



Dispute Resolution Center
OF THURSTON COUNTY

How to get started?

Call the Dispute Resolution Center

Our phone lines are open:*

- Monday - Friday
- Between 9:00AM - 4:30PM

One of our Intake Specialists will explain the process, answer any questions you may have & help you decide if mediation is appropriate for your situation.

If an Intake Specialist is unavailable, please leave a detailed message (including good times to reach you) and we will get back to you as soon as we can.

Your conversation with us is **completely confidential** & we will not share any details of what you say with the other party.

PO Box 6184
Olympia, WA 98507



(360) 956-1155



MediateThurston.org



Info@mediatethurston.org

*We are not a walk-in center.

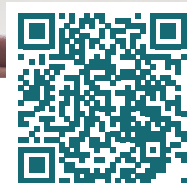
Please call us if you need services or would like to make an appointment

Let's Talk MEDIATION

You can solve it. We can help.



" Thank you for being there to help us come together in a raw and emotional time, to help us work together and find resolution. "
— Mediation Client



◀ **LEARN MORE
ABOUT THE DRC!**

Mediation Services

Our trained volunteer mediators serve as impartial and neutral facilitators. In mediation people often find common ground, are able to keep the conversation moving forward, and arrive at mutually beneficial solutions.

Each year, we help thousands of people - families, neighbors, co-workers and friends - repair relationships, communicate more effectively, and solve disagreements.



What is Mediation?

Mediation is a voluntary process where people in conflict sit down with mediators who help them come up with their own solutions to the problems they identify. Mediators create a safe, structured container for future focused conversation.

Who uses Mediation?

Anyone can use mediation. It is a way for people to talk about their needs and make a plan for the future.

We work with:

- Divorcing couples
- Neighbors
- Tenants & landlords
- Employees, supervisors, co-workers
- Business owners & their customers
- Parents working on parenting plans
- Elders, their families & caregivers
- Teens & their parents

Why does mediation work?

1. **It's affordable.** You'll save time and money compared to other ways to solve problems.
2. **It's confidential.**
3. **You choose the outcome.** When people make their own agreements, they stick to them over 80% of the time.
4. **Mediators help everyone listen and talk** in a calm, safe, respectful meeting.

What happens at mediation?

During mediation, people work together to brainstorm ideas and evaluate options.

The mediators will remind everyone at the table to mediate in good faith: be willing to listen, be willing to keep an open mind, share important information, and work together to come up with solutions they can both live with.

How much does it cost?

Beginning the process costs nothing. If mediation is scheduled, costs are affordable and determined on a sliding scale. Each party pays their own fee.

Experiencing Conflict?

Here are some tips to help you move forward in resolving your situation:

- Ask yourself these three "Golden Questions".
 1. What is your greatest concern?
 2. What do you most want to see happen?
 3. What do you most want the other person to understand?
- Think about what you most want to accomplish.
- Come up with a range of proposals, from your "bottom line" to your ideal outcome, and all of the possibilities in between.
- Be prepared to be flexible.

