

## Benefits of Using Mediation for Conflict Resolution

✓ **Quick**

A mediation session will be scheduled as soon as the parties can meet.



✓ **Reasonably priced**

The cost is based on a sliding scale affordable to everyone.

✓ **Convenient**

Sessions can be scheduled for evenings or weekends

✓ **Confidential**

All Mediations are confidential



✓ **A better Future**

Opens the door to further communication and cooperation.

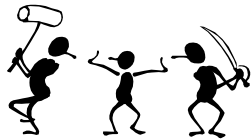
# NEIGHBORHOOD CONFLICT RESOLUTION & DIPLOMACY



## WHAT IS NCRD?

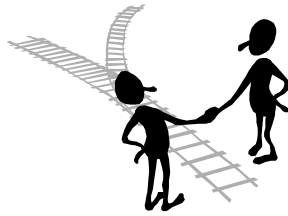
The Neighborhood Conflict Resolution & Diplomacy (NCRD) Program was developed by the Center for Community Dispute Settlement in response to a request by the City of Livermore. NCRD's goal is to help resolve conflicts that may arise between neighbors and to develop lines of communication and cooperation.

Our goal is to help neighbors  
Communicate  
to the point of Cooperation



## WHO ARE THE MEDIATORS?

CCDS Mediators are volunteers who have been certified per the CA Dispute resolution Programs Act. They have many years experience and have been trained to remain neutral, listen and assist you with resolution.



## MEDIATION IS HELPFUL IF:

- ◆ You are willing to participate and listen to find out what everyone needs
- ◆ There is no real threat of violence.
- ◆ Both parties are willing to look for solutions that benefit everyone



CALL  
(925) 337-7175

Se Habla Espanol  
337-2915

## WHAT KINDS OF DISPUTES ARE APPROPRIATE?

Many types of conflict can be mediated. For example issues revolving around:

- ✓ Fences
- ✓ Trees
- ✓ Noise
- ✓ Property damage
- ✓ Personalities

I liked the ability to talk without any yelling or screaming involved  
E. Belmont

The mediators helped me see the other parties side. I saw that things were not as clear as I thought. They served as a sounding board. I'm happy how things worked out.

M. Chung

I liked the way we opened up the channels of communication. The people involved were very nice, polite and very professional.