KEY ELEMENTS OF DIVERSION
A Conflict Resolution Approach to Keeping People Housed

STRENGTHS-BASED
Help clients identify strengths, successes and resources they've used in the past to help them overcome this episode of homelessness.

CLIENT-CENTERED
Don't assume what people need, help clients articulate their OWN needs.

EMPATHETIC LISTENING
Listen and validate the clients' experience. Be non-judgmental.

SUPPORT & TRUST
Support and trust that people WANT to succeed. Help clients identify their own strengths and successes that can help them overcome this crisis.

TRANSPARENCY
Conduct yourself with the goal of transparency and of building and maintaining trust - make tasks and decision-making processes clear, and maintain appropriate boundaries.

EMPOWERMENT
Assist clients in identifying safe and appropriate housing options and with regaining control over their situation and lives.

ADAPTED FROM: CLEVELAND MEDIATION CENTER, DIVERSION: A CONFLICT RESOLUTION APPROACH TO KEEPING PEOPLE HOUSED