Mediation Facilitates Negotiation
Helping YOU achieve conflict resolution through the use of effective communication.

What is Mediation?
MEDIATION RESOURCE CENTER

“Mediation is not about right or wrong.”
It is about working out past problems and looking at future possibilities!

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It’s all here. Montclair State University
What is Mediation?
- Mediation takes place in a neutral environment that encourages open communication between students
- Increases students' sense of personal responsibility
- Provides education regarding skills, which will be beneficial to interpersonal relationships for the rest of your life
- Addresses interpersonal conflicts escalating to aggressive or bullying behavior
- Increases understanding of others' perspectives and ability to listen effectively
- Promotes reframing of negative behavior and promotes positive alternatives
- Mediation is not counseling

Programming
The Mediation Resource Center offers programs based upon your needs. We offer programs on a variety of topics, such as managing stress, effective communication, assertiveness training and much more! We welcome your personal requests.

The Mediation Process
Trained mediators facilitate a transformative mediation process to:
- Encourage face-to-face dialogue
- Discuss concerns and issues
- Build understanding
- Search for collaborative solutions

Steps to Conflict Resolution
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 — implement and evaluate

Our Services
Our mediation services are free to all Montclair State University students. Our services are for individuals and groups.