

The Community Mediation

Center is a not for profit serving the Knoxville community since 1993. The Center trains and mentors volunteers to co-mediate using a well-respected model that empowers the parties to constructively resolve their own issues. In return for the 40 hours of training volunteers commit to serve at least one year. Presently 90 East Tennesseans are active with over half having volunteered for five or more years.

The CMC offers a series of training courses designed to promote constructive conflict resolution practices within the workplace and the community. Staff also contract to conduct workplace mediations to resolve employee conflicts where external professional assistance is required.

"Our Mediation Community" The Community Mediation Center hosts a weekly television program that focuses on how mediation and other conflict resolution processes are in place within our community.

Sources of Referrals

- Local Residents
- Neighborhood Groups
- Knox County Schools
- Office of District Attorney General
- Knox County Juvenile Court
- Knox County General Sessions Court
- Fourth Circuit Court
- Chancery Courts of Knox County
- Knox County Office of Neighborhoods
- East Tennessee Businesses
- Tennessee Department of Children's Services
- Tennessee Division of Special Education

COMMUNITY MEDIATION

CENTER

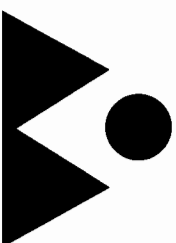
Building Futures Through Problem-Solving

912 South Gay Street-Suite L300
Knoxville, TN 37902
(865)-594-1879

mediate@esper.com
www.2mediate.org

Mediation

***An Effective and
Peaceful Way to
Resolve Disputes***



COMMUNITY MEDIATION

CENTER

Building Futures Through Problem Solving

Benefits of Mediation

- Mediation promotes constructive conversation between parties.
- Mediation sessions are quickly scheduled at times convenient to both parties.
- People involved resolve their conflict for themselves with assistance from mediators, rather than having a judge, employer, or administrator decide for them.
- Mediation is private and confidential.
- Sessions are held in a safe and secure location.
- Neighbors can resolve their conflict and continue to be neighbors.
- Mediation is voluntary for most referrals that CMC receives.
- 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.
- Most of the referrals from local courts and agencies involve no fee for the parties.

An Overview of the Mediation Process

Two volunteer mediators are assigned to each scheduled referral. Many mediations begin with separate sessions for each party. CMC mediation uses the following six-step process:

1. The parties learn how mediation works. If all parties agree to mediate, they sign a confidentiality form.
2. The parties each tell about the issues that brought them to mediation.
3. The parties and mediators define the problem in a manner to focus on possible solutions.
4. Parties come up with possible ideas for resolving the problem, with help from mediators.
5. Parties then evaluate those ideas with the intent of agreeing on those that mutually resolve their problem.
6. When the parties reach a decision, the mediators draft the agreement that has been reached. The parties review and sign the binding agreement.

Mediation Works

Community Mediation Center volunteers have mediated over 3500 sessions with 71 percent of the parties able to reach a mutual agreement.

Why East Tennessee

Residents Choose

Mediation

- Parties focus on long-term solutions and contractual responsibilities not a “quick-fix.”
- Mediation is designed to solve future concerns and to allow parties to continue to work together.
- A signed mediated agreement is recognized as a legal contract.

What to Expect From a Mediation

- Mediators who remain focused, impartial and non-judgmental
- A process that promotes the examination of alternative solutions
- 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

Referrals

Referrals can come from almost anyone (the court, school counselors, parents, ministers, friends, law enforcement officers, etc.) You can even refer your own situation to mediation. To do so call 594-1879.