



The Center
for Community Mediation
and Facilitation

Today's World of Conflict and Confrontation



Politics



Relationships



Social Media



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How do we get back to discussing differences of opinion without resorting to personal attacks?

How do we resolve issues by having a civil discussion reasonably?

How do we use positive messages to influence decisions and resolve conflicts?



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Reasoning and critical thinking are learned skills.

Our schools are not teaching these skills.

Our politicians and leaders are, for the most part, not practicing them.

Social media does not promote having a variety of ideas and viewpoints.

What can be done???



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Part of the solution may be an organization that has been in Tucson AZ for 44 years.

The organization is **The Center for Community Mediation and Facilitation (CCMF)**.

We provide services to educate, facilitate, and mediate challenging issues between people.

We do this by teaching or facilitating proven processes for conflict resolution.



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OUR HISTORY

1979

The Community Mediation Project launched to provide Tucsonans with a safe and accessible process for resolving conflict. Working with the Pima County Attorney's office, the goal was to mediate disputes before they escalated to the court system.

2011

The Community Mediation Project joined forces with Tucsonans for Civility to create the Center for Community Dialogue, nested under the nonprofit organization, Our Family Services.

2022

Our Family Services closed the Center for Community Dialogue. Dedicated volunteers regrouped to form the Center for Community Mediation and Facilitation.



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WHY WE DO IT

Through mediation, facilitation, training, and community partnerships, we create opportunities for skillful communication and conflict transformation.





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WHAT WE DO

Mediation



As a community mediation center, we provide all community members with transformative conflict resolution processes that address conflicts less-expensively than legal processes.

Mediations are conducted by trained volunteers. Mediation is appropriate for neighbors, families, co-workers, boards, organizations, business, caregivers, landlords & tenants, parents/partners, students, and others seeking to transform destructive conflict into effective solutions.



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WHAT WE DO

Listening Circles



Listening Circles are for people who want to have a challenging, awkward, or painful conversation in a safe, respectful environment without trying to reach an agreement.

Neutral trained mediator-facilitators ensure each party is able to say what is most important to be understood by the other party, and to ask questions clarifying key points.

Understanding, not agreement, is the goal of a Listening Circle.



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WHAT WE DO

Dialogue Circles



Dialogue circles are “structured conversations” that enable participants to collaborate effectively through listening, sharing ideas and reaching broad consensus on priorities.

By ensuring all voices are heard and considered, dialogue circles help organizations to make critical decisions transparently and inclusively, in collaboration with staff and community partners. The Center coordinates a volunteer corps of trained neutral community facilitators, and can serve groups as large as 150.



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WHAT WE DO

Train and Educate The Community



CCMF provides engaging, interactive and practical training in communication, conflict resolution, and conflict self-care for groups and organizations.

Topics include trauma-aware conflict de-escalation, identifying your conflict style, alternatives to violence, nonviolent communication, bias and conflict, running effective meetings and more.



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WHAT WE DO

Train and Educate Our Volunteers



A 42-hour basic mediation training (transformative model) is offered yearly and graduates are certified to mediate for the Center if they choose.

Free or low-cost neutral dialogue circle facilitator training also is offered several times a year and is a requirement to volunteer as a Center facilitator.



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OUR IMPACT

Family

Eldercare and parenting decision-making, exploitation, house rules, money, relationships.

Impact: Complex and long-standing conflicts are focused on specific key issues where resolution is possible, and civil, productive conversations lead to specific, practical plans.

Youth/Schools

Student-student, student-staff, and parent-school conflicts; mental health challenges; lack of training in communication and conflict resolution skills.

Impact: Proactive programs build connections among all members of a school community. Training improves problem-solving and group facilitation skills.

Neighbors

Noise, parking, harassment, yard maintenance, violating neighborhood norms.

Impact: Improved communication, increased understanding, conflict de-escalation, an alternative to law enforcement, preserved/protected neighbor relationships.



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OUR IMPACT

Community Groups and Nonprofits

Conflicts among volunteers, co-workers and Board members impair an organization's mission and cause them to lose personnel and volunteers.

Impact: Listening circles help groups restoratively discuss and address conflicts. Strategic planning helps groups reach consensus on plans of action. Cooperative practices build unity and relationship.

Libraries/Community Gathering Spots

Confrontation and escalation among and between staff and patrons.

Impact: De-escalation training increases staff confidence and teamwork and decreases the likelihood that tense encounters will turn violent. De-escalation techniques help community gathering spots stay safe spaces.



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PROGRAM EXAMPLES

1. **Workshops for school-based youth. In-person/virtual. 45 min each. Topics: conflict de-escalation, handling difficult conversations, identifying your conflict style, respect, rumors & gossip, more.**
2. **Skills-based training for parents. In-person/virtual. 1- 2.5 hours each. Topics: sibling rivalry, recognizing feelings & needs, "The Look," conflict triggers, negotiating tips, more.**
3. **Skills-based workshops for families. In-person. 8 hours. Parents & youth work separately and together to improve family communication & conflict resolution.**
4. **Restorative practices for young adults in residential rehabilitation. 16 hours each. Alternatives to Violence Project basic workshops explore the roots of personal violence and build confidence to try nonviolent strategies.**



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WHAT IF...

Our political and cultural discussions, both in person and on social media, could be carried out in a non-personalized and civil manner?

Disputes between neighbors could be handled by constructive dialogue without resorting to use of the legal system?

Youth in our community could have the skills to practice de-escalation, critical thinking, and violence prevention?

Parents, children, and other family members had a process to resolve disputes amicably?



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Call to Action

If you want the Tucson community to be an example of using transformative mediation, join us in our mission to teach and utilize proven processes to resolve conflict in a non-violent civil way.

Don't just think about it, **DO SOMETHING!**



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HOW YOU CAN HELP

Volunteer

Volunteers are the lifeblood of our organization. The Center would not exist without the hard work of our dedicated volunteers.

Our volunteers come from all walks of life including stay-at-home parents, retired lawyers, community organizers and activists, educators, students, therapists, artists, and young professionals.

All volunteers receive extensive training and coaching so that they can successfully support our mission. Whatever your passion, we have a place for you.





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HOW YOU CAN HELP

DONATE

We are an all volunteer organization and depend on the small fees we charge for our services and donations from organizations and individuals like **YOU**.

Donate on our website:
centercmf.org





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THANK YOU!

Questions?

