

Resolving Differences Through Communication

Our society is not a place where face-to-face, honest, effective communication takes place very often. The court system is overrun with cases that are not based on points of law, such as neighbors fighting about a barking dog; divorcing spouses arguing about who gets the coffee pot and the cat; landlords and tenants arguing about security deposits. The courts literally cannot keep up.

We need a different way to resolve conflict: one that is peaceful and constructive; one that requires fewer public resources and more personal accountability. That's why the Community Resolution Center exists.

“People who have been fighting for months can fix a problem in two hours once they start talking to each other.”

— Volunteer Mediator



Community Resolution Center

315 E. Court St. Suite 200
Flint, MI 48502
Local: 810-249-2619
Toll Free: 800-873-7658
www.mediation-crc.org

111 S. Michigan Ave.
Saginaw, MI 48602
989-799-5949

The Community Resolution Center provides mediation services in Arenac, Bay, Clare, Genesee, Gladwin, Midland, Ogemaw, Roscommon and Saginaw counties.

© Copyright 2011 Community Resolution Center.
All rights reserved. 122011



Community Resolution Center



Resolving Differences
Through Communication



What is Mediation?

Mediation is a process in which a trained volunteer facilitator (or mediator) helps people listen to each other, discuss issues, and find agreement.

The mediator does not impose a solution: he or she simply creates an environment in which the parties can talk with each other so that they find their own solution.



Who Can Use Mediation?

Mediation can be used by any parties who disagree. Our mediators get involved in cases such as landlord-tenant disagreements, contract disputes, business-customer issues, neighborhood disputes, property damage claims, and much more. Mediators who have received specialized training also help people solve parenting time disputes, custody issues, divorce settlements and other domestic disagreements.

“When people hit a wall, we help them go over, under or around it to find a workable solution.”

— Staff Member

Why Does It Work?

Resolution is reached through conversation, in a way that is highly satisfying to participants. Even people who thought that mediation was a waste of time come back rather sheepishly and say they would use it again. People typically abide by a mediated agreement because they have chosen the solution themselves.

Why Become a Volunteer Mediator?

- Mediation is a creative way to bring peace to our community.
- You will increase your communication ability.
- You will learn a new skill for your personal and professional life.
- You will help people solve problems.
- Mediation usually generates immediate results. It is very gratifying!

Important Facts

- Most mediations require only 2-3 hours.
- Approximately 70% of our cases are mediated to agreement.
- 90% of our clients say they would use mediation again.
- We serve a 9-county area in mid-Michigan.
- Our volunteer mediators receive 40 hours of training to equip them for general civil mediation.
- We also offer more advanced training opportunities for specialized cases.
- We mediate hundreds of cases each year.

Learn More We are always looking for people who want to learn mediation skills so that they can give back to the community. Learn more by visiting www.mediation-crc.org, or calling 810-249-2619.