

## WHAT TO EXPECT

When you agree to participate in a mediation to resolve a dispute, you will be contacted by a trained mediator to set up a time and date for the mediation.

The mediation lasts up to two hours during which the facilitator(s) help you communicate with the person involved in the dispute.

### ■ ■ ■ Mediation is: ■ ■ ■

#### **Voluntary**

Mediation works best when participants freely choose to attend and are willing to engage in conversation.

#### **Respectful**

During the mediation the facilitators create an atmosphere where you can be heard and hear the other person involved in the conflict.

#### **Confidential**

At times, a barrier to communication is the fear that information shared in mediation will become public. To ease this concern, before a mediation begins all people involved agree to keep information learned in the mediation process confidential.

## CONTACT

If you would like to learn more about the mediation process, or to set up your own mediation, please contact the Center for Student Conflict Management.

### **Center for Student Conflict Management**

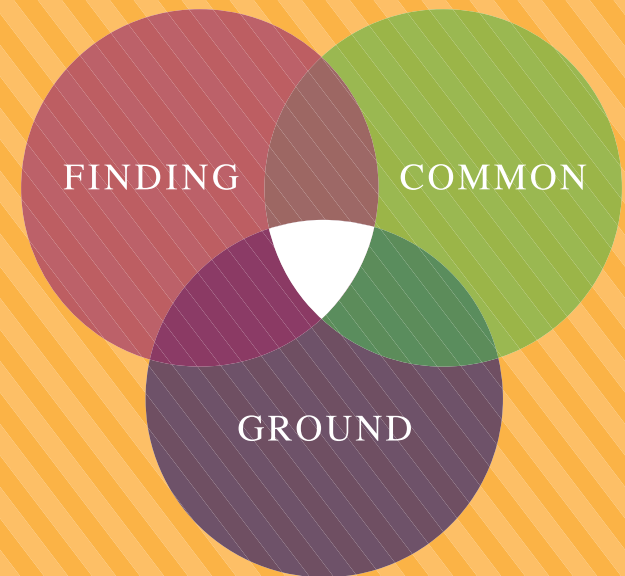
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# Mediation



**THE COLLEGE**  
UNIVERSITY of ROCHESTER

**CENTER FOR STUDENT  
CONFLICT MANAGEMENT**

Office of the Dean of Students  
.....  
UNIVERSITY of ROCHESTER

## CONFLICT

Does your roommate leave stuff all over your side of the room? Do your hall mates scream at the top of their lungs at three in the morning when you're finally drifting off to sleep? Does your lab partner slack off and leave all the work for you?

### **Do these or other conflict scenarios resonate with you?**

Conflict is an important and necessary part of everyday life. Working through conflict can be an opportunity for positive growth and can also help clarify differences between facts and perceptions. It can be a catalyst for necessary change.

Resolving conflict can be difficult; effective conflict resolution requires a special set of skills. If you need help resolving a conflict, there are people who can help.

## SOLUTIONS

Often in conflict situations, the parties to the conflict aren't successful in attempts to resolve the issue by talking with the other person. With mediation, the parties meet with trained facilitators who can help get both people to a place where they can develop their own solutions to the problem.

### **Mediation is particularly helpful when:**

- The conflict isn't avoidable in daily life.
- Maintaining a relationship with the other person in the conflict is important.
- One person in the conflict is uncomfortable confronting the other person on their own.
- The conflict involves only 2-3 people. (If you are involved in a conflict with more than 3 people a restorative circle may be a more appropriate dispute resolution tool. Contact the Center for Student Conflict Management for more information about Restorative Circles.)

## SPECIALISTS

There are specially trained students, faculty, and staff at the University of Rochester who are here to help you with your conflict.

These trained mediators come from areas all across the University. They have participated in in-depth training on how to help people get out of messy conflict situations through the use of mediation.

Mediators volunteer their time to help students like you by providing guidelines for communication and ensuring that everyone involved has a chance to speak.