

Mediation, Conflict Prevention & Resolution, and De-Escalation Services, Trainings, & Lectures

What is mediation?

Mediation is a process involving at least two parties that are experiencing a conflict and are working toward achieving an acceptable resolution. In mediation, each party both individually and collectively discusses and addresses issues and concerns, strives to achieve mutual understanding, and work toward establishing agreements that will resolve the conflict. Mediation has a structure and timetable. The mediation process is private, confidential, and facilitated by one or more trained, neutral mediators.

Mediation Helps Participants:

- Identify the concern
- Confront the issues (not the persons) related to the concern
- Listen with an open mind to the feelings, interests, and needs of the persons involved
- Treat a person's feelings with respect
- Identify multiple options for resolving the concern
- Select options for resolving the concern by mutual agreement
- Take responsibility for implementing agreements

Benefits of Mediation:

- Convenient: Appointments are arranged to meet the schedules of the persons involved.
- Private: All procedures are confidential.
- Voluntary: Persons participate only if they choose to do so.
- Community-building: Resolving concerns through cooperation results in improved relationships and a stronger, safer community.
- Affirming: Individuals enhance their self-esteem, mutual respect, and new skills to deal with future concerns.
- Time-saving: Mediation usually results in a much faster resolution to concerns than when conflicts are taken elsewhere.

Mediation Services at BSU

The Center for Peace and Conflict Studies offers a diverse variety of mediation services to persons (faculty members, staff, students) affiliated with Ball State University and to individuals, organizations, agencies, companies, and others located off campus. Our team of mediators is comprised of individuals from Ball State University.

The type of mediation service needed, and characteristics of the clients influence which and how many mediators deliver the service. Further, the location of the mediation service is based on the appropriateness of offering the service in the Center or elsewhere. The length of mediation can vary from one hour for a mediation intake session or mediation lecture to potentially 32 hours for an intensive mediation-training program designed to prepare individuals to become mediators. In general, a mediation involving two parties will require one hour per party for an intake, and three hours for the mediation session itself.

Conflict Prevention and Resolution Services at BSU

Conflicts arise, for instance, at work, school, home, and in the community. The Center for Peace and Conflict Studies offers various training programs to teach individuals skills that can help to resolve such conflicts constructively. Learning these skills can prevent and resolve conflicts, and can contribute to

maintaining and building more fulfilling and rewarding relationships. Conflict prevention and resolution skills can enhance understanding between people, facilitate appropriate discussions, and assist with effectively managing emotional responses.

De-Escalation Services at BSU

The Center for Peace and Conflict Studies offers various training programs to teach individuals de-escalation skills. These verbal and non-verbal skills are used to prevent or reduce the escalation of a conflict or potentially dangerous or violent behaviors without the use of physical or psychological force. Effectively employing these skills leads to “turning down the temperature” of a volatile situation.

Fees¹

- *Mediation Session*: \$50 to \$200 per hour for each mediator depending on the number of parties and each party’s financial ability. Mediation services are free of charge to persons affiliated with Ball State University. Ball State units receiving services are responsible for paying each mediator \$125 per hour of service.
- *Mediation Training*: \$750 to \$1500 per participant depending on the number of participants, the number of sessions, and the assets of the requesting organization. Training can be for 28 or 32 (includes train the trainer session) hours.
- *Conflict Prevention/Resolution or De-Escalation Skills Training*: \$125 to \$200 per hour for each trainer depending on the number of participants, the number of sessions, and the assets of the requesting organization. Training can be for 2, 4, or 8 hours. Training is available free of charge to Ball State units.
- *Mediation, Conflict Prevention/Resolution, or De-Escalation Lecture*: \$125 to \$200 per hour for each trainer depending on the number of participants, the number of sessions, and the assets of the requesting organization. A lecture on mediation is available free of charge to Ball State units and classes.

Brief History of Mediation, Conflict Prevention & Resolution, & De-escalation Services at BSU

The Center for Peace and Conflict Studies at Ball State University has been offering mediation services since the early 1990s. Initially, CRD Associates in Boulder, Colorado trained a group of Ball State staff and faculty members in mediation. Later, Ball State staff, faculty members, and students as well as Muncie community members were taught the transformative mediation approach by a staff member of Education for Conflict Resolution, Inc. in North Manchester, Indiana. Historically, the Center for Peace and Conflict Studies has assisted schools in developing and implementing peer mediation programs, and it has offered, for instance, a host of mediation services through Christian Ministries, the Muncie Housing Authority, and TEAMwork for Quality Living.

The Center also has led de-escalation training programs for the Ball State Police Department and Office of Parking Services and the Muncie Police Department. Additionally, the Center has led numerous mediator training and conflict prevention and resolution skills programs for Ball State faculty, administrators, and/or students as well as for individuals not affiliated with Ball State including persons living abroad.

For further information and to schedule mediation services, contact the Center for Peace & Conflict Studies at 765-285-1622 or peacecenter@bsu.edu.

¹**Note.** Transportation, lodging, and other travel and living expenses are an additional charge.

About The Center for Peace and Conflict Studies

What is our mission?

Led by an interdisciplinary Advisory Board of 26 university and community members, the Center for Peace and Conflict Studies supports and pursues scholarship, education, training, consultation, and outreach focused on addressing direct, structural, and cultural forms of violence and conflict.

What are our goals?

- To prevent and resolve conflict;
- To facilitate inclusive excellence, health, well-being, social responsibility, and social justice;
- To offer mediation services to individuals, groups, and organizations;
- To train individuals in conflict prevention and resolution, mediation, peace-building, leadership, and sportspersonship skills;
- To engage in public and sports diplomacy, and cultural and educational exchange as part of local, regional, national, and international collaborative and interprofessional projects designed to promote mutual understanding, appreciation, cooperation, respect, inclusive excellence, social responsibility, health, well-being, and social justice.

What are our values?

We value courage, integrity, inclusiveness, social responsibility, gratitude, excellence, innovation, interprofessional collaboration, health, well-being, and social justice as integral to our work.

To stay up to date with news and information about the Peace Center, call (765) 285-1622, [email](#) us to sign up for our discussion list, follow us on [Facebook](#), [Twitter](#), and [Instagram](#), and sign up for our [listserv](#)! We welcome hearing from you!