

## What is the DRC?

The Dispute Resolution Center (DRC) of Thurston County is a small, community based non-profit organization. We are located in downtown Olympia and serve Thurston and South Mason Counties.

## Mission and Vision

The DRC empowers people to resolve their disputes, by providing conflict resolution and mediation services, and trains community members in those skills. We envision a South Sound community that has and uses healthy and respectful conflict resolution skills.

## Mediation Services

Our trained volunteer mediators serve as impartial and neutral facilitators. Their role is to provide a safe and productive space where parties can find common ground, keep the conversation moving forward, and arrive at mutually beneficial solutions. Each year, we help approximately 4,000 people - families, neighbors, co-workers and friends - repair relationships, communicate more effectively, and solve disagreements.

## 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.



**You can solve it.  
We can help.**

*It has been a relief to our son that we were able to resolve conflict and come to a more peaceful place together.*

—Parenting Plan Mediation Client



**Dispute Resolution Center  
OF THURSTON COUNTY**

We empower people to restore  
and build relationships.

**(360) 956-1155**

## What is mediation?

Mediation helps people talk and listen to each other when they are not getting along. Two or more people sit down with mediators and come up with their own solutions for the problems they identify. Mediators do not tell anyone what to do; they help everyone work together to make agreements.

## Who uses mediation?

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

We work with:

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

## Why does mediation work?

1. **It's low cost and quick.** 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, the parties work together to brainstorm ideas and evaluate options. The mediators will remind all parties 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.

## How do I get started?

Call (360) 956-1155  
Monday through Friday  
between 9:00 am and 4:30 pm

- Set aside 15-30 minutes to talk to us when you call.
- One of our phone volunteers will answer your questions, explain the process, and help you decide if mediation is appropriate for your situation.
- If you decide that you want to try mediation, we will ask you for the names and phone numbers of the other people who need to be involved, so we can contact them. Your conversation with us is confidential, and we don't share any details of what you say with the other party.
- We can usually begin mediation within three weeks after we have spoken to both parties.

