

TRAINING AVAILABLE!

40 Hour Mediation Training

Enhance problem-solving abilities, interactions and experiences. Learn dispute resolution processes, conflict responses, negotiation, peace building, facilitation, communication and consensus skills.

Registration Fee: \$650.00 or \$599.00 if paid 28 days in advance of first training session.

2009-2010 Schedule

September 28-October 2, 2009

(9:00AM-5:00 PM, Monday thru Friday)

February 1- 5, 2010

(9:00AM-5:00 PM, Monday thru Friday)

May 17-21, 2010

(9:00AM-5:00 PM, Monday thru Friday)

Register online at www.theleadershipcentre.org!

Introduction to Conflict Resolution

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 this three-hour group training workshop, you'll identify responses to conflict and learn essential problem-solving principles. This session is customized to suit the particular conflict resolution needs of your office, organization or! Initiative—call 480-732-7296 today for details!

Registration fee: \$250.00/group (min. 8 participants)

All Solve-It! registration fees are nonrefundable. Fees may, however, be applied to future training dates. Specialized training courses available upon request. Call for details.

VOLUNTEER!

We always welcome new volunteers with fresh ideas and program interests. If you are interested in volunteering for Solve-It! programs, please fill out an application on www.theleadershipcentre.org or call the office at 480-732-7296 to schedule a personal interview!

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."**

COMMUNITY PARTNERS



Solve-It! Community Mediation Service

Educate. Facilitate. Mediate.



A SERVICE OF:

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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 and outreach in conflict resolution skills.

Founded in 1998, Solve-It! is a community resource provided by The Leadership Centre, a non-profit organization, and is funded by the municipalities of Apache Junction, Chandler, Gilbert, Mesa, and Queen Creek.

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.

“NOSY NEIGHBOR” GOT YOU DOWN?

DOG BARKING ALL NIGHT LONG?

HOA ISSUES?

LANDLORD/TENANT TROUBLES?

DO YOU JUST NOT FEEL HEARD?

SOLVE-IT! CAN HELP!

We handle a wide range of cases from property maintenance or other development concerns to interpersonal issues and even large group facilitations. We want to help you get that problem solved permanently! ***Solve-It! keeps your safety a priority and DOES NOT provide services for cases of physical or domestic abuse.***

WHY YOU SHOULD CALL SOLVE-IT!

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!

2009-2010 Fee Schedule

Case Development Consultation (1 hour): \$25.00

Mediation Session (4 hours): \$40.00 per party

Large Group Facilitation Fee: \$75.00 per hour

Please note that residents of **non-partnering municipalities**, will need to call for a fee quote. Fees will vary depending on case type and location. Call 480-732-7296 or visit www.theleadershipcentre.org or more information today!

WHAT IS MEDIATION, ANYWAY?

In mediation, people involved in conflict are invited to voluntarily sit down together with mediators to talk about the dispute peacefully—to explain the situation, express needs, and generate options for future action. Our trained 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!

