

TRAINING AVAILABLE!

40 Hour Mediation Training

Our certification course is ideal for those seeking to work in the conflict resolution field or to learn professional skill sets in problem solving. Learn dispute resolution processes, conflict responses, negotiation, peace building, facilitation, communication and consensus making skills. Register or find out more by visiting www.theleadershipcentre.org and clicking the "Mediation" link!

Conflict Resolution Workshops

Everyone deals with conflict on a daily basis—at home, at work, or in your neighborhood. What can you do to transform conflict from a negative influence on your life into a positive opportunity to reach agreement? In our three-hour group training workshops, you'll identify responses to conflict and learn essential problem-solving principles. These sessions are customized to suit the particular conflict resolution needs of your office, organization or Initiative. Topics include: Communicating with Difficult People; Facilitating Group Decisions; How to Have Tough Conversations; "Ruff Times:" Dealing with Neighborhood Dog Barking; and more! Call 480-420-MED8 today for more info!

SOLVE-IT! TIP

Many of us live in communities divided and hidden by walls. While these walls are great for privacy, they also separate us from our neighbors on a communicative level. When conflicts arise with such neighbors—regarding issues such as barking dogs, plant or tree growth, or even sprinkler systems—the conflicts tend to stay contained behind the walls until they reach the boiling point. We are then forced to meet our neighbors under the unpleasant terms of contention, which can then lead to a tense community environment.

Solve-It! recommends going over to your neighbor's house today and introducing yourself. You'll be surprised how this simple gesture opens up lines of communication that may prove to be the lines towards peaceful and productive problem-solving in the future. **"Bypass the wall—knock on the door."**



SOLVE-IT! COMMUNITY MEDIATION SERVICE



"Helping you find the missing peace"

125 E. University Drive
Mesa, Arizona 85201

480-420-MED8
www.theleadershipcentre.org

Solve-It! Community Mediation Service

Solve-It! Community Mediation Service promotes awareness of productive problem-solving by providing facilitation and mediation services at the community level, in addition to educational training, coaching and outreach in conflict resolution skills. Driven by volunteerism and based upon the principles of effective communication, Solve-It! works in partnership with community organizations, service groups, schools, and justice systems to promote self-determination and accountability in the conflict resolution process. It is our desire to provide quality, lasting resolutions to community conflicts.



We can help you find the missing peace!

In mediation, people involved in conflict are invited to voluntarily sit down together with highly trained mediators to talk about a dispute peacefully—to explain the situation, express needs, and generate options for future action. Our mediators facilitate the conversation, ensuring that all voices are acknowledged and heard, and that the conversation does not linger too long on the past, but focuses on future action. Mediation is confidential and resolution can generally be reached in a few hours!

Mediation is a fast, fair, and low-cost way to settle disputes and can be initiated at any stage of a conflict. Solve-It! provides a safe, non-threatening environment for conversation and all mediators are bound by both neutrality and confidentiality requirements. Best of all, it's on your schedule, including evenings and weekends!

Fees start as low as \$25.00!
Contact us for details!

We handle a wide range of conflict issues, such as:

Landlord/Tenant Issues--including security deposit disputes and rental property maintenance/responsibilities

HOA Board Issues--including internal board relations and board/resident communication

Animal Issues--including problems with barking dogs, feral cats, pigeons and horse properties

Property & Contract Issues--including workmanship, development, easements and maintenance

Interpersonal Issues--including harassment and the neighborhood "rumor mill"

We also offer small and large group facilitation, as well as customized, individual conflict coaching. Contact us today at 480-420-MED8 or visit us online at www.theleadershipcentre.org (click on the "Mediation" link) to learn more about how we can best serve your needs!

