What is mediation?

- The act of addressing interpersonal conflicts through open communication, active listening, and understanding of others’ perspectives.
Why is mediation important?

- Improves communication and life skills
- Increases multicultural awareness
- Fosters healthy interpersonal relationships
How can conflict occur?
How can conflict be prevented?

- Practice open communication
- Clarify individual needs
- Establish boundaries
- Create agreements
Steps for Mediating Conflicts

1. Know yourself and take care of yourself
2. Be prepared to listen
3. Find a neutral and private space
4. Assert your needs clearly and specifically
5. Approach problem-solving with flexibility
6. Build an agreement that works
How does the MRC work?

- Peer Mediators
- Office Hours
- Referrals
- Scheduling Mediation
- Follow-ups
Facilitating Roommate Contracts
The Mediation Resource Center is committed to developing effective programs for residential students. Past Programs have included:
  - Roommate Wars
  - De-Stress Fest
  - Ice Cream Confessions
RA Drop In

- The MRC is always here to talk about any concerns you might be having concerning your residents.
- Feel free to drop in during office hours or email us with your questions at mrc@montclair.edu.