

BARRY GLASSMAN
HARFORD COUNTY EXECUTIVE

BILLY BONIFACE
DIRECTOR OF ADMINISTRATION



AMBER C. SHRODES
DIRECTOR OF COMMUNITY SERVICES

Dear Potential Volunteer Mediator

Thank you for your interest in joining the Harford County Community Mediation Program (HCCMP) team of volunteer mediators. HCCMP promotes providing peaceful alternatives to resolving conflicts for the citizens of Harford County. An orientation/interview to explain the Mediation Program and commitment for participation is required. Trainings are held once a year dependent upon the trainer's schedule.

The training consists of 45 hours of classroom/roleplay instructions followed by an apprenticeship that consists of:

- 2 observations of mediations
- 2 co-mediations with a more experienced mediator
- And an evaluation/strategy session
- A 5 hour follow-up training

This training is only open to individuals who can commit to volunteer with HCCMP for a minimum of 100 hours, after completing the training and apprenticeship. Mediators can complete the volunteer hours through outreach at fairs, presentations to community groups, committee work, and by assisting in the office. Priority will be given to those who live in Harford County and to those who are interested in volunteering beyond the minimum requirements. Certificates will be issued once the 100 hours of volunteer work is completed.

If you would like to participate in the next training, please fill out the volunteer application and return it as soon as possible. **There is \$60.00 fee to cover materials. The cost of the training is valued at \$1,400.00, but is provided at no cost to you. If you cannot afford the materials fee, please contact me so I can make arrangements for a scholarship.**

Click [HERE](#) for the online application.

If you have any questions, please contact me at 410-638-4807 or mediation@harfordcountymd.gov. We look forward to hearing from you soon.

Thanks you for your interest.

Susan E. Fisher
Manager, Human Relations, Mediation & Volunteerism
Harford County Department of Community Services
Community Mediation Program (HCCMP)

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The 10 Point Community Mediation Model

A group of stakeholders throughout the state of Maryland, in collaboration with the Maryland Mediation and Conflict Resolution Office (MACRO) met several times to develop the guidelines below. These guidelines are the core of our funding model and have evolved into the standard by which all community mediation centers strive to operate in Maryland.

Mediation helps people reach agreements, rebuild relationships, and find permanent solutions to their disputes. Mediation is a process that lets people speak for themselves and make their own decisions. Community mediation provides a non-profit framework for assuring access to mediation services at the community level with control and responsibility for dispute resolution maintained in the community. Community mediation strives to:

1. Train community members who reflect the community's diversity with regard to age, race, gender, ethnicity, income and education to serve as volunteer mediators.
2. Provide mediation services at no cost or on a sliding scale.
3. Hold mediations in neighborhoods where disputes occur.
4. Schedule mediations at a time and place convenient to the participants.
5. Encourage early use of mediation to prevent violence or to reduce the need for court intervention, as well as provide mediation at any stage in a dispute.
6. Mediate community-based disputes that come from referral sources including self-referrals, police, courts, community, community organizations, civic groups, religious institutions, government agencies and others.
7. Educate community members about conflict resolution and mediation.
8. Maintain high quality mediators by providing intensive, skills-based training, apprenticeships, continuing education and ongoing evaluation of volunteer mediators.
9. Work with the community in governing community mediation programs in a manner that is based on collaborative problem solving among staff, volunteers and community members.
10. Provide mediation, education and potentially other conflict resolution processes to community members who reflect the community's diversity with regard to age, race, gender, ethnicity, income, education, and geographic location

What's HCCMP's style of mediation?

The Harford County Community Mediation Program (HCCMP) practices in the Inclusive Mediation framework. We acknowledge that there are several other styles and each has its own benefits. To ensure quality of practice, we ask that all mediators practice the Inclusive style of mediation when handling cases they are assigned through HCCMP.

Inclusive Mediation Framework:

The goal of inclusive mediation is to support the participants in having difficult conversations and to guide a problem solving process to develop solutions that meet everyone's needs, with all content decisions made by the participants.

In the Inclusive Framework, co-mediation is almost always used. Inclusive mediators do not set ground rules. Mediators focus on strategically listening for values, feelings, and topics and reflect these back to the participants using language that captures the intensity the participants expressed. Mediators check to make sure that the participants feel the reflection is accurate. The mediators attempt to understand each participant, thus making it more possible for them to understand each other. Mediators follow a defined process that includes time for participants to talk about whatever they chose, build clarity as to what is important, identify topics participants want to resolve, identify the goals each participant has for each topic, brainstorm options, consider each of the generated options in terms of which would meet all participants' goals, and determine areas of agreement, if any.

Inclusive mediators rarely use caucuses. They might do so in situations where mediators need to check if mediation is a good fit for the conflict. If agreement is reached, it can be written by the mediator based on the direction of the participants, and it is reviewed and confirmed by all participants in the mediation. In inclusive mediation, the mediators guide the process and the participants are in charge of whether agreement or any other outcome is reached.

One way to divide mediator techniques is listening, reflecting, reframing, summarizing, providing information, making suggestions, and persuading. **Inclusive mediators would use listening, reflecting, and some summarizing, and do not use reframing, providing information, making suggestions, or persuading strategies.**

Note: The above definition was a result of the work done primarily by the Maryland Program for Mediator Excellence's Definitions Task Group and approved by the Mediator Excellence Council on May 19, 2010. For more information on the primary styles of mediation practiced in Maryland please visit <http://www.courts.state.md.us/macro/pdfs/mediationframeworkdescriptions.pdf>