

# **Finding a Solution: Guide to Mediation Webinar**

*Coalition on Homelessness and Housing in Ohio*

*January 29, 2019*



# Agenda

- **About Cleveland Mediation Center**
- **Introductions**
- **What is mediation?**
- **How can mediation be used to help individuals and families facing homelessness?**
- **Mediation Video and Discussion**
- **Mediation/Conflict Resolution Tips**
- **Additional Training Opportunities**
- **Questions?**



# Cleveland Mediation Center

A Program of FrontLine Service

**Cleveland Mediation Center (CMC) has been mediating disputes and providing conflict resolution and mediation training to the greater Cleveland area since 1981.**

**Cleveland Mediation Center promotes just and peaceful community in Northeast Ohio by honoring all people, building their capacity to act, and facilitating opportunities for them to engage in conflict constructively.**

# CMC Programs

- **Community Mediation**
- **Court Connected Mediation**
- **Shelter Discharge and Diversion Mediation**
- **Training**



# Who is on the Call: Poll

## 1. What is your experience with mediation?

- No previous experience
- Participated in mediation as a party
- Some mediation experience
- Experienced mediator

## 2. How would you like to use mediation in your work?



# What is Mediation?



# Mediation definition

**Mediation** is a process for resolving disputes where an intermediary helps conflicting parties have a conversation to jointly resolve their concerns

(Beer, pg. 3)

**Transformative mediators** foster empowerment and recognition, enabling parties to build new understandings of themselves and their situation, leading them to be able to make their own decisions.

(Della Noche, Bush, Folger, 2002)

# Types of Mediation

- **Problem Solving/Settlement**
- **Empowerment/Facilitative**
- **Transformative**





# **Problem Solving/Settlement Mediation**

- **Focus is on solving the problem that is presented and reaching an agreement**
- **Mediator has high control - controls process and content (parties control outcome)**
- **Likely to include more ground rules**

# **Empowerment/Facilitative Mediation**

- **Most recognized style of mediation**
- **Mediator controls process, parties control content and decision making (outcome)**
- **Mediator does not make recommendations or give their own opinion**
- **Facilitative mediators come from all backgrounds**

# Transformative Mediation

- Conflict described as a **crisis in human interaction**
- **Mediator's role** is to facilitate a conversation between the parties
- **Parties control** process, content, and decision making (outcome)
- Mediators **orient parties to their own ability** to resolve the conflict and make content and process decisions

# Key qualities of Mediation

- **Voluntary**
- **Collaborative**
- **Party control**
- **Confidential**
- **Informed**
- **Personal empowerment**
- **Workable solutions**



# Mediator Qualities

**What qualities are important for a mediator?**

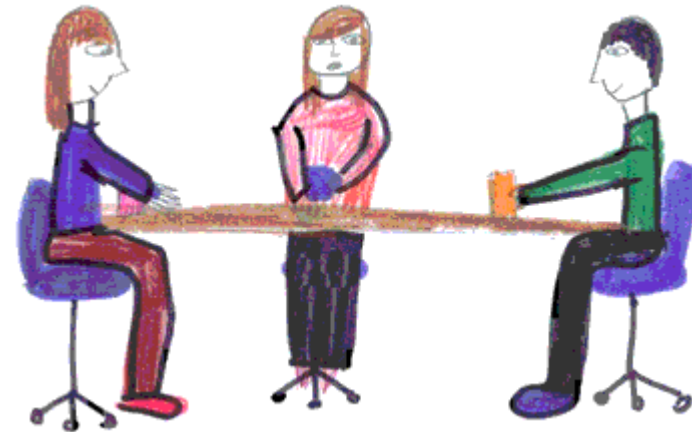
**Answer in the chat box**

# Role of the Mediator

- **Neutral, third party**
- **Facilitates the conversation between the parties**
- **Does not make a decision/determination**
- **Holds confidentiality**

# Benefits of Mediation

- **Parties have ownership**
- **Low cost**
- **Non-adversarial**



# How can mediation be used with people who are homeless?

- **Landlord/Tenant mediation**
- **Diversion**
- **Family Reunification**





# Landlord/Tenant Mediation

- **Prevention approach**
- **Stop eviction and homelessness**
- **Mediate any related issues**



# **Diversion**

- **Conflict Resolution Approach**
- **Uses empowerment and deep listening**
- **Client centered**

# Family Reunification

- Reunite with family and friends
- Return to city of origin
- Mediate living arrangement

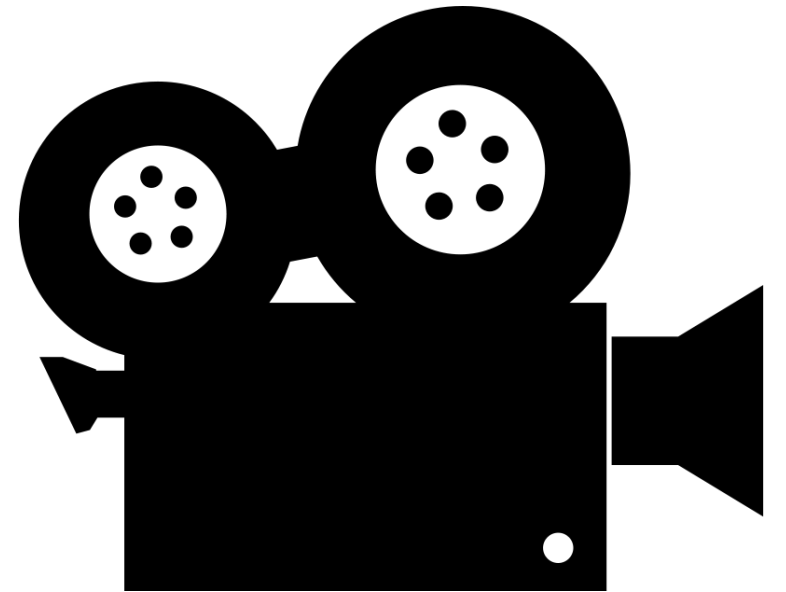




# Mediation Video Discussion

Please answer questions in the chat box

1. What are your reactions to the video?
2. How did the parties respond to the mediator?
3. What did the mediator do?
4. What was the primary skill that the mediator used?



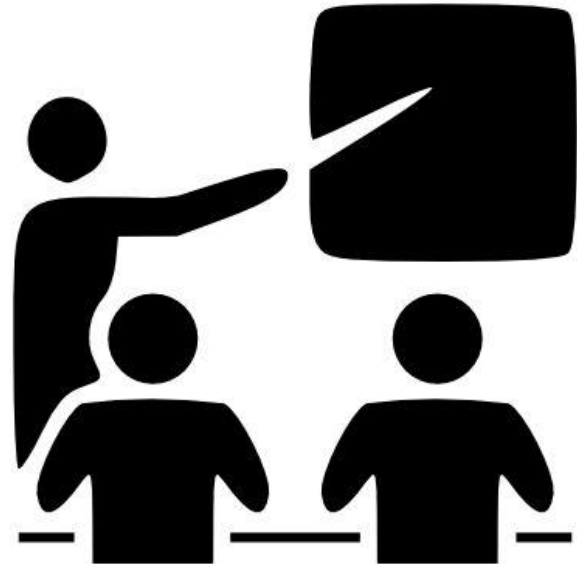
# Mediation Tips

- **Listening is key**
- **Biases**
- **Neutral locations**
- **People are not at their best when they are in a crisis situation**



# Additional Training

- **CMC Fundamentals of Mediation Training**
- **CMC Diversion Training**
- **Conflict Resolution Training**



# Questions

**Please type questions into the chat box**





# Contact Information

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**THANK YOU!**