

## *MEDIATION SERVICES FOR*

Individuals

Groups

Landlords

Tenants

Neighbors

Married persons who want to stay  
together

Family members

Teens and parents

Businesses

Employees

Employers

Merchants and customers

Condominium members

Non-profit organization members

Homeowners and contractors

College communities

Community Organizations

...and others

Community Mediation Services at  
The Center for Nonviolent Solutions  
901 Pleasant Street  
Worcester, MA 01602-1908

*HELPING PEOPLE  
CREATE THEIR OWN  
SOLUTIONS  
... one conversation  
at a time*



*COMMUNITY  
MEDIATION  
SERVICES  
AT  
THE CENTER FOR NON-VIOLENT  
SOLUTIONS*

## WHAT IS MEDIATION?

Mediation is a dispute resolution process in which trained impartial persons are invited and accepted by the parties to assist them.

It is non-adversarial and non-confrontational.

It can lead to resolving differences or to cooperation despite differences.

It can lead to the parties being able to continue discussing differences in a peaceful and cooperative manner.

Parties reach their own mutually acceptable results with help from mediators.

Legal recourse is still possible if agreement is not reached.

Donations are welcome.

## BENEFITS OF MEDIATION

- Cooperative problem-solving
- Private and confidential
- Informal
- Voluntary
- Sessions held at mutually convenient times
- Deal with disputes before they get out of hand
- Talk about issues fully and directly, taking as much time as needed
- Offer a model for skills for everyday living
- People resolve their own conflicts
- Parties usually honor agreements

## WHO ARE WE?

Community Mediation Services is a program of The Center for Non-Violent Solutions.

The Center provides education and resources for people in the Worcester area to increase understanding of nonviolence as a way of life, and encourages rejection of the use of violence in resolving conflict.

The Center seeks to promote alternatives to violence in resolving conflict.

Community mediators are from the Worcester area and have various backgrounds and experiences.

## CONTACT

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