

# Help SEEDS Grow in Your Community

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: Zip: \_\_\_\_\_

Phone(s): \_\_\_\_\_

Email: \_\_\_\_\_

- Please add me to your mail and email list to receive SEEDS updates.
- I would like to have SEEDS come to my group to give a presentation about effective options for making decisions and resolving conflict.
- I am interested in becoming a SEEDS community volunteer.
- I would like to donate computer assistance, publication design, clerical help, or other in-kind goods or services to SEEDS.
- I would like to support SEEDS' work. Enclosed is my donation of:  
 \$50  \$100  \$250  \$\_\_\_\_\_

SEEDS is a 501(c) 3 non-profit community-based organization.

We depend on donations from individuals and businesses to operate. Please accept our thanks ahead of time for all gifts. Send your tax-deductible contributions to:

SEEDS Community Resolution Center  
1968 San Pablo Avenue  
Berkeley, CA 94702

# SEEDS

Community Resolution Center

## **SEEDS Administrative Office**

Mailing address:

1968 San Pablo Avenue

**Berkeley**, CA 94702

## **SEEDS Satellite Offices**

By appointment only:

1212 Preservation Park Way, 2<sup>nd</sup> Fl.

**Oakland**, CA 94612

39155 Liberty Street, Room D450

**Fremont**, CA 94538

Wheelchair accessible

## **Contact SEEDS**

Phone: (510) 548-2377

Fax: (510) 548-4051

E-mail: [info@seedscrc.org](mailto:info@seedscrc.org)

Website: [www.seedscrc.org](http://www.seedscrc.org)

SEEDS represents the union of three organizations:

Conciliation Forums of Oakland (CFO),  
Berkeley Dispute Resolution Service (BDRS), and  
Mediation Services.

# SEEDS

Community Resolution Center

**Mediation | Facilitation | Training**

Services that

Encourage

Effective

Dialogue and

Solutions

For More Information, call

**(510) 548 - 2377**

[www.seedscrc.org](http://www.seedscrc.org)

Formerly East Bay Community Mediation

cultivating common ground

## Mediation

GOT CONFLICT?

Don't Stress. Don't Fight. Don't Litigate. MEDIATE.

SEEDS offers trained neutral mediators to help you and others in conflict find constructive solutions that meet everyone's needs.

### SEEDS can MEDIATE

- Family/Relationships
- Business/Workplace
- Landlord-Tenant
- Zoning/Land Use
- Schools/Youth
- Neighbor
- And more!

### SEEDS Mediation services are:

#### RESTORATIVE

Mediation honors relationships and fosters better communication and understanding

#### EFFECTIVE

75-80% of cases mediated end with a satisfactory resolution for all

#### CONFIDENTIAL

Statements made in mediation cannot be used in civil court without your permission

#### AFFORDABLE

Sliding scale, no one turned away for inability to pay

Already have a court case pending? Ask us about our court-based mediation services.

## Facilitation

COULD YOUR GROUPS AND MEETINGS BE MORE PARTICIPATORY AND PRODUCTIVE?

SEEDS will custom design a process to help your group, organization or community work collaboratively and achieve desired goals and outcomes.

### SEEDS can FACILITATE

- Newly formed teams and partnerships
- Complex, multi-party, multi-issue disputes
- Group, Board, or organization retreats and strategy sessions
- Community forums and town hall meetings for civic engagement and dialogue

### SEEDS Facilitation services are:

#### PRODUCTIVE

Achieve goals while building and balancing relationships in your group

#### PARTICIPATORY

More people involved – more voices heard – more effective outcomes

#### FLEXIBLE

We utilize a variety of facilitation strategies and styles to accommodate your group's needs

#### COST EFFECTIVE

Priced to fit a wide range of organizational and community budgets

## Training

WOULD YOU LIKE TO IMPROVE YOUR ABILITY TO COMMUNICATE AND PROBLEM-SOLVE?

SEEDS will help you or your organization cultivate your skills and capacity to manage conflict, communicate more effectively, and develop lasting solutions.

### SEEDS Sample WORKSHOPS

- Effective Communication & Feedback
- Managing Conflicts in the Workplace
- Dealing with Cross-Cultural Differences
- Mediation Skills Certificate Program
- Facilitation Skills Certificate Program

### SEEDS Training Workshops are:

#### PRACTICAL

Skills easily transfer to work and personal life

#### PERSONALIZED

We customize trainings to suit your group's needs and provide individual attention to participants.

#### INTERACTIVE

We use experiential/hands-on methods that engage all types of learning styles

#### COMPETITIVELY PRICED

We work to accommodate your organization's budget and financial constraints

Revenues from SEEDS fee-based workshops underwrite our community programs

### *What to Expect at Community Mediation*

#### **1) *Telling your Side, and Listening***

- First, each party gets 5-10 minutes to explain his/her side of the situation. You can talk about what it is that you see as the problem, and how you feel about it. While you are explaining your side, the other party and the mediators will listen.
- Then, you and the mediators will listen as the other party explains his/her view.
- The mediators may ask some clarifying questions and will summarize what they heard you say to make sure they understand the situation from your point of view and that all issues are on the table.

#### **2) *Dialogue***

- The parties then talk with each other. They communicate their interests and concerns so that each understands how the conflict has impacted the other.
- The mediators help to ensure that each person has a chance to express him or herself and hear the other's perspective. The mediators also help to clarify new understandings and identify what facts and issues you agree on and disagree on.

#### **3) *Resolution***

- At the appropriate time, the discussion will turn to problem-solving. Together, you and the other party will generate possible solutions to the situation and talk about them.
- The mediators will help you assess the different options. If an agreement is reached, the mediators will help ensure that it is satisfactory to each person and that the expectations are clear. A mediated agreement can be oral or written.
- The mediators WILL NOT make any judgments or tell you what to do. The agreement will not be legally binding, but if both parties agree, you may have the agreement re-drafted outside the mediation process so that it will be enforceable in a court of law.

#### ***Other Points to Remember:***

- **Length of Mediation:** Sessions usually take 2-3 hours. Please allow for the maximum time. If you have a time restriction, please let us know prior to the mediation. Additional sessions can be scheduled if the parties feel they are making progress but need more time.
- **Sliding Scale Fee:** There is a sliding scale administrative charge per party, per session for our service. Our standard fee for mediation is \$50; \$100 for business and real estate cases. (For cases under Berkeley Tree View/Solar Access Ordinance, the Complainant must cover the full cost of mediation (\$100), unless other arrangements are agreed to.) *If the fee is a financial burden, please notify the office and we will lower or waive it.*
- **Who May Attend:** If you want to bring someone involved in the dispute to participate or observe, please let us know in advance, as we will need to get the consent of the other party or parties. If you are represented by a lawyer in the dispute to be mediated, he or she may attend the session, if all parties consent. *The level of attorney participation will be decided on a case by case basis.*
- **Children at the Mediation:** Unless an older child is a party to the mediation, it is not appropriate to bring children. If childcare is not available to you, please discuss this with your Case Manager at SEEDS CRC *prior* to the mediation.

*Please use this form to prepare yourself for mediation. Should you have any questions or concerns please call us. Alternatively, we may contact you to discuss mediation preparation so that your experience is optimized.*

### ***A brief description of the mediation session***

In your mediation session each party will make an opening statement (5- 10 minutes) to a panel of two or three mediators. The mediators will summarize each statement to make sure that they have a full and accurate understanding of each party's views. The mediators will then encourage the parties to talk directly to each other to discuss the issues. At some point, the discussion turns to problem-solving, where various solutions are generated and evaluated by the parties. Mutually-acceptable solutions are then used to create an agreement.

### ***Questions and tips to help you prepare for the mediation.***

- How do I view the situation?
- What are my interests?
- What are the main issues?
- How do these issues affect you and your interests?
- How do I want things to be different?
- What do I think is needed from the other person in order to make those changes?
- What do I think is needed from me to make those changes?
- Any speculations on how I think the other person would like things to change?
- What can I do during the meeting that will help the other person to be able to understand my point of view?

#### **Be prepared to listen to the other Party's view of the situation.**

What are the issues in the view of the other party? How do those issues affect the other party? Many conflicts occur because neither party has enough accurate information about the other to truly understand the situation. Without enough information, it is hard to come up with a solution that both parties can live with.

#### **Have a clear idea of what you can do to satisfy your interests if you can't come to an agreement in mediation.**

In the mediation session you need to have some way to evaluate proposed solutions, so it is good to have something to compare them to.

#### **Be prepared to work with the mediators**

The mediators help you and the other parties discuss the issues in a respectful and productive manner. They do not decide who is right or wrong, or impose solutions.

They are trained to help you speak to one another effectively.