

FREE training opportunities!

Volunteers needed!

become qualified* as a
MEDIATOR

for
Conflict Solutions for Tillamook County
(A Mediation Program of the
Tillamook County Health & Human Services)

*this BASIC MEDIATION TRAINING meets the standards of
the State of Oregon
(OUS 571-100-0160)

WHEN:

Thursday, April 5th-5:30p-8:30p

Friday, April 6th-12:30p-8:30p

Saturday, April 7th-9:00a-5:00p

Friday, April 13th-12:30p-8:30p

Saturday, April 14-9:00a-5:00p

(Light breakfast & lunch
provided)

VOLUNTARY!
CONFIDENTIAL!
EMPOWERING!

MEDIATION

promotes
*Collaborative
Mutually Acceptable
Solutions*

FACILITATOR/TRAINER: Marie Heimburg

WHERE: TSD #9 Administrative Office
2510 1st. Street, Tillamook, Oregon

Interested? Contact Marie Heimburg, Coordinator,
CONFLICT SOLUTIONS for Tillamook County,
Phone: 503-842-1812, ext 3109
Email: mheimbur@co.tillamook.or.us
Information & applications online at www.co.tillamook.or.us

Conflict

Helping local people and communities resolve conflicts through open communication, education, mediation and facilitation.

Solutions

 for Tillamook County

201 Laurel Avenue
Tillamook, Oregon 97141
503-842-1812, ext:3109
mheimbur@co.tillamook.or.us

Learn Valuable Mediation Skills to Manage Conflict and Create Win-Win Solutions

Tillamook— Basic Mediation Training, offered by Conflict Solutions for Tillamook County, is scheduled for Spring 2018. For applications and training logistics, contact Marie Heimburg by email at mheimbur@co.tillamook.or.us or call 503-842-1812, ext:3109. Thirty-five (35) hours of class time is scheduled to take place on one Thursday evening (5:30 pm-9:00 pm), two Friday sessions (12:30 pm-8:30 pm) and two all day Saturday's sessions (9:00 am-5:00 pm) beginning April 5th through April 14, 2018.

Class participants will learn and practice the mediation process through a step-by-step procedure; increase their effectiveness in listening to and communicating with people in conflict; assist disputants to reach mutually satisfying agreements; enhance negotiation skills; work with strong emotions respectfully and constructively; especially with the disputing parties face to face; manage cross-cultural differences; respond to ethical dilemmas that arise in mediation; and develop strategies to deal with various elements of conflict.

Certificates of completion are provided for this 35-hour instruction, which satisfies State of Oregon training requirements to become a community volunteer mediator. Volunteer opportunities to continue their mediation education will be offered to applicants as follow up to their training experience.

CONFLICT SOLUTIONS of TILLAMOOK COUNTY

Tillamook County Courthouse

201 Laurel Avenue,

Tillamook, Oregon 97141

(503) 842-1812

What Is Mediation?

Mediation is a way of resolving a dispute in which an impartial person (the mediator) helps you discuss concerns and if possible reach a voluntary agreement. The mediator helps you think about your individual needs and interests, clarify your differences with the other person, and find common ground. In mediation:

- You are the decision-maker; the mediator has no authority to make decisions.
- You determine the issues that need to be addressed; the mediator guides the process and maintains a safe environment.
- The mediator uses and helps you to use active listening skills.
- The mediator does not give legal or other professional advice to you. The mediator may help you think of options to consider, possibly with the help and advice of another professional.
- Mediation is usually private. If not, the reason why is explained before beginning mediation. You have a right to quit mediation at any time.
- Agreements are reached only when you agree.

What Mediation Is Not

Mediation is not litigation. Litigation is the formal legal process in which parties use the court process to resolve their disputes. The judge or jury determine the outcome of this process, unless a negotiated settlement is reached first.

Mediation is not arbitration. Arbitration is a form of private adjudication, where parties present evidence and argument to an impartial third person (the arbitrator). The arbitrator then reviews the evidence and renders a decision which may be imposed on the parties.

The arbitrator determines the outcome, much as a judge determines the outcome of a trial.

Mediation is not counseling or therapy. Although the process is often therapeutic for the parties, the primary goal of mediation is to reach an agreement, not to resolve the feelings associated with the dispute.

What Sets Mediation Apart

- **Mediation approaches disputes from a fresh perspective. Instead of looking backward to decide who is at fault, it looks forward to what agreements the parties can reach to resolve their disputes or govern their future interactions.**
- **The mediator uses his or her skills to help parties understand each other's needs and interests to find common ground. From these, the parties begin to generate options.**
- **The options are not based on "giving in" or compromise of any principle. Instead, they are based on a search for creative ways to resolve differences and meet identified needs.**
- **Agreements are reached only when the parties all agree. Because mediated agreements are voluntary, they are more likely to be followed by all parties.**

What Are the Steps to Mediation?

Different mediators describe the process differently. However, there are several common stages that the parties move through with the assistance of the mediator.

1. **The Introduction.** The mediator sets the stage, discusses the ground rules and describes the process.
2. **Information Sharing.** The parties have an opportunity to share information and describe their desired outcomes.
3. **Defining the Issues and Understanding Interests.** The parties discuss the issues that need attention and the underlying needs and interests they hope to satisfy.
4. **Generating Options Toward a Solution.** The parties generate and evaluate options that will best satisfy their needs and interests.
5. **Writing the Agreement.** If agreement is reached and the parties desire a written record, the mediator may write or help the parties write their agreement as an outline for agreed upon future action.

Volunteer Experience: Please describe your experience as a volunteer, including name of organization and dates or length of time you volunteered.

Please identify if you have a preference to volunteer for the Neighbor to Neighbor mediation program, Facilitation or the Small Claims mediation program. If so, please explain why.

If selected to participate in the Basic Mediation training, are you willing to commit to volunteering for the program, at least four hours a month, for one year?

Please give three personal references that are not related to you:

Name	Address	Phone	Years Known
1.	_____	_____	_____
2.	_____	_____	_____
3.	_____	_____	_____

Conflict Solutions thanks you for your interest and commitment to assist your community
