

# Creating a Mediation Program in Your Community

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# Henderson, Nevada

- Incorporated 1953
- Population 280,000
- Over 118,000 housing units
- Average age of home is 20 years





How to create a  
mediation program in  
your community

Henderson's  
mediation program

The mediation process

What mediation is

# What is Mediation?

An intervention between conflicting parties to promote reconciliation, settlement, or compromise

-Merriam-Webster



# Mediation vs. Litigation

A golden scale of justice is centered on the page. The scale is tilted, with the left pan being higher and the right pan being lower. The left pan is labeled with the word 'Mediation' and its characteristics: Collaborative, Confidential, Free, Parties Control, and Creative Solutions. The right pan is labeled with the word 'Litigation' and its characteristics: Confrontational, Public, Expensive, Process Controls, and Traditional Solutions. The scale is set against a background of a light blue sky with white clouds.

## Mediation

Collaborative

Confidential

Free

Parties Control

Creative

Solutions

## Litigation

Confrontational

Public

Expensive

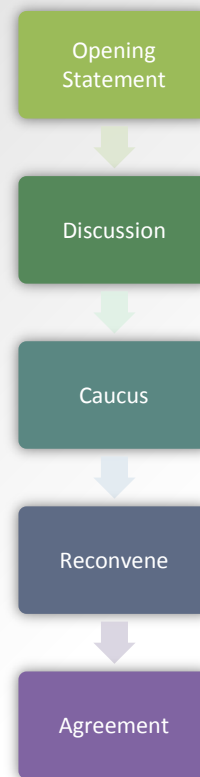
Process Controls

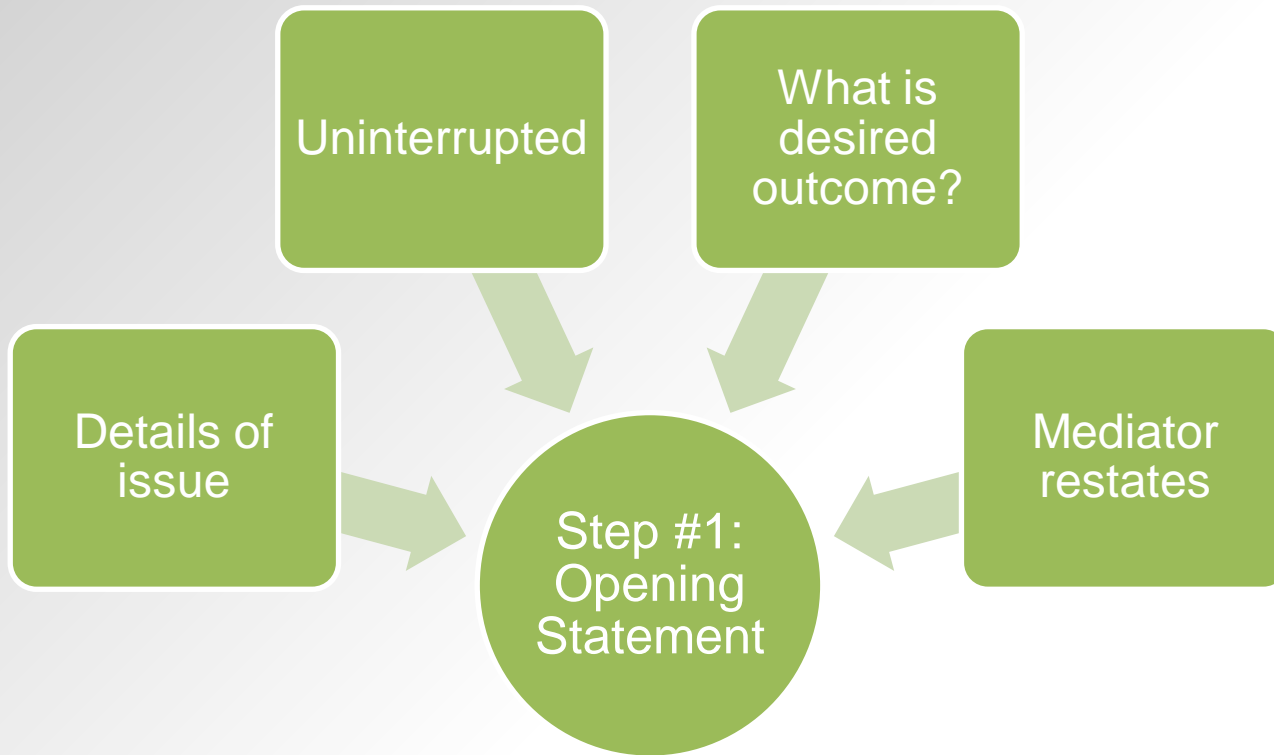
Traditional Solutions

# Preparing for Mediation



# The Mediation Process







# Active Listening Exercise

Speaker – Explains Conflict

Observer – Provides Feedback

Listener – Restates Facts and Acknowledges Emotions



Listener - use phrases like:

**“What I hear you saying is...”**,

**“It seems like you’re feeling pretty...”**

**“You appear to be saying/feeling/wanting/hearing...”**



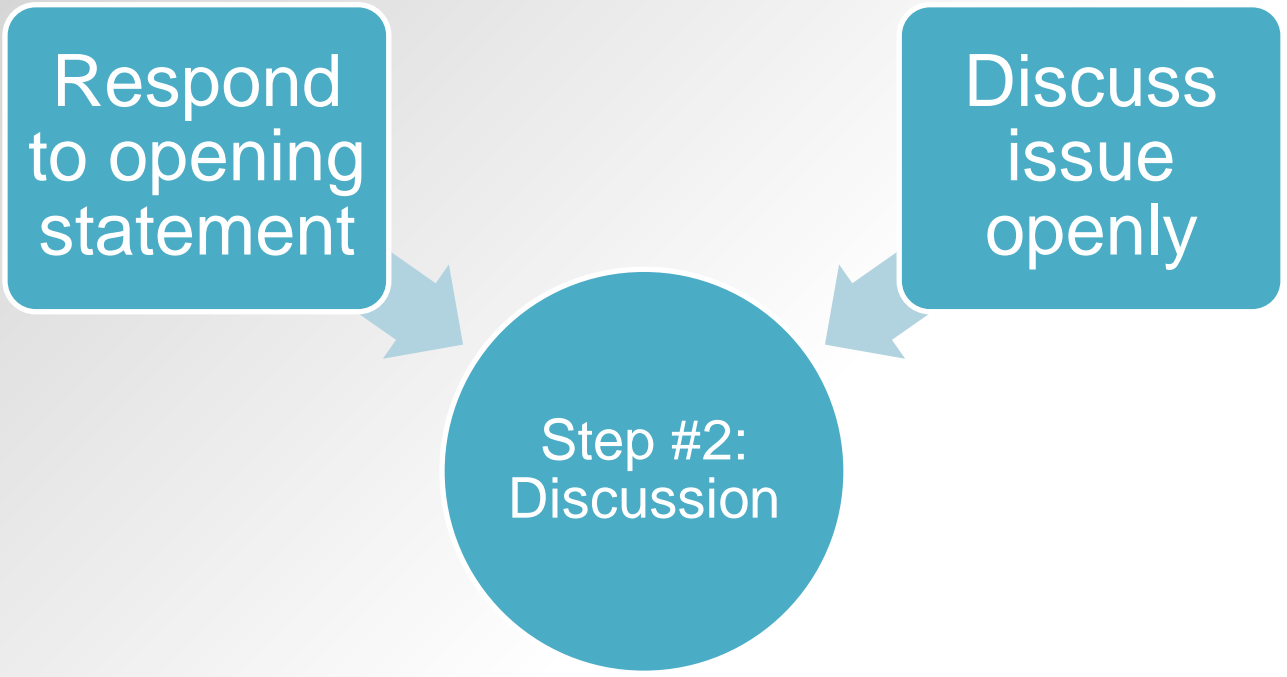
Observer – did the listener:

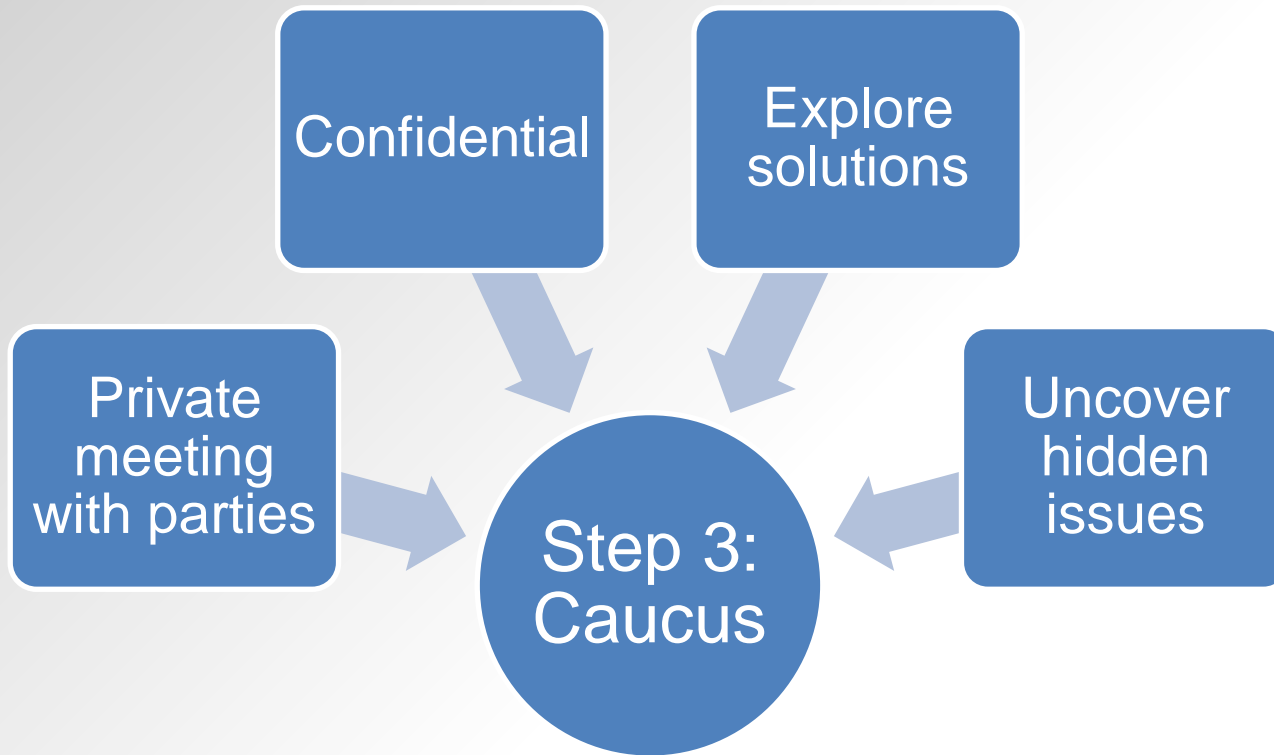
**Restate facts?**

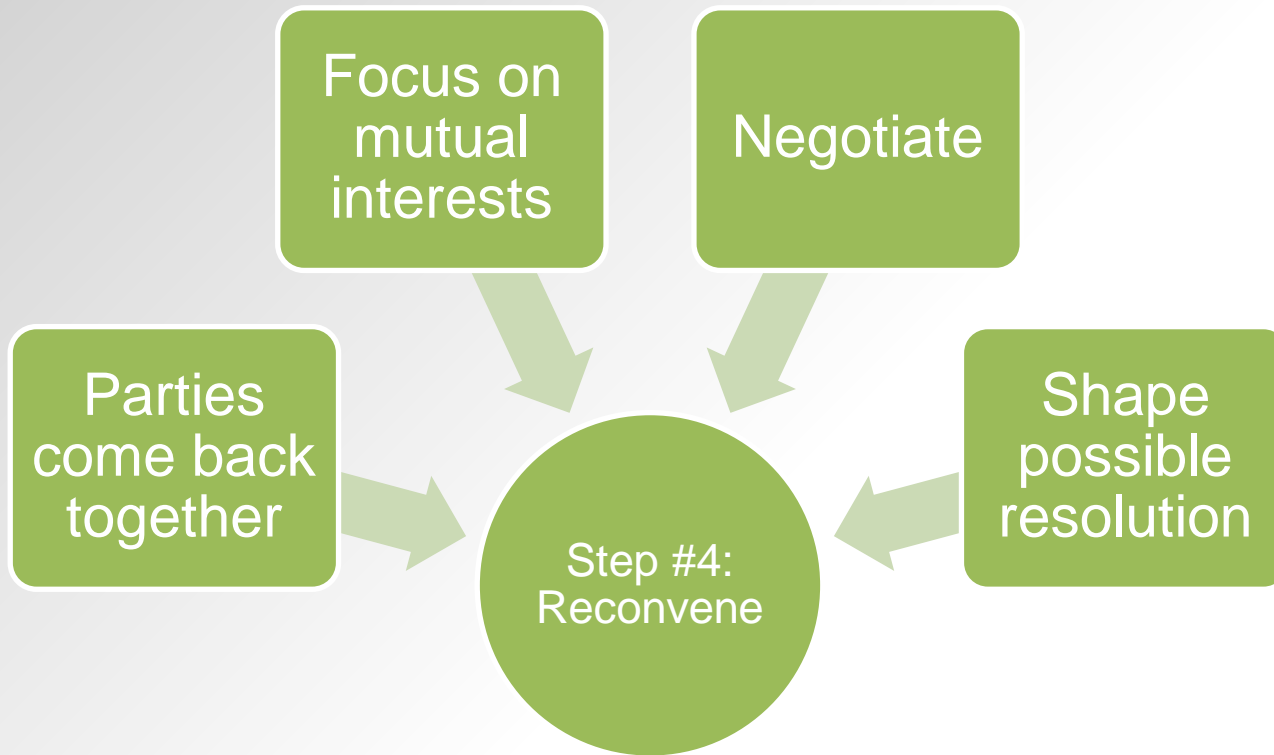
**Acknowledge emotions?**

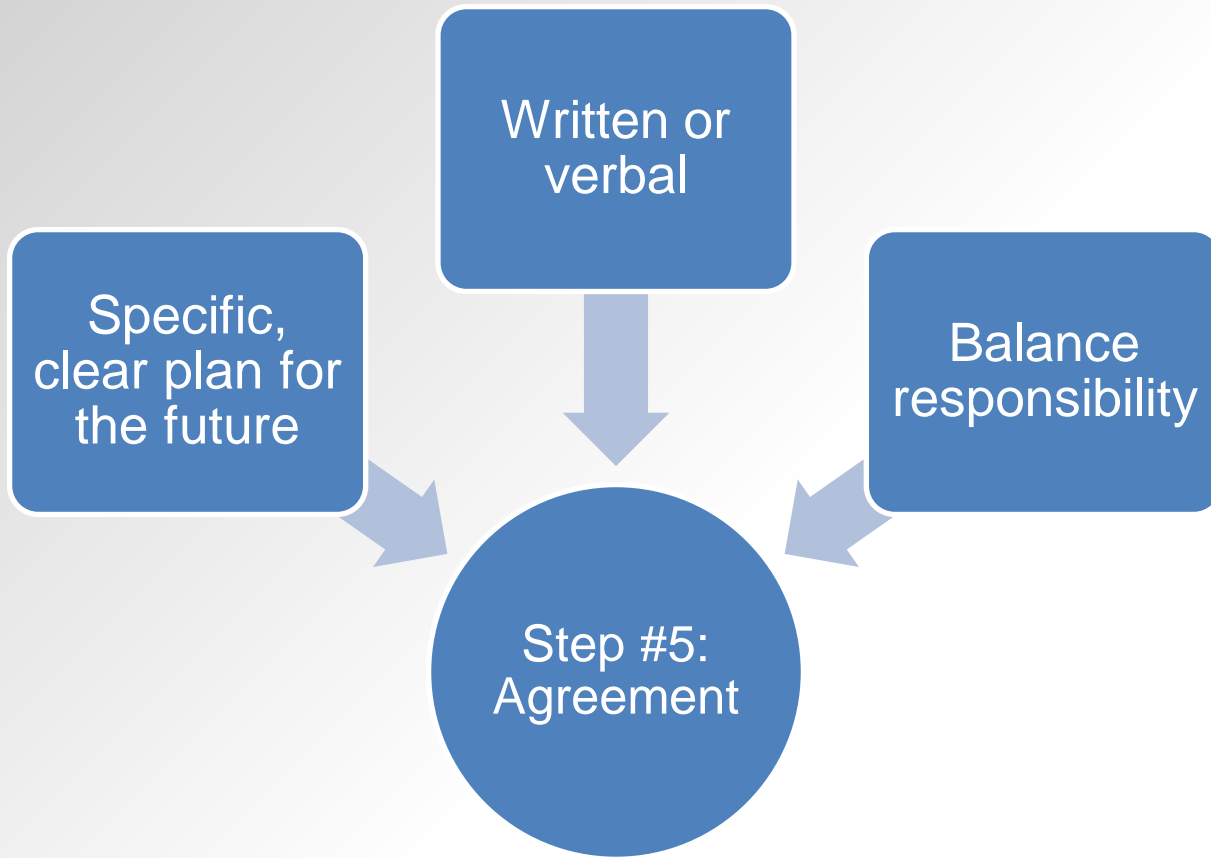
**Ask clarifying questions if necessary?**









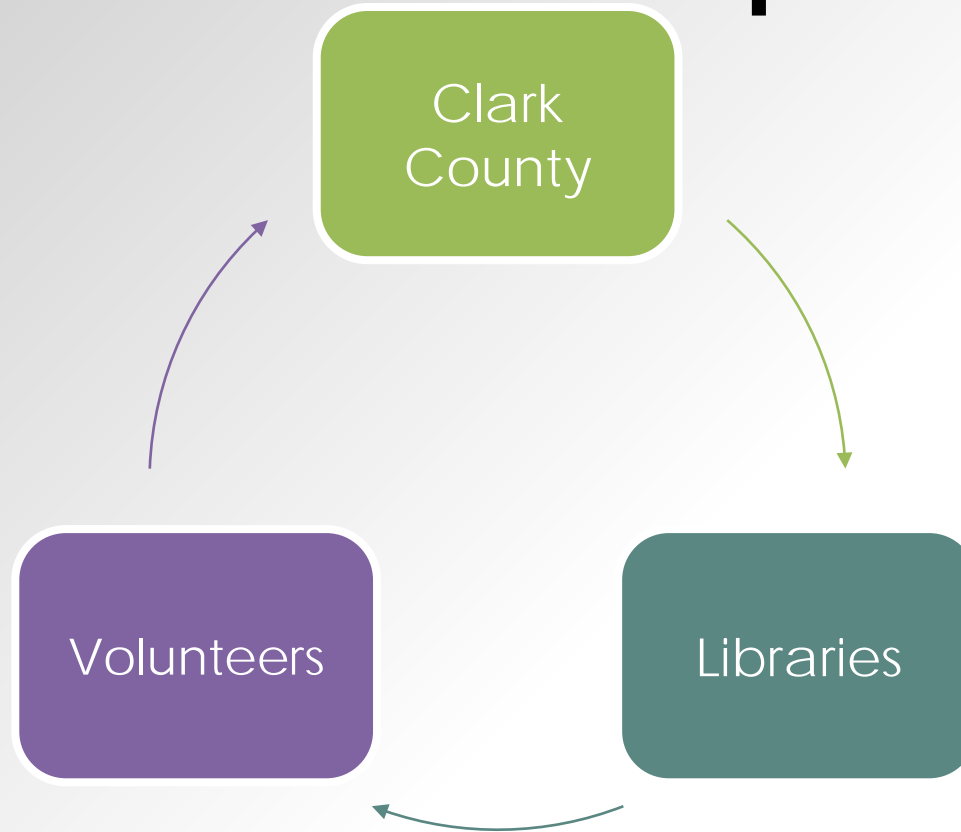


# The Problem

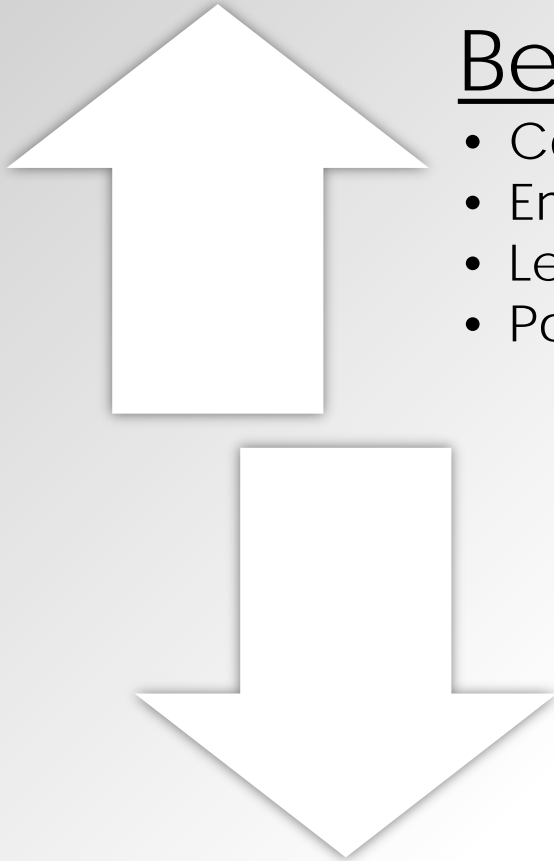
- Increasing number of community disputes
- Overuse of regulatory departments
- Waste of tax dollars



# Partnership



# What Works, What Doesn't



## Benefits

- Cost-effective
- Encourages relationships
- Less burdensome
- Positive PR for City

## Challenges

- Scheduling
- Participant attendance
- Managing emotions
- Staffing





# Getting the Word Out



**Have a Neighborhood Dispute?**

Henderson Mediation Program can assist with a variety of disputes including:

- Neighbor to neighbor
- Landlord to tenant
- HOA to resident



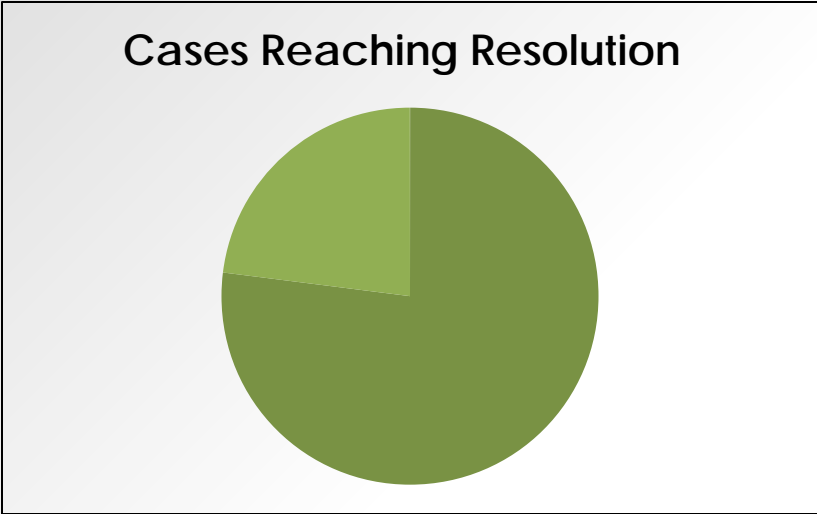
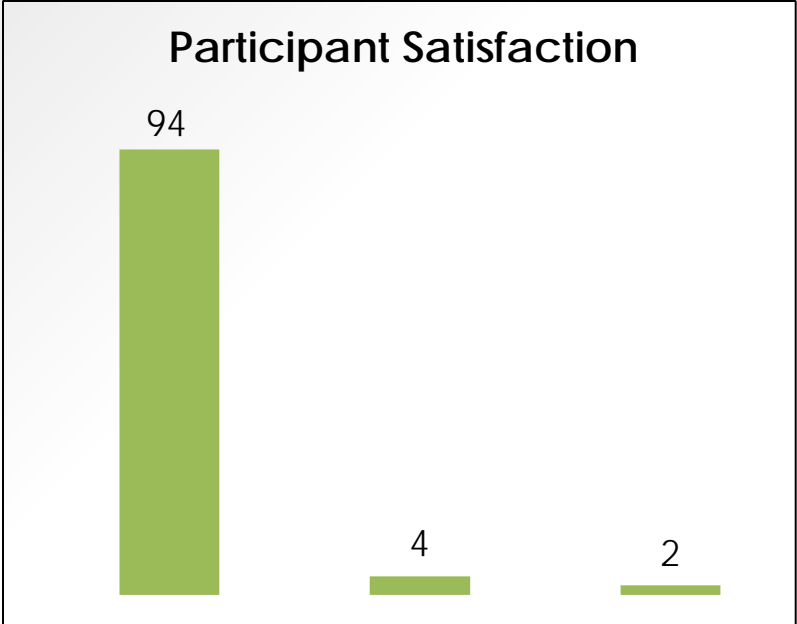
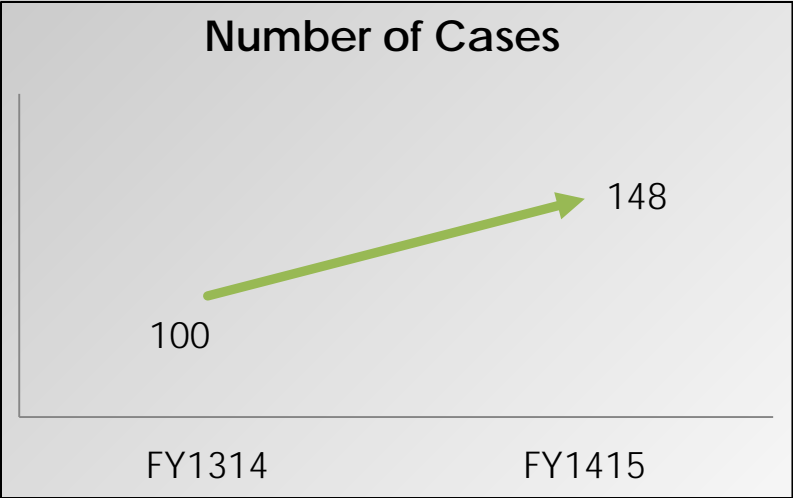
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City of Henderson Mediation Program



# Statistics



# Mediation in Your Community?

- Minimal Budget Requirements

- Multiple locations

- Variety of training opportunities





 **NUSA**

Neighborhoods, USA  
*Building Stronger Communities*

