

Benefits of Mediation

- ❖ Mediations provide a safe and neutral space to have difficult conversations.
- ❖ Mediation sessions are quickly scheduled at times convenient to everyone.
- ❖ People resolve their conflict with each other for themselves with assistance from mediators, rather than having a judge decide for them.
- ❖ Mediation is private and confidential.
- ❖ Family members can resolve disagreements privately.
- ❖ Neighbors can resolve their disputes with each other and continue to be neighbors.
- ❖ Mediation is voluntary and can be stopped at any time.
- ❖ Youth can resolve issues while learning problem-solving skills for use in the future.
- ❖ Parties who come to an agreement in mediation usually comply with the agreement.

CMC co-mediators work with parties after **careful screening** by staff for issues domestic violence and harm to child.

CMC mediators are **not legal advisors** and **do not judge** whether you are right or wrong. Their role is to facilitate people who need to have **difficult conversations** with each other and who need a **safe place** to do so.

Community Mediation Center (CMC) is a nonprofit organization serving the Knoxville community since 1993. CMC trains volunteer mediators to strict standards similar to those of the Tennessee Supreme Court's Rule 31. CMC mediators conduct co-mediation using a facilitative 6 step model to help people decide for themselves what their agreement will say.

CMC provides mediation services and training to courts, schools, businesses, churches, community groups and individuals. Our services include:

- mediation process
- facilitation of group dialogue and decision-making
- volunteer mediation training
- conflict management training for large and small organizations
- educational presentations
- continuing mediation and legal education training (CME & CLE)

Organizations that refer people to CMC:

Knox County General Sessions Court
Knox County Juvenile Court (cases involving delinquency, status offenses, foster care, teen-parent disputes, parent and grandparent visitation)
Knox County Chancery Courts
Knox County 4th Circuit Court
Knox County District Attorney General
Knox County Public Defender
Knox County Schools
Legal Aid of East Tennessee
Family Justice Center
Knoxville Police Department
Knox County Sheriff's Department
Tennessee Department of Children's Services
Tennessee Child Support Enforcement
Local social service organizations and Nonprofit organizations
Neighborhood groups
Colleges & Universities
LGBT groups
Churches & faith-based organizations



CMC

**Resolve your own dispute
through mediation!
(instead of having a
judge decide for you)**

- ❖ It's safe
- ❖ It's affordable
- ❖ It's fast
- ❖ It's voluntary
- ❖ It's confidential
- ❖ It's empowering
- ❖ It's emotionally healthy

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"I needed help to make house rules for our teenage son. CMC mediators helped us to put the past in the past and helped me feel safe enough to say what I wanted for the future."
~ Mediation client

"No one ever listened to me until I came to the Community Mediation Center for my intake. They gave me good information and helped me feel safe throughout the process."
~ Visitation/parenting mediation client

"For the first time, we were able to sit in the same room and talk respectfully about our child's needs. We wrote up an agreement and signed it. I would never have believed we could work together!"
~ Post-divorce mediation client



"Peer mediation is awesome at my school. The students who mediate know how to talk to us and help us come to an agreement that works."
~ Middle school student

"Problems in our neighborhood were causing us to avoid each other. Mediation helped us resolve how to deal with what was important to us individually and as a community."
~Neighborhood Task Force

Mediation is...

❖ Confidential:

Mediators will not disclose what is said in the mediation session unless there is a signed, final agreement.

❖ Control:

The mediators keep the lines of communication open, but do not make decisions about how the dispute should be resolved. Decision-making power is reserved for the people affected by the outcome. The mediators do not impose their own views or solutions.

❖ Voluntary:

You choose whether you want to mediate. You can also choose to stop the mediation process at any time. You choose to reach an agreement.

❖ Private:

Mediation occurs in a private environment. The participants decide who needs to be involved in the mediation.

❖ Quick & Cost-effective:

Mediation services are provided for free or at a reduced charge.

❖ Respectful:

Mediation respects differences in opinion, beliefs and backgrounds.

AND...

❖ It works!

Because participants are involved in creating their own solution, research shows they will be more satisfied with the results and comply with the terms of their own agreement.



What to expect from Mediation...

- ❖ Mediators who remain focused, impartial, and non-judgmental
- ❖ A process that promotes the examination of alternative solutions...thinking outside the box.
- ❖ An opportunity for all parties to be heard and to listen to each other.
- ❖ Mutual respect for the process and honesty between parties.
- ❖ A drafted agreement reached by the parties for their review and approval before ending the session.