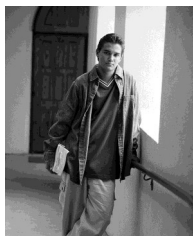


## How mediation helps schools



Mediation is a facilitated dialogue in a safe, calm, private place. A mediator or facilitator assists all participants, whether students, parents, or school staff, in listening to each other and in finding new ways to reach common ground and/or prevent conflicts from happening in the future. For example, during direct dialogue between students, roots of a long-standing conflict can finally come to light.

## Training and Program Design

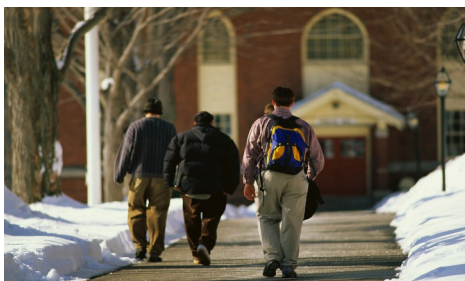
We provide training and help design and implement programs depending on the needs of your school or after-school activities:

- Designing and jointly implementing a sustainable mediation program using procedures tailored to your school's resources and goals.
- Training for adult staff, including refresher courses on conflict management and mediation.
- Training for student peer mediators to handle certain disputes either in a new or revived peer mediation program.
- Conflict resolution basics for K-12 in-school and after-school students, including groups of suspended students.

## Examples of conflicts we can help resolve

- Fights
- Bullying
- Vandalism
- Special education cases
- Parent-involved conflicts

With prior arrangements, DSC can provide on-site, co-mediation or facilitation on short notice.



## Situations where you may need DSC

- Good facilitation may require a neutral, non-staff person to manage the process, such as for some PPT meetings. We focus on keeping the communication constructive, open and understandable to all participants, even when emotions run high. We do not give advice on the appropriateness of specific IEPs.
- Two mediators are often needed for large groups such as when multiple parents, gangs or cliques are involved. We can lead or co-mediate with school staff.
- Mediation is a skill needing constant practice. Our mediators can provide valuable feedback on technique after co-mediating.

## DSC services are...

**Effective:** More than 85% of cases we mediate end in an agreement. For juveniles in court, our work shows that mediation reduces recidivism by more than 70%.

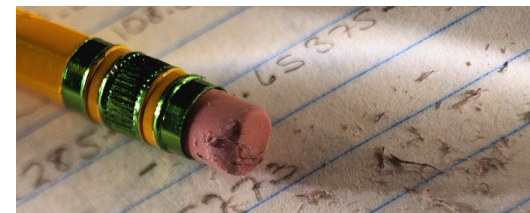
**Less expensive:** Mediation is less costly for families and schools compared to taking the matter to court.

**Neutral:** Since DSC's mediators are not school staff or advocates for any party in the situation, we are more recognizably neutral and able to be impartial in managing the dialogue.

**Confidential:** All discussions in mediation remain confidential.

**Empowering:** Participants are directly involved in making an agreement and thereby take ownership of the outcome.

**Professional:** Our mediators and trainers regularly practice and hone their skills and are familiar with school settings.



For more information, please contact our main office at: (203) 834-2880 or [schools@ctresolution.org](mailto:schools@ctresolution.org)

## The Dispute Settlement Center also mediates:

- Family conflicts related to marital, parent-teen and elder care issues
- Juvenile court cases such as those involving assault, vandalism, threatening, and theft
- Neighbor and property-related disputes, including landlord-tenant, noise, property line, traffic and construction issues
- Adult Criminal Court cases
- Child Protection Court cases

## Schools and programs served by DSC:

- Danbury YMCA Escape to the Arts
- Rogers Park Middle School in Danbury
- Stamford Academy
- Briggs High School in Norwalk
- Ponus Ridge, Roton, Nathan Hale and West Rocks Middle Schools in Norwalk
- Harding and Bassick High Schools in Bridgeport
- George Washington Carver Center in Norwalk
- Police Activities League after school program in Norwalk

*Established in 1990, the Dispute Settlement Center is a non-profit mediation agency offering skilled conflict resolution services for courts, families, schools, and communities. We aim to reduce crime, violence, and the burden on the courts in western Connecticut. Donations are critical to our goal of providing mediation to all regardless of ability to pay. Your donation by check or online via our website, [www.ctresolution.org](http://www.ctresolution.org), is tax deductible.*

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Dispute Settlement Center, Inc.

...fitting together different  
points of view

## **Conflict Resolution in Schools**



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