

How to Get Started

Call us at **410-848-1764**
or email us at cccmc@carrollcc.edu

You will have a private, confidential conversation with one of our helpful staff. They will discuss your situation with you, inform you of what to expect in mediation/facilitation/coaching and answer any questions you may have.

You decide the process that is right for you, whether it be conflict management coaching, mediation or facilitation.



Carroll County Community Mediation Center

**Serving Carroll County's
Conflict Management Needs Since 2000**

255 Clifton Boulevard, Suite 311
Westminster, MD 21157

Phone: 410-848-1764 | **Fax:** 410-848-5479

Texts: 410-861-0315

Email: cccmc@carrollcc.edu

Website: www.carrollcc.edu/mediation

Facebook: @carrollmediation



Want to prevent conflict?

Experiencing conflict?

Need to have a difficult conversation?

Trying to preserve or mend a relationship?

*It's never too early
and never too late to*

Mediate!

Changing Lives in Carroll County

"Mediation helped us to have open communication, be patient with each other, and kept us all from getting upset."

"I just wish mediation had been recommended before we went to court."

"It was great. I was able to get back on track with my daughter."

"We were able to identify, discuss and develop solutions."

"It was a chance to come together. Each person had a chance to express their views. The mediators were helpful with listening and clarifying. I really thank the mediators for their services."

"Mediation ended a 15-year dispute with my neighbor. We wave to each other now."



*This brochure was produced with support from the
Maryland Mediation and Conflict Resolution Office (MACRO)
and Carroll Community College.*



Resolve Conflicts Productively

Carroll County Community Mediation Center



Carroll Community College is an Equal Opportunity, ADA Title 504 Compliant Institution | 008-01-19 0818 SRFV

Free | Confidential
Voluntary | Nonjudgmental

Carroll Community College

Types of Conflict Services

Mediation – Our nonjudgmental mediators can help you find win/win solutions to your conflict in a confidential and private setting.

Conflict Management Coaching – Trained coaches assist you in dealing with interpersonal conflicts or improving your conflict management skills. Session(s) can be done over the phone or in person.

Individualized Education Program (IEP) Facilitation – Facilitators work with the parent(s) and the school to foster constructive communication and collaboration in order to develop an effective IEP.

Group Facilitation – Neutral facilitators work with meeting participants to design a process that helps promote dialogue and clarify topics in order to meet the goals of the group.

Training – Is your organization seeking or needing conflict management training? We can customize and deliver training to meet your organization's goals/needs.

Benefits

- Confidential, private, nonjudgmental.
- No cost and convenient – we mediate daytime, evening and weekends at many locations.
- Gives people a chance to speak, to be heard and to hear each other.
- Provides an opportunity for people to understand one another and transform their relationship.
- Participants make their own decisions about the outcome of their conflict.
- Assists people in developing long-term solutions that meet the needs of everyone involved.

Mission

The Carroll County Community Mediation Center, operating under the auspices of Carroll Community College, promotes peaceful resolution of conflict and collaborative problem solving by providing a range of conflict resolution services, education and professional training.

CCCMC's vision is for every Carroll County citizen to have awareness of and access to high-quality conflict resolution services.

Our Mediators, Coaches and Facilitators

Community mediation relies on a dedicated group of staff members and volunteers from Carroll County to provide conflict resolution services at no cost to you.

Our volunteers complete a minimum of 50 hours of intensive mediation training, an apprenticeship, evaluations and ongoing continuing education to prepare them for this work.

Coaches and facilitators complete advanced training in addition to the above requirements.

All mediators are required to be a member in good standing with the Maryland Program for Mediator Excellence (MPME), a program of the Maryland Judiciary Mediation and Conflict Resolution Office (MACRO).

CCCMC strives to have volunteers who reflect the diversity of Carroll County in terms of race, ethnicity, socioeconomic status, age, education and experience. Contact the Center today to find out more about volunteer opportunities.

Conflicts mediated by CCCMC include (but are not limited to):

- **Family** including couples, custody/visitation, siblings, cross-generational and parent/teen conflicts
- **Interpersonal** disputes including relationships, love triangles and strained friendships
- **Neighborhood** disputes such as noise, property, animals, lifestyle differences and homeowner associations
- **Business** disputes including business/neighbor and business/consumer
- **Employment** disputes such as coworker disputes and supervisor/employee conflicts
- **School** disputes such as those among students and/or between parents and school staff/faculty/administration
- **Landlord/tenant** disputes
- **Roommate/housemate** disputes
- **Caregiver mediation** to develop plans for elder care and address conflicts between siblings and caregivers
- **Probate process** resolving any issues arising from estate disputes
- **Re-entry planning for inmates** such as mending relationships or planning for living arrangements after release
- **Re-integration for returning soldiers**

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