

TYPES OF CONFLICT

- *Neighbor/Neighbor*
- *Victim/Offender*
- *Family Disputes/Parent/Child*
- *Association/Homeowner*
- *Landlord/Tenant*
- *Construction Disputes*
- *Restitution*
- *Agency/Agency*
- *School Disputes*
- *Curfew*
- *Employment Issues*
- *Cohabitation Issues*
- *Environmental Conflicts*
- *Business Partners*
- *Custody Arrangements*
- *Consumer/Merchant*
- *Contract Disputes*
- *Insurance Settlements*

WHAT ARE THE CHANCES FOR SUCCESS?

Historically, disputes submitted to professional mediation services have enjoyed a very high settlement rate. Mediation experts attribute this to the parties' complete control over the process, costs and outcome.

Dispute Resolution Services
www.disputeresolution@cspinc.org
1821 East Dyer Road, Suite 200
Santa Ana, CA 92705

Phone: (949) 975-0244
FAX: (949) 975-0250



Victim Assistance Programs
www.cspinc.org

Dispute Resolution Services



Mediation: Focusing On Solutions



INVOLVED IN A DISPUTE?

- Frustrated?
- Angry?
- About to go to court?
- Looking for resolution?

CALL US FIRST - WE CAN HELP

WHAT IS MEDIATION?

Mediation is a conflict resolution process in which a mediator guides disputants in finding an agreement that works.

WHO ARE MEDIATORS?

CSP~Dispute Resolution Service (CSP~DRS) mediators are carefully selected. Mediators represent a cross-section of people, diverse in culture, profession and background. Requirements for a CSP~DRS mediator are: Dispute Resolution Program Act (DRPA) training, formal mediation experience, references, Program Director approval, and approval from the Orange County Superior Courts Committee.

WHEN TO USE MEDIATION

- Communication between the parties has broken down
- Tensions, emotions or costs are escalating
- Time is a major factor
- Multiple issues have to be resolved
- Disputants want to maintain confidentiality
- An on-going relationship is desirable

HOW TO SET UP A MEDIATION

Call and tell us the details. We will take care of the rest.

Mediations are scheduled near your home or area of business. Appointments are available evenings, weekends and during normal business hours.

MEDIATION BENEFITS

High Success Rate

- Mediation helps resolve disagreements 80-90% of the time.

Problems Are Dealt With Quickly

- Typically, mediation can be scheduled within 2-3 weeks and resolved within 3-4 hours.

Voluntary Process

- If dissatisfied with the process, any party may withdraw from the mediation.

Significant Cost Savings

- Mediation costs less as compared to other legal processes.

Confidential

- Confidentiality is required for mediators and all disputants. Parties are encouraged to speak truthfully and candidly in order to define the issues in dispute. Confidentiality is governed by law in California Evidence Code Section 1115-1128 and applied ethical standards.



High Rate Of Agreement

- Disputants who have reached agreement in CSP mediations are more likely to follow through and comply with terms rather than a ruling imposed by a third-party decision maker.

Control

- Parties come to the table as equals. Parties are generally more satisfied with solutions that have been mutually agreed upon.

Protects Business And Personal Relationships

- Mediation allows parties to work together at resolving their conflict and then to continue important and productive relationships.

MEDIATION TRAINING

Since 1991, CSP~DRS has trained Orange County residents in the art and science of mediation. By combining theory and technique, our program provides quality learning.

Evaluations by course graduates are enthusiastic about their new skills. Graduates use them to mediate and to expand problem solving within their personal and professional lives.

Mediation training is a 31-hour course offered quarterly and is approved by the Board of Behavioral Sciences for continuing education units.

VOLUNTEER OPPORTUNITY

CSP~DRS offers a unique volunteer opportunity for real involvement. As a volunteer, you will make a difference in your community by assisting disputing parties. You will help them gain a sense of control and power as well as positive problem resolution. Volunteers contribute time with the agency as mediators, outreach representatives, or case specialists. CSP provides the required training and certification.

***Volunteer and be a member of our team.
CSP Volunteers make a positive difference!***

OTHER SERVICES

CSP~DRS also offers the following services:

- Volunteer Opportunities
- Internships
- Restitution monitoring
- Publishing Opportunities
- Outreach