



### Types of Conflict Resolution Cases

The CRC has trained over 40 student mediators to handle conflicts such as:

- Roommate issues
- Residence hall issues
- Gender/sexual harassment issues
- Race/ethnicity issues
- Multi-party conflicts
  - Faculty/student
  - Student/student
  - Faculty/faculty

### To Request Mediation Services

Visit the mediation web site at [www.fairfield.edu/students/crc\\_mediation](http://www.fairfield.edu/students/crc_mediation) and click on Request for Mediation Services.

### To Apply for Mediation Training or to be a Peer Mediator

Visit the mediation web site at [www.fairfield.edu/students/crc\\_mediation](http://www.fairfield.edu/students/crc_mediation) and click on Apply for Peer Mediation Training or Apply to Become a Peer Mediator.

### Mediation Program Directors

**Dr. Marsha Alibrandi**  
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**Web site**  
[www.fairfield.edu/student/crc\\_mediation.html](http://www.fairfield.edu/student/crc_mediation.html)

### Conflict Resolution Consortium

The Consortium members oversee and advise the CRC Peer Mediation Program.

**Dr. Marsha Alibrandi**, Faculty, Graduate School of Education & Allied Professions; Mediation in Secondary Education

**Joseph DeFeo**, Ph.D., Director, Living and Learning

**Dr. Donald Gibson**, Faculty, Dolan School of Business, Management Dept.; Reason and Emotion in the Workplace

**Dr. Donald Greenberg**, Faculty, College of Arts and Sciences, Politics Dept.; American Politics, Supreme Court, Media and Politics

**Mark Guglielmoni**, Director of Human Resources

**Dr. Lucy Katz**, Founder, Emerita

**Kamala Kiem**, Director, New Student Programs

**Kim Nickolenko**, Assistant Dean of Students

**Dr. Tom Pellegrino**, Associate Vice President and Dean of Students

**Fr. Richard Ryscavage, S.J.**, Director, Center for Faith in Public Life

**Dr. Norman Solomon**, Dean, Dolan School of Business; Negotiation and Labor Disputes

**Dr. Debra Strauss**, Faculty, Dolan School of Business, Management Dept.; Law and Ethics

**Dr. Roben Torosyan**, Associate Director, Center for Academic Excellence



Conflict Resolution Consortium

## Peer Mediation Program

### Got a conflict?

*Roommate/relationship trouble?*

*Class work group doesn't work?*

*Club isn't getting stuff done?*

*Too much hostility on your team?*



# Got Conflict? Mediation Can Help!

**Conflict** - in residence halls, in class work groups, in clubs, or on teams - is inevitable in any community. The Fairfield University Conflict Resolution Consortium (CRC) can help!

The CRC provides training and conflict resolution services that:

- Enhance communication
- Help students understand diverse and disparate voices and concerns
- Establish collaborative relationships

The CRCs conflict resolution methods, such as mediation and conflict resolution management training, help students:

- Focus on building trust
- Discover just, creative, and constructive ways to resolve conflict
- Provide mutual benefit and resolution to disputes



## What is Mediation?

Mediation is a voluntary process in which a trained, neutral mediator helps others resolve conflict. The mediator facilitates communication and helps explore new solutions and ideas.

Mediation is informal, confidential, and fast. The parties, with their mediator's guidance, make key decisions and create their own solutions. At any point, the parties can refuse to participate or refuse a particular solution.

## Ten Reasons to Use Mediation

1. Mediation is voluntary.
2. Mediation is fair and neutral.
3. The mediator is unbiased and trained to help resolve disputes.
4. The mediator does not impose decisions, but rather helps parties find their own solutions.
5. Mediation is confidential.
6. Mediation improves relationships.
7. Mediation improves communication.
8. Mediation can identify and eliminate the sources of conflict.
9. Mediation saves time and money.
10. Mediation promotes justice and community.



## Become a Peer Mediator!

All students are invited to apply for peer mediation training. Take the professional training offered by the Fairfield University Conflict Resolution Consortium and enhance your knowledge and skills in conflict resolution.

Training experience includes:

- Basic principles of collaborative dispute resolution
- Extensive role-play and practice activities
- Helpful hints for conducting mediation

## Why is Mediation Training Valuable?

- Be trained and certified by a professional mediation trainer
- Gain lifelong personal and career skills
- Gain a valuable job credential
- Create a good foundation for other leadership positions on campus and in the community
- Help create an atmosphere of justice and fairness in student life on campus