

MEDIATION RESOURCE GUIDE

This guide is designed to answer some of the most frequently asked questions about mediation and becoming a mediator. Resources for training and for mediation opportunities are listed for your convenience.

The Colorado Council of Mediators and Mediation Organizations (CCMO) is a non-profit organization established in 1984 to promote the development and excellence of the mediation profession in Colorado and to promote the use and understanding of mediation as an alternative means of dispute resolution. We are also known as the Colorado Council of Mediators. CCMO is open to all supporters of mediation.

CCMO Accomplishments include:

- the development of a Code of professional conduct used as a model by other mediation organizations,
- creation of a legislative network supporting the passage of dispute resolution legislation,
- creation of a phone system available to the public to respond to inquiries and provide referrals for mediation,
- establishing a multi-disciplinary committee to study mediator education/training and experience.

CCMO offers skills building and continuing education opportunities for its membership. CCMO supports an ongoing public awareness campaign through printed materials and Mediation Month as established in May by Governor's proclamation.

CCMO Membership provides the following benefits:

- Continuing education, training and professional development
- Networking and professional contact opportunities.
- Opportunity to have input at monthly board meetings and impact decisions that further the profession.
- E-mail newsletter containing board minutes, articles, and other mediation information.
- Membership listing.
- Code of professional conduct and guidelines for mediator education and training.
- Reduced registration at skills building workshops and other CCMO-sponsored trainings.
- Special rates for CCMO functions and events, such as spring and fall conferences and annual attorney/mediator dialogue.
- Phone line for inquiries and CCMO information.
- Event sponsorship and other marketing and advertising opportunities.

If you are involved with dispute resolution in Colorado or simply interested in learning more about mediation and related professional activities, we strongly encourage you to join CCMO!

Please call 303-322-9275 / 800-864-4317 for a membership application,
or if you have questions.

WHAT IS MEDIATION?

Mediation is a structured process of negotiation which uses a neutral person, the mediator, to facilitate communication among the people who are involved in the conflict or dispute. The mediator establishes the ground rules for the process, assists the people involved in determining what's important to each of them and what needs they have in resolving the problem. The mediator guides the people in identifying all of the issues, prioritizing their needs and desires, and determining what type of resolution will work best for them. The mediator does not tell people how to solve their dispute but often assists them in generating their own possible solutions, some of which may be quite creative.

WHERE IS MEDIATION BEING USED?

Everywhere! Here are examples:

- Family: parent/child, divorce, couples
- Neighborhoods: boundaries, noise, respectful language, pet behavior, gangs, roommates
- Business/consumer: small claims, civil cases, family business, debt collection
- Labor: grievances, contracts
- Education: special education, peer mediation in elementary and secondary school,
- Higher education
- Housing: landlords and tenants, housing developments, condominiums, real estate
- Medical: medical staff, doctor-patient relations, provider-insurer
- Elderly: nursing homes, benefits
- Multicultural: new populations, cultural differences
- Public policy: environmental, negotiated investment strategies, water use
- National and International: treaties, water rights, trade agreements

CAN I MAKE A LIVING AS A MEDIATOR?

Although mediation is a burgeoning field, few people earn livings solely as mediators. Most who are paid for their mediation skills are lawyers, psychologists, social workers, labor professionals and others who incorporate mediation into their chosen profession. If you have an interest in being a professional mediator to be paid for services, it can take years and extensive training and experience to reach your goal.

Most people who enter the field of mediation gain experience through a community-based mediation program, offering their services on a volunteer basis. Your decision to become a mediator should not be based on a desire to earn income.

WHAT TRAINING AND EXPERIENCE DO I NEED?

The key to quality mediation service is good training. Learn the skills and ethics required of a mediator. Training and knowledge can be acquired in several ways.

Community Mediation Programs: Most community mediation programs offer regular training courses. These courses are often free or a small fee is charged to those who volunteer for the program. Most mediation centers operate on limited budgets and look to volunteers for various forms of assistance and support in addition to mediating. You may contact the program directly to inquire about trainings and eligibility requirements. Many programs try to build a pool of mediators that reflects the population they serve. As a consequence, they may seek volunteers who live in the community, who come from certain ethnic or racial backgrounds, or who have

special language capabilities. Consult the attached list of community mediation programs for the centers nearest to your work or home.

Colleges, Universities and other Schools: Training classes are also available at some colleges and universities or from community agencies which offer educational courses. For more information, contact the educational institution of your choice or one of the programs listed in this guide.

Private Consultants: Many private consultants offer mediation training for a fee. To learn about the availability of such training, contact the organizations listed in this guide. Ask to be put on the mailing list of various newsletters that feature alternative dispute resolution activities.

Journals: Mediators never stop learning. Read everything you can on the subject, subscribe to journals and keep abreast of ongoing and emerging issues. The Program on Negotiation at Harvard publishes a quarterly journal: The Negotiation Journal. The Academy of Family Mediators publishes The Mediation Quarterly. The addresses for both of these organizations are included in this guide under "Networking".

**RECOMMENDED GUIDELINES FOR MEDIATOR
EDUCATION AND TRAINING**

The following guidelines were developed by the Colorado Council of Mediators and Mediation Organizations and the Colorado Bar Association in 1992 for two purposes. First, to assist consumers, attorneys, judges, and other professionals in selecting mediators. Second, to guide mediators in their pursuit of appropriate education and training. The recommendations are currently being reviewed by a committee of representatives from both organizations. New recommendations are expected to be available late in 2005.

DIVORCE AND CHILD CUSTODY MEDIATION

Because of alternative methods by which one can obtain or demonstrate the needed skills and talents, it is recommended that divorce and child custody mediators follow the education and training guidelines in either Model Alternative A or B. All references to numbers of hours are to clock hours and not to credit hours.

MODEL ALTERNATIVE A

1. A 40-hour divorce and child custody mediation training program which covers the following eight components and includes at least 6 hours of role playing:
 - a. Information Gathering Skills and Knowledge
 - b. Relationship Skills and Knowledge
 - c. Communication Skills and Knowledge
 - d. Problem-Solving Skills and Knowledge
 - e. Ethical Decision-Making and Values Skills and Knowledge
 - f. Interaction and Conflict Management Skills and Knowledge
 - g. Professional Skills and Knowledge
 - h. Substantive Knowledge Base
2. 100 hours of mediation experience (solo or co-mediation) in at least 10 different cases while in consultation with an experienced mediator. One should participate in at least 15 hours of consultation.
3. At least 12 additional hours of education in substantive areas of knowledge relevant to divorce and child custody mediation.
4. Subscription to a code of ethics or code of professional conduct for mediators that is sanctioned by a recognized professional organization. In addition, mediators who are attorneys are to be guided by the Colorado Rules or Professional Conduct, when applicable.
5. Active participation in continuing education in the mediation process and in substantive areas. Continuing education can include, but is not limited to, information or knowledge gained through workshops, reading, peer consultation, video or audio tape review and lecture.

DIVORCE AND CHILD CUSTODY MEDIATION

MODEL ALTERNATIVE B

1. A 40-hour general or divorce and child custody mediation training program which covers the eight components described above in Model Alternative A, number 1, a. through h.; and includes at least 6 hours of role playing.
2. A law degree or graduate degree in one of the behavioral sciences.
3. At least 2 years of professional experience working with people who are dealing with divorce and child custody related issues.
4. If the mediation training program was a general one, supplemental education in those substantive areas of knowledge which complement one's areas of expertise. The possible areas include: the needs of children at different developmental stages; the emotional process of divorce; divorce statutes and case law; the division of property; and issues of child and spousal support.
5. 60 hours of mediation experience (solo or co-mediation) in at least 6 different cases while in consultation with an experienced mediator. One should participate in at least 8 hours of consultation.
6. Subscription to a code of ethics or code of professional conduct for mediators that is sanctioned by a recognized professional organization. In addition, mediators who are attorneys are to be guided by the Colorado Rules of Professional Conduct, when applicable.
7. Active participation in continuing education in the mediation process and in substantive areas. Continuing education can include, but is not limited to, information or knowledge gained through workshops, reading, peer consultation, video or audio tape review and lecture.

CIVIL AND COMMUNITY MEDIATION

The range of mediated disputes is enormous, reflecting everything from business and labor/management to environmental and insurance-related disputes, and everything in between. Accordingly, any model needs to recognize several givens:

In certain areas, notably the resolution of labor/management disputes, mediators have served with distinction for many years without any formal requirements in terms of education and training or substantive expertise. While listing agencies may have established their own guidelines, it has been and continues to be the market which determines who is qualified.

In a civil or community setting, it is frequently the case that mediators serve in a broad range of disputes. This presupposes either an enormous knowledge base, or, more likely, a skills base which allows the mediator to utilize relevant substantive knowledge gained during the course of mediation.

MODEL

1. A 21-hour comprehensive mediator training program which covers the first seven skill components described above under Divorce and Child Custody Mediation, Model Alternative A, number 1, a. through g., and includes at least 6 hours of role playing.

2. 30 hours of mediation experience (solo or co-mediation) in at least 10 different cases while in consultation with an experienced mediator. One should participate in at least 5 hours of consultation.
3. Subscription to a code of ethics or code of professional conduct for mediators that is sanctioned by a recognized professional organization. In addition, mediators who are attorneys are to be guided by the Colorado Rules of Professional Conduct, when applicable.
4. Active participation in continuing education in the mediation process and in substantive areas.

MEDIATION RESOURCES

CCMO would like to thank the many sources used to compile this resource list. If you are aware of additional resources or of corrections which should be made to this list, please contact CCMO at 303-322-9275 or 1-800-864-4317.

The following resources are intended as a guideline only. The listings provided were supplied by those parties listed and are provided only as a service to our members and other interested individuals.

**Inclusion of these resources does not imply completeness
or an endorsement by CCMO of either the resource or its quality.**

TRAINING

The Elledge Group, Inc.: Communication and Conflict Management Strategies

Address - P.O. Box 4441, Englewood, CO 80155

Phone – 303-791-3574

E-mail - elledgegroup@aol.com

Website - www.elledgegroup.org

Seasoned ADR professional with experience of 20 years and 4000 cases offers affordable basic and divorce mediation trainings, specialized and advanced classes, and corporate/agency on-site trainings, workshops, keynotes and customized systems design. Also available are internships, coaching, and case supervision/debrief for aspiring professional mediators.

Bear Wolf Consulting & Mediation Services

Address - 3412 E. 123rd Ave., Thornton, Colorado 80241

Phone – 303-469-8403

Fax – 303-439-0426

E-mail - bearwolf1@worldnet.att.net

Website - bearwolfconsulting.com

Contact - Jo-Marie Lisa, President

The following courses and workshops are offered at various times through the year through Colorado Free University:

1. “Exploring Mediation As A Career”, a (2 ½) two and one-half hour workshop providing basic information regarding mediation education, training, experience, internships and networking.
2. “Become a Mediator”, basic mediation training scheduled on (5) consecutive Saturdays through Colorado Free University. Colorado Free University can be reached at (303) 399-6547.

Building Bridges – a program of Colorado Educational Theater

Address - 8120 Sheridan Boulevard, Suite B309, Westminster, CO 80003

Phone – 303-657-5676 or 303-499-6061

Website – buildingbridges@earthlink.net

Contact - Phil Newsom 720-217-2206 and Katherine Yaffe

Classroom workshops, Teacher in-services, & peer mediation training to teach conflict resolution skills to elementary through middle school students. Unique to this program is the use of drama to help children learn the concepts. “RIFF’s Choice”, a touring play, is performed by professional actors and is available to elementary schools as an introduction to conflict resolution. Building Bridges is a flexible program, and can be tailored to a school's needs. Therefore, costs vary. For further information contact Katherine Yaffe.

TRAINING (cont)

CDR Associates

Address - 100 Arapahoe Avenue, Suite 12, Boulder, CO 80302
Phone – 303-442-7367
E-mail - cdr@mediate.org
Website - <http://www.mediate.org>

CDR will be taking a break beginning in 2005 from our public training seminars in Boulder. During this time we plan to develop new approaches to conflict engagement/resolution and our course offerings. However, we will continue to provide tailored programs for our private clients in 2005, so be sure to contact us if you are interested in discussing CDR services.

Collaborative Growth, L.L.C.

Address - P. O. Box 10758, Golden, CO 80401
Phone – 303-271-0021
E-mail - contact@cgrowth.com
Website - www.cgrowth.com
Contact - Marcia Hughes, J.D., M.A.

Forty hour mediation training held in Denver and other locations in Colorado, certificate of completion. Other training: 40 hour mediating employee disputes/sexual harassment, two day advanced mediation, NLP for mediators, and negotiation. Most courses qualify for CLEs.

Community College of Aurora

Address - 16000 E. CentreTech Parkway, Aurora, CO 80011
Phone – 303-340-7502
E-mail - robin.rossenfeld@ccaurora.edu
Contact: Robin R. Rossenfeld

Academic program including a 3 credit/45 hour course in basic mediation, 3 credit/45 hour courses in employment/business mediation and in divorce/child custody mediation. We also provide a mediation certificate for the completion of 16 credit hours in mediation and related legal, sociology and communication courses. Spring 2005 Cost: \$230.15 for 3 credit courses for Colorado residents and \$1065.20 for non-residents. Tuition and additional fees subject to change every semester.

Mediation USA, Inc.™

Address - 3935 South Oneida Street, Denver, Colorado 80237
Phone – 303-691-0075
Fax – 303-691-5852
E-mail - info@mediation-usa.com
Website - www.mediation-usa.com
Contact - Sheila Somberg, President

MUSA provides affordable conflict management, which includes: mediation training, seminars, keynote presenters, Alternative Dispute Resolution programs for organizations (largest involves 17,000 employees nationwide, smallest 25 employees), mediators, arbitrators, settlement conferences, and facilitation. Our division the HUMAN POTENTIAL Group handles EEO investigations, human resource projects and 35 off the shelf classes for training.

TRAINING (cont)

New Foundations Nonviolence Center,

Address - 901 W. 14th Ave., #7, Denver, CO 80204

Phone - (303) 825-2562

Fax – 303-623-3492

E-mail - nfnc@earthlink.net

Website - www.home.earthlink.net/~nfnc

Contact - Tisa Anders

- 1) Two to three day training in alternatives to violence. Goals are: affirmation of self and others, self-esteem building, community building, and improving skills for communication, cooperation and conflict resolution. The
- 2) program is spiritually based but non-religious. Levels of training are Basic, Advanced and Training for Trainers. Cost is \$100 for 16-22 hours and scholarships are available.
- 3) Training for volunteers to visit inmates in Denver County Jail is the One-to-One Visitation program.

Resolution Resources of Colorado

Address - 102 South Tejon Street, Suite 1100, Colorado Springs, CO 80903

Phone – 719-471-0970

E-mail - resresco@worldnet.att.net

Website - www.mediate.com/maday

Contact: Michael J. Maday, M.S.W.

Conflict resolution, mediation and violence prevention training for schools involving staff, parents and students in the training. Public negotiation and mediation training for educators, parents, administrators. Training for mediation of child protection disputes and for participants in child protection mediation. Consultation regarding court connected mediation program development. Training includes bias awareness and prejudice reduction component. Also training for youth workers, child protection services workers, camp counselors and others working with youth. Facilitation and conflict resolution training for businesses and nonprofit organizations. Length of training: 1/2 day to 4 days. Cost: \$600 - \$1,000 per day. Location: Colorado Springs or in organization or school district facilities anywhere in Colorado.

ADR INTERNSHIPS

The Conflict Center

Address - 4140 Tejon St, Denver, CO 80211
Phone – 303-433-4983
Fax – 303-433-6166
E-mail - conflictct@aol.com
Contact - Elizabeth Loescher, Executive Director

Interns support The Conflict Center staff in teaching nonviolent conflict and anger management skills to adults and children in our School Program and/or teens in the Youth at Risk Program. Interns may also become involved with The Conflict Center's family and community mediation services. Internships are also available for those interested in learning about the overall management, including day-to day tasks involved in managing a non-profit. An individualized program is developed between The Conflict Center and the intern to meet mutually identifiable goals.

Dispute Management, Inc.

Address - 1660 Lincoln Street, Suite 2501, Denver, CO 80264
Phone – 303-832-2090
Contact - Janis Cella

Individualized internships in mediation, arbitration, facilitation, and organizational dispute management, as well as in running a dispute resolution business. Cost: Negotiable.

Family Mediation Group

Address - 709 Clarkson, Denver, CO 80218
Phone – 303-322-3080
Contact - Bill Schwartz

Co-mediation with experienced family mediator, AFM practitioner member. Interns must have completed AFM approved mediation training. Cost: \$25 per mediation hour.

Resolution Resources of Colorado

Address - 102 South Tejon Street, Suite 1100, Colorado Springs, CO 80903
Phone – 719-471-0970
Contact: Michael J. Maday, M.S.W.

Internship with trainer/consultant since 1984. Specialist in divorce, child custody, civil and special education. Internship begins with observation, continues with co-mediation and solo mediation under supervisor's observation. Preparation and debriefs are scheduled related to each session. Memorandum drafting and written communication is also addressed. Internships are also available in school-based mediation and conflict resolution. Length of internship: 20-40 hours. Cost: \$45 per hour, no cost for school-based internship.

ADMINISTRATIVE INTERNSHIPS

Community Alternatives, Inc., (FACE-to-FACE Mediation)

Address – 2600 So Parker Road, Suite 5-250, Aurora CO 80014

Phone – 303-695-0653, ext. 111

E-mail - pevans@cai-co.org

Contact - Peggy Evans

Internship possibilities for those wishing to learn non-profit management, case management, project development and volunteer training. Community Alternatives, Inc. supports the 18th Judicial District with four volunteer programs, FACE-to-FACE (victim offender mediation), Deputy Probation Officers, Victim Advocates and Juvenile Mentoring. Probation internships are also available.

Office of Dispute Resolution (ODR)

Address - 1301 Pennsylvania Street, Suite 110, Denver, CO 80203

Phone – 303-837-3667

Contact - Cynthia Savage

Administrative internships offered to persons who would like to assist in ongoing development and management of the court-affiliated state ADR program.

NETWORKING

Attend conferences and workshops. Join associations. Meet with others who share your interests.
Ask to become a member or to be put on the included organizations' mailing lists.

American Bar Association Section of Dispute Resolution

Address - 740 15th St., NW, Washington, DC 20005
Phone – 202-662-1680
Fax – 202-662-1683
E-mail - dispute@abanet.org
Website - <http://www.abanet.org/dispute>

The American Bar Association Section of Dispute Resolution provides its members and the public with creative leadership in the dispute resolution field by fostering diversity, developing and offering educational programs (international and regional conferences and trainings), policy initiatives on dispute resolution field, providing technical assistance, and producing publications that promote problem-solving and excellence in the provision of dispute resolution services (the DR Section publishes quarterly *Dispute Resolution Magazine*). Major committees of the DR Section include Mediation and Arbitration Committees.

Boulder County Bar Association ADR Committee,

Address - 1942 Broadway, Suite 205, Boulder, CO 80302
Phone – 303-440-4758
Fax – 303-402-6958
E-mail - christine@boulder-bar.org
Contact - Christine Hylbert

The Section holds monthly CLE programs for lawyers, mediators and arbitrators. The meeting schedules are listed on the bar's website and monthly newsletter, also found on the web site. That address is www.boulder-bar.org The Bar also maintains a list of Boulder County mediators and arbitrators. The lists are forwarded to the 20th Judicial District Court's web site for public access.

Colorado Bar Association ADR Forum Committee

Address - 1900 Grant Street, Suite 950, Denver, CO 80203
Phone – 303-860-1115
Melissa McClerkin

The Committee has approximately 210 members who are committed to maintaining the CBA's leadership role in the field of ADR. Recent projects include publication of an ADR manual, changes to the Colorado Rules of Professional Conduct, and the Colorado Pledge. The Committee will also be posting an ADR provider directory to its web-site in 2001.

Colorado Council of Mediators and Mediation Organizations (CCMO)

Address - c/o RS Wells, LLC, 6399 South Fiddlers Green Circle, Greenwood Village CO 80111-4974
Phone – 303-322-9275 or 800 864-4317
Fax – 303- 773-2050
E-mail – ccmo@coloradomediation.org
Website – www.ccmo.info or www.coloradomediation.org
Contact – Sue Blair or Carolyn Bott

Organizes periodic trainings, education and networking meetings several times each year. Committees include Marketing, Public Relations, Membership, Professional Development, Leadership, Grievance, Judicial and Legislative. Variety of membership benefits, including newsletters and monthly updates.

?Creative Response to Conflict,

Address - PO Box 271, 521 North Broadway, Nyack, NY 10960
Phone – 845-353-1796
Fax – 845-358-4924,
E-mail - CCRCNYACK@aol.com
Website - www.crcglobal.org
Contact: Priscilla Prutzman, Executive Director

CRC provides information, resources, and training in conflict resolution, mediation, problem solving and bias awareness for teachers, parents and students.

Mennonite Conciliation Service

Address - 21 South 12th Street, Box 500, Akron, PA 17501-0500
Telephone - (717) 859-3889
Fax - 717-859-3875
E-mail - MCS@mccus.org
Contact - Alice Price in La Jara, CO – 719-843-5118

Has a referral network; great quarterly newsletter; sponsors training and religious practitioner events; provides great regional coordinators

?Program on Negotiation, Harvard Law School

Address - 513 Pound Hall, Harvard Law School, Cambridge, MA 02138
Phone – 617-495-1684
Fax – 617-495-7818

The PON acts as an umbrella agency for several mediation and negotiation projects. The PON publishes a quarterly journal, [The Negotiation Journal](#), and maintains a website, www.pon.edu, featuring information about the programs and people of PON, detailed reports on recent activities, and news of upcoming events. PON's Clearinghouse distributes training materials in mediation and negotiation. PON also provides executive education workshops on negotiation in a corporate context as well as semester-long courses in negotiation and mediation in conjunction with the Radcliffe Seminar series. PON sponsors a Dispute Resolution Forum for the Boston area practitioners and scholars in dispute resolution, as well as conferences on topics of interest to academics and practitioners in negotiation and dispute resolution.

RESOLVE, Inc.

Address - 1580 Lincoln Street #1080, Denver, CO 80203
Phone – 303-861-1500
E-mail - mhughes@resolve.org
Website - www.resolve.org
Contact: Mike Hughes, Senior Mediator

RESOLVE is a non-profit public policy dispute resolution firm founded in 1977 to mediate controversial policy issues, and promote the effective use of conflict resolution processes through research and education. RESOLVE has successfully facilitated negotiations, dialogues, and workshops on important transportation, energy, public health and natural resource issues for more than two decades. RESOLVE has more than a dozen senior mediators on staff who can handle highly contentious, technically complex, multi-party policy disputes and who are able to use that experience to train, coach and mentor collaborative problem solvers.

Association for Conflict Resolution (ACR)

Address - 1527 New Hampshire Ave., NW, Washington, DC 20036

Phone – 202-667-9700

Fax – 202-265-1968

Website - www.ACRresolution.org

The Association for Conflict Resolution (ACR) is a professional organization dedicated to enhancing the practice and public understanding of conflict resolution. ACR represents and serves a diverse national and international audience that includes more than 7000 mediators, arbitrators, facilitators, educators, and others involved in the field of conflict resolution and collaborative decision-making. Anyone interested in the field of conflict resolution is welcome to join.

ACR holds an annual conference, and some special interest sections of ACR hold meetings offering professional development opportunities as well. Publishes peer-reviewed journal Conflict Resolution Quarterly (formerly Mediation Quarterly), ACR organizational quarterly magazine. ACR members may apply for professional liability and health insurance to members at preferred rates.

VOLUNTEERING

City of Boulder Community Mediation Service,

Address - PO Box 791, 2160 Spruce St., Boulder, CO 80306
Telephone – 303-441-4364
Contact - Kon Damas

Mediators are recruited every two years. Mediators must commit to mediating a minimum of one case a month for two years. Co-mediation model is used on all cases. Cases include: landlord/tenant, neighbor/neighbor, parent/teen, community, race and ethnic relations, and court ordered cases. Facilitation services for local non-profit agencies and City of Boulder departments are also provided. For youth services, adult and teen volunteers learn parent/teen model and mediate with experienced mediator (teen with adult, etc.) Must agree to mediate at least one case per month.

Colorado Council of Mediators and Mediation Organizations (CCMO)

Address - c/o RS Wells, LLC, 6399 South Fiddlers Green Circle, Greenwood Village CO 80111-4974
Phone – 303-322-9275 or 800 864-4317
Fax – 303- 773-2050
E-mail – ccmo@coloradomediation.org
Website – www.ccmo.info or www.coloradomediation.org
Contact – Sue Blair or Carolyn Bott

Volunteers will have the chance to work with others in the field on a variety of committees to help promote the field of mediation in Colorado and to help shape the future of mediation in the state. Committees include Public Relations, Membership, Professional Development, Leadership, Grievance, Judicial and Legislative. Volunteer time commitments can be as small as two hours every few months.

Colorado School Mediation Project

Address - 2885 Aurora Avenue, Suite 13, Boulder, CO 80303
Phone – 303-444-7671
Contact - Randy Compton

Volunteers serve as coaches in training given to adult educators which help the educators hone their skills in productive conflict resolution, interest based mediation and negotiation. Volunteers also help with an annual conference in Denver which attracts 600 participants including students and educators.

Community Alternatives, Inc., (FACE-to-FACE)

Address – 2600 So Parker Road, Suite 5-250, Aurora CO 80014
Phone – 303-695-0653, ext. 111
E-mail - pevans@cai-co.org
Contact - Peggy Evans

FACE-to-FACE is a juvenile victim/offender mediation program supporting the 18th Judicial District - Arapahoe, Lincoln, Douglas and Elbert counties.. Mediators will facilitate this unique opportunity where victims and offenders together determine what needs to be done so they each can have closure on the negative event and move forward. Mediators will participate in 24 hours of in-house training and several co-mediations, and be committed to completing one year and 12 cases as volunteers.

The Conflict Center,

Address - 4140 Tejon St, Denver, CO 80211
Phone – 303-433-4983
Fax – 303-433-6166
E-mail - conflictct@aol.com
Contact - Elizabeth Loescher, Executive Director

Volunteers in the School Program support Playground Conflict Managers, (students mediating on the playground), participate in Reading for Peace, (teaching conflict and anger management through literature), support youth at risk in decision making and follow through. Six weeks commitment required. Training provided.

Denver City Attorney's Mediation Referral Program,

Address - 303 W. Colfax Avenue, Suite 500, Denver, CO 80204
Phone – 720-913-8080
Contacts - Laurie Kaczanowska, Alternative Resolution Program Director, Carrie Cline, Alternative Resolution Program Coordinator

This program refers cases to volunteer mediators to mediate Denver City Ordinance Violations. Contact Carrie Cline if you are interested in our 2 day criminal mediation training, held yearly. Volunteer mediators must have a 40 hour training in mediation and be willing to commit to mediating or co-mediating at least 10 cases in a 2 year period. Some evening & weekend mediations are scheduled.

Jefferson County Mediation Services

Address - 700 Jefferson County Parkway, Suite 220, Golden, CO 80401
Phone – 303-271-5060
Fax – 303-271-5064
Contacts - Mark S. Loye, Program Director – 303-271-5062
Julie Carter, Deputy Director – 303-271-5060
Helena Goldstein, Administrative Coordinator 303-271-5060

The Program was initiated January 1994. Volunteers must submit resume and copy of certificate of completion for basic mediation training to Program Administrator, and agree to a 12 month commitment. Applications are considered twice each year. Volunteers typically work in a co-mediation team to assist parties to reach consensus solutions to disputes in areas such as animal control, land use, neighbor-neighbor, landlord-tenant, employer-employee, victim-offender, divorce and child custody, Small claims court, etc. Case referrals come from County and municipal agencies and the Courts.

Longmont Mediation Service

Address - City of Longmont, Office of Community Relations, 350 Kimbark, Longmont, CO 80501
Phone – 303-651-8444
Fax – 303-651-8590
Contact: Caroline Gonzales

Co-mediation available at no cost for Longmont residents in the areas of landlord/tenant, child custody/divorce (must meet income guidelines), peer mediation and neighborhood disputes. Volunteer opportunities exist for people to serve as co-mediators. Orientation provided. Bilingual or monolingual (Spanish) mediation available.

Office of Dispute Resolution (ODR)

Address - 1301 Pennsylvania Street, Suite 110, Denver, CO 80203

Phone – 303-837-3667

Contact - Cynthia Savage

Volunteer opportunities available for individuals who want to assist with the ongoing development and management of the court-affiliated state ADR program. Six month minimum commitment requested for these administrative positions.

The ReJiS Program, 15058 East Hampden Circle, Aurora, CO 80014

Contact: Jennifer Perizzolo, Telephone: (303) 810-7142

The ReJiS Program is a restorative justice program designed to address some of the disciplinary needs within our schools. Volunteers will be required to participate in training provided by the ReJiS Program specific to school-based mediation. All volunteers will be asked to commit to one year/120 hours, providing mediation services to schools in the Denver Metro area, kindergarten through twelfth grade.

Victim Offender Reconciliation Program of Boulder County, 1520 Euclid Avenue, Boulder, CO 80302

Contact: Teresa Spears, Executive Director. Telephone: (303) 442-6040

VORP is a restorative justice, community-based mediation program which provides an alternative to the traditional justice system. Cases are referred primarily from the District Attorney's Juvenile Diversion Program. Other types of cases, including neighbor disputes, parent-teen cases, and various self-referrals are accepted on a case-by-case basis. As a nonprofit organization, VORP's services are free, and our mediators are volunteers. Training consists of a short course in intensive basic mediation skills and instruction in VORP structure and philosophy. No prior mediation experience necessary. Ongoing mediator training, practice, and discussion occurs at monthly meetings. In addition to mediation, VORP also offers a variety of accountability classes primarily for persons going through the justice system. These classes are provided for a fee.

Each year there are more and more books being published on mediation and conflict resolution. It would be impossible to list everything that is available in the space here. Included here, however, are some bookshelf musts, some classics, some notable newcomers and good reads.

JOURNALS & PERIODICALS

Conciliation Quarterly: MCS, 21 South 12 Street, Box M, Akron, PA 17501.

Conflict Resolution Notes: 2205 E. Carson Street, Pittsburgh, PA 15203-2107.

Family & Conciliation Courts Review: Sage Publications, 2455 Teller Road, Thousand Oaks, CA 91320.

Mediation Quarterly: Jossey-Bass Publishers, 350 Sansome Street, San Francisco, CA 94104-1342.

Mediation Monthly: Mediation Corporation, P.O. Box 6161, Rockford, IL 61125.

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BOOKS

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Community Mediation: A Handbook for Practitioners and Researchers edited by Karen Duffy, James Grosch, and Paul Olcak. Guilford Press, 1991.

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Getting to Yes: Negotiating Agreement Without Giving In by Roger Fisher and William Ury. Viking Penguin Inc., 1981.

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Mediation Across Cultures: A Handbook About Conflict & Culture by Selma Myers and Barbara Filner. Amherst Educational Publishing, 1994.

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The Promise of Mediation: Responding To Conflict Through Empowerment and Recognition by Robert Baruch Bush and Joseph Folger. Jossey-Bass Publishers, 1994.

Resolving Conflict: Strategies for Local Government edited by Margaret S. Herrman. ICMA Publishing, 1994.

When Push Comes to Shove: A Practical Guide to Mediating Disputes by Karl Slaikeu. Jossey-Bass Publishers, 1995.

When Talk Works: Profiles of Mediators by Deborah Kolb and Associates. Jossey-Bass Publishers, 1994.

CCMO wishes to acknowledge several local mediators who have authored books. Thanks for all your work to promote mediation, conflict resolution, and in providing information to the public on issues of concern to us. Congratulations and thank you for your good work!

BOOK LIST -- LOCAL AUTHORS

Artful Mediation: Constructive Conflict at Work by Elaine Yarbrough. Cairns Publishing, 1995. (Boulder).

Exploring Mediation as a Career by Jo-Marie Lisa. Running Bear Press, 1995. (Broomfield).

Friendly Divorce Guidebook for Colorado by M. Arden Hauer and S. W. "Wendy" Whicher. Bradford Publishing, 1994. (Denver).

Mediation and Facilitation Training Manual: Foundations and Skills for Constructive Conflict Transformation edited by Alice M. Price et al. Mennonite Conciliation Service, 1995 (3rd edition) (Alamosa).

Mediation: The Book, A Step-by-Step Guide for Dispute Resolvers by Sam Leonard. Evanston Publishing, Inc. 1994. (Denver).

Survival Manual for Men in Divorce and Survival Manual for Women in Divorce by Carol Ann Wilson and Edwin Schilling III. Quantum Press, 1992. (Boulder).

The Mediation Process: Practical Strategies for Resolving Conflict, by Christopher W. Moore, Second Edition. Jossey-Bass Publishers, 1996. (Boulder).

Videotape

Mediation and the Dynamics of Conflict. Presents conflict analysis tool and a dramatic demonstration of the use of mediation. Available through CDR Associates by calling (303) 442-7367 or 1-800-MEDIATE.

Essential Readings in Dispute Resolution

Reading List Generated by the Delphi Study Group
for the "Mapping the Contours of Graduate Study in
Dispute Resolution" Study conducted by Bill Warters,
May, 1996

This reading list is part of a much larger research project that explored the relatively rapid growth of graduate programs in dispute resolution. Results of the study were published in the Online Journal of Peace and Conflict Resolution. In the first round of the study, the 22 participants (who had been nominated due to their experience teaching dispute resolution at the graduate or undergraduate level, or administering graduate programs in DR) were asked to "List the top 10-15 reading materials that you think should be read by students preparing for careers in dispute resolution." Later, in the third round, participants were asked to "Please rate the list of readings that were mentioned in the first round using the following scale:

3=Core/Essential Reading

2=Important but not core/essential

1=Not important or essential

0= Not familiar with item/can't rate"

Note: The number preceding the item is the Mean (average) rating it was given by the participants. This score incorporates scores of 0, which

suggests that the mean is greatly affected by how well known the mentioned readings are to the whole group. The number in parenthesis following the item indicates number of mentions in first round of survey.

The results are as follows:

2.6. Getting to Yes; Fisher, Ury and Patton. (Boston, Houghton Mifflin, 1981) (11)

2.4 The Mediation Process; Moore (San Francisco, Jossey-Bass, 1986) (7)

2.3 The Promise of Mediation; Bush and Folger (San Francisco, Jossey-Bass, 1994) (6)

2.3 The Art and Science of Negotiation; Raiffa (Cambridge, Harvard University Press) (5)

2.3 Social Conflict: Escalation, Stalemate and Settlement; Rubin, Pruitt and Kim (New York: McGraw - Hill, 1994) (5)

2.2 Getting Disputes Resolved; Ury, Brett, and Goldberg. (San -Francisco:Jossey-Bass, 1988) (6)

2.1 The Resolution of Conflict;Deutsch (New Haven, Yale University Press, 1973) (4)

1.9 When Talk Works: Profiles of Mediators; ed by Kolb (San-Francisco:Jossey-Bass, 1994) (4)

1.9 Negotiation Theory and Practice: ed by Breslin and Rubin (Cambridge, Program on Negotiation at Harvard Law School, 1995) (4)

1.9 Dispute Resolution; Sander, Goldberg and...(Dover, Mass:Auburn House, 1984) (3)

1.8 Mediation Research; Kressel & Pruitt (San-Francisco:Jossey-Bass, 1989) (3)

1.8 Getting Past No; by Ury (New York, Bantam Books, 1991) (3)

1.7 The Manager as Negotiator; Lax and Sebenius (New York, Free Press, Collier Macmillian, 1989) (4)

1.7 The Functions of Social Conflict; Coser (Glenco, Free Press, 1956) (2)

1.6 The Mediators; Kolb (Cambridge, MIT Press, 1983) (1)

1.6 Negotiation; by Lewicki and Litterer (Homewood, R.D.Irwin, 1985) (4)

- 1.6 Negotiating Rationally; Bazerman and Neale. (New York, Maxwell Macmillian International, 1992) (5)
- 1.6 Mediation: A Comprehensive Guide; Folberg & Taylor (San-Francisco:Jossey-Bass, 1986) (3)
- 1.6 Breaking the Impasse; Susskind & Cruikshank (New York, Basic Books, 1987) (4)
- 1.5 The Skilled Facilitator; Schwartz (San-Francisco:Jossey-Bass, 1994) (2)
- 1.5 The Evolution of Cooperation; Axelrod (New York.Basic Books, 1984) (2)
- 1.5 Conflict: Resolution and Provention; Burton, John W. (St.Martin's Press, 1990) (4)
- 1.4 You Just Don't Understand; Tannen (New York, Morrow, 1990) (1)
- 1.4 The Culture of Conflict; Ross (New Haven, Yale University Press, 1932) (2)
- 1.4 The Sociology of Social Conflicts; Kriesberg (Englewood Cliffs. NJ Prentice-Hall, 1973) (5)
- 1.4 "The Emergence and Transformation of Disputes: Naming, Blaming and Claiming" by Felstiner, Abel & Sarat. Law and Society Review. 1980. (4)
- 1.4 Disputes & Negotiations: A Cross-Cultural Perspective; Gulliver, P.H. (NY: Academic Press, 1979) (1)
- 1.4 "Bargaining in the Shadow of the Law"; Mnookin & Kornhauser (Yale Law Journal. 950- 997, 1979) (1).
- 1.3 "Why the Haves Come Out Ahead"; by Marc Galanter (Law and Society Review 95- 160, 1974) (1)
- 1.3 Why Men Rebel; Gurr, T. (Princeton, Princeton University Press, 1970) (1)
- 1.3 The Strategy of Conflict; Schelling, T. (Cambridge, Harvard University Press, 1960) (2)
- 1.3 The Management of Conflict; Ross (New Haven, Yale University Press, 1933) (3)
- 1.3 Social Psychology of Negotiation; Druckman Daniel (Beverly Hills: Sage Publications, 1977) (1)

- 1.3 Social Conflicts and Third Parties; Jacob Bercovitch (Boulder, Colo.:Westview Press) (1)
- 1.3 Introduction to Peace Studies; David Barash (Belmont, Wadsworth Pub. Co., 1991) (1)
- 1.3 "Influences of Social Organization on Dispute Processing"; by Felstiner, William. (Law and Society Review. 63-94. 1974) (1)
- 1.3 Conflict Sociology: Toward an Explanatory Science; Collins (New York, Academic Press, 1974) (1)
- 1.3 Conflict Resolution: Cross-Cultural Perspectives; Avruch et al., (New York, Greenwood Press, 1991) (1)
- 1.3 Behavioral Theory of Labor Negotiations; Walton & McKersie (Ithaca, NY, ILR Press, 1991) (2)
- 1.3 Educating a Reflective Practitioner; Schon (San-Francisco:Jossey-Bass. 1990) (1)
- 1.2 The Social Psychology of Inter-Group and International Conflict; Fisher (New York, Springer-Verlag, 1990) (1)
- 1.2 Interpersonal Conflict; Hocker and Wilmot (Madison, Wis: Brown and Benchmark, 1995) (3)
- 1.1 The Structure of International Conflict; Mitchell (Basingstoke: Macmillian, 1988) (1)
- 1.1 Settling Disputes; L. Singer (Boulder, Colo.:Westview Press, 1994) (1)
- 1.1 Justice Without Law; Auerbach (New York, Oxford University Press, 1983) (2)
- 1.1 International Conflict Resolution; Kriesberg (New Haven: Yale University Press, 1992) (1)
- 1.1 Dispute Resolution and Lawyers: Riskin and Westbrook (St. Paul, West Pub. Co, 1987) (2)
- 1.1 "Defining Quality in Dispute Resolution.."; Bush (Madison Wis.:Madison Law School University of Wisconsin, 1988) (1)
- 1.1 Conflict; Simmel, G. (Glencoe, Free Press, 1955) (1)
- 1.1 Conflict, Cooperation & Justice; ed by Bunker & Rubin

(San-Francisco:Jossey-Bass Publishers, 1995) (1)

1.1 Conflict Resolution and Theory and Practice; ed by Sandole (New York: Manchester University Press, 1993) (2)

1.1 Conflict Regulation; Wehr (Boulder, Colo.:Westview Press, 1979) (2)

1.1 Conflict in Organizations; Kolb & Bartunek (Albany, State University of New York Press, 1995) (1)

1.1 Conflict and Defense: A General Theory; Boulding, K. (New York, Harper, 1962) (1)

1.1 Community Mediation; ed by Duffy, Grosch & Olczak (New York: Guilford Press, 1991) (2)

1.1 Communication and Organizations; Putnam, L. (Beverly Hills: Sage Publications c.1983) (1)

1.1 Action Science; Argyris, C. (San-Francisco: Jossey-Bass, 1985) (1)

1.1 A History of Warfare; Keegan, J. (New York, Random House, 1993) (1)

1.0 Working Through Conflict; Folger (New York, Harper Collins, 1993) (1)

1.0 The Republic; Plato (Harmondsworth, Penguin Books, 1995) (1)

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.8 Rhetoric; Aristotle (New York: Oxford University Press, 1991) (1)

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.8 Sociobiology: The New Synthesis; Wilson, E. (Cambridge, Harvard University Press, 1975) (1)

.8 Resolving Conflict: Strategies for Local Government; ed by M. Herman (Washington, International City/Country Management Association, 1994) (1)

- .8 Process Consultation; Schein, E. (Reading Addison, Wesley, 1988) (1)
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- .7 "Mediation and Adjudication, Dispute Resolution and Ideology: An Imaginary Conversation"; Bush, Robert A. Baric. (1989. Journal of Contemporary Legal Issues 3: 1-33) (1)
- .7 Just and Unjust Wars; Walzer, M. (New York, Basic Books, 1977) (1)
- .7 "Do Lawyers Cause Adversarial Legalism? A Preliminary Inquiry"; Robert Kagan (Berkeley, Calif.Institute of Government Studies, 1993) (1)
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.5 Reconciliation; Robert Schreiter (1)

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.4 Seven Pillars of Wisdom; Lawrence, T. (Garden City, Doubleday, 1935) (1)

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.4 "Do We Really Know Anything About the Behavior of the Tort Litigation System and Why Not?"; Saks, Michael J. (University of Pennsylvania Law Review 140: 1147-1292) (1)

.4 Do Economic Sanctions Work?; Miyagawa, M. (Houndmills, Macmillian New, 1992) (1)

.4 Art of New Science; Wheatley (1)

NATIONAL ORGANIZATIONS

Association for Conflict Resolution (a merged organization of AFM, CREnet and SPIDR),

1527 New Hampshire Ave., NW, Washington, DC 20036

Telephone: (202) 667-9700, Fax: (202) 265-1968, Website: www.ACResolution.org

American Arbitration Association (AAA)

140 West 51st Street, New York, NY 10020

(121) 484-3235

National Association of Mediation in Education (NAME)

1726 M Street NW, Suite 500, Washington, DC 20036.

Telephone: (202) 466-4764, Fax: (202) 466-4769. Conflictnet: nidr@igc.apc.org

National Conference on Peacemaking and Conflict Resolution (NPCR)

George Mason University, 4400 University Drive, Fairfax, VA 22030-4444

(703) 993-2440, Fax: (703) 993-7030, E-mail: ncpcr@gmu.edu, Website:

<http://web.gmu.edu/departments/NCPCR>.

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