, families, schools, businesses,
courts, consumers**

QUABBIN MEDIATION

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.

History

In 1995, district court personnel and the presiding justice, attorneys, police, businesses, school principals, human service agencies, and faith organizations helped create Quabbin Mediation. Over the years, the organization's staff and volunteer mediators have helped many thousands of people resolve their disputes.

Quabbin Mediation is approved by the Massachusetts Supreme Judicial Court to provide mediation services to the three District Courts of Orange, Eastern Hampshire County, and Winchendon; the Franklin/Hampshire Probate and Family Court; and the Franklin/Hampshire Juvenile Court.

Providing mediation services in the communities surrounding the district courts, the organization serves nearly 500 disputants per year. Referrals are made to Quabbin Mediation through collaborative community organizations, including elders programs, local officials,

social service agencies, schools, police, and the courts.

Services

The organization serves all sectors of the population: children, teens, adults, elders, people from diverse cultures, those who speak languages other than English, and people of all ability levels. The organization has the capacity to mediate with Spanish and Khmer speakers and can find interpreters for other languages when needed. Services are free of charge or very affordable.

Quabbin Mediation provides:

- Court-based mediation services,
- Community mediation services,
- Community mediation training,
- School-based peer mediation and conflict resolution training,
- After school youth programs focused on conflict resolution and anger management,
- Professional seminars in problem resolution, communication, and negotiation, and
- Facilitation and facilitation training

Mediation

Quabbin Mediation mediates disputes and teaches creative problem solving in the North Quabbin and Eastern Hampshire regions and beyond. Mediation is an effective, efficient, and confidential means of resolving conflicts voluntarily with the help of trained, neutral third parties. Most cases brought to mediation result in lasting, mutually satisfying agreements.

Staff and volunteers have the training and expertise to mediate conflicts involving

- consumers,
- tenants and landlords,
- families,
- neighbors,
- businesses,
- employees,
- public officials,
- divorcing couples, and
- small claims cases.

Benefits

Mediation is a cooperative process with the capacity to mend personal, professional and business relationships. People work together to find win/win solutions. The process benefits businesses because it is a cost- and time-effective way to solve disputes with employees, customers, and suppliers. It helps workers solve problems that would hinder finding and keeping jobs. Parents use mediation to separate or divorce while keeping the best interests of their children at heart. Teens and their parents resolve difficult situations so they can live together. Adults find workable solutions for caring for elderly parents, and neighbors reconcile differences that may have lasted for years.

Training

Quabbin Mediation offers seminars, workshops, and training and will design a program to fit the needs of any group. Workshops and training have been conducted for police departments, school systems, social service agencies, court personnel, businesses, youth groups, houses of worship, and others.

Programs include

- Basic Mediation Training for adults and teens
- Problem Resolution and Anger Management (PRAM) for high risk adolescents
- School-Based Peer Mediation and Conflict Resolution
- Communication Training
- Negotiation Skills

Staff

Quabbin Mediation's seven-member board of directors includes a police chief, a banker, a business consultant, a probation officer, the executive director of the North Quabbin Chamber of Commerce, the retired founder and principal of an elementary school, and a middle school adjustment counselor. It has two full-time and four part time staff. The executive director, with 15 years' mediating and training experience, is also co-founder of Quabbin Mediation. The mediation director has a master's degree in dispute resolution with 14 years' mediation experience. The training director has 14 years of experience teaching mediation and conflict resolution.

Dozens of trained volunteers help mediate disputes, implement programs, and work in the office. They are a diverse group that includes attorneys, a school committee member, retired professionals, young people (several of whom began as peer mediators), and blue and white collar workers.