

What is
MEDIATION?

Mediation is a voluntary and confidential alternative for parties involved in a dispute. Trained mediators will guide parties through an informal process that helps those involved identify the issues and generate their own resolutions. The goal is to assist parties in developing win-win solutions. Mediators are neutral and do not take sides or tell you what to do.

Facilitation is
**voluntary,
confidential
and FREE**

What is
FACILITATION?

Groups who are trying to come to a consensus on decisions or new direction can utilize facilitation. During the process, neutral co-facilitators will help identify the affected stakeholders, plan and design one or a series of meetings to explore the situation with the stakeholders, identify the issues and information which may need to be explored, and assist the parties to generate options for solutions.



The Harford County Community Mediation Commission was established in 1995 to provide citizens with an effective and efficient process to resolve disputes through mediation. The Commission is comprised of 15 members, appointed by the County Executive, and the Community Mediation Coordinator.

For more information please contact the
Harford County
Community Mediation Program
at 410-638-4807
or visit
www.harfordmediation.org

*Produced with support from the Maryland
Judiciary's Mediation and Conflict Resolution Office*



Bookmark us on your smartphone!

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The Harford County
Community Mediation
Program (HCCMP)

Promoting Peaceful Alternatives



**MEDIATION
AND FACILITATION
INFORMATION *for*
LARGE
GROUPS**



**The Harford County
Community Mediation
Program (HCCMP)**

Harford County Department of Community Services



“Never doubt that a small group of thoughtful, concerned citizens can change the world. Indeed it is the only thing that ever has.”

- Margaret Mead



What can **FACILITATION** *be used for?*

We can provide facilitators to help groups more effectively disseminate information or work through identified issues.

Why try Mediation or Facilitation?

Mediation allows the parties in a dispute to reach an agreement without labeling someone a winner or loser, and the parties have more control over the outcome of their dispute than they would in a court or administrative hearing. There are also many practical reasons to try mediation:

- **Saves time.**
- **Saves money.**
- **Convenient schedule.**
- **Avoid future conflict.**
- **No penalty for trying mediation first.**

Facilitation builds a stronger buy-in from stakeholders and helps develop creative solutions.

What is the **HCCMP?** *(Harford County Community Mediation Program)*

- A **FREE Service** created by the Harford County Government for the citizens of Harford County.
- Mediators/Facilitators are **Trained Volunteers** from the community.
- Mediators/Facilitators are available at **any stage** in a conflict or situation.
- **Referrals** come from courts, police, civic groups, community organizations, government agencies, friends and family.
- HCCMP does **outreach** in the community, provides **education** about conflict management and provides **training** for volunteer mediators/facilitators.

How do I use the **SERVICE?**

Just call or email the HCCMP office.

An intake worker will determine if your conflict and/or group issues are appropriate for mediation or facilitation. If you decide to try the service HCCMP will contact the other party(s) and explain our process.

Do you like **HELPING PEOPLE?**

*HCCMP is seeking volunteer
Mediators and Facilitators!*

- Are you a good listener?
- Can you listen to people without taking sides?
- Do you believe in solving problems without violence or litigation?

VOLUNTEERS ARE PROVIDED:

- Free training – 45 hours of Basic Mediation Training
- Free additional 5 hours of Advance Training
- Additional 15 hours of Facilitation Training

To participate in the training, you must agree to one year of volunteer service to this program, making yourself available to mediate/facilitate an average of once or twice per month.

***For more information please contact the Harford County Community Mediation Program at 410-638-4807
or visit www.harfordmediation.org to obtain an application.***