

Our Mission

We strive to create an atmosphere conducive to successful resolution of conflict in a professional, safe, and neutral environment.

By using mediation, the opportunity to resolve your conflict with another person or group can result in mutually satisfying outcomes for everyone!

UNH Mediation Services:
Promoting peaceful coexistence in
our diverse community

To Reach Us:

UNH Mediation and Conflict Resolution Services

Hitchcock Hall, 5 Quad Way
University of New Hampshire

Durham, NH 03824

Phone: 603-862-3377

TTY/Relay NH: 1-800-735-2964

Fax: 603-862-4787

www.unh.edu/mediation

*We are here to support the UNH Community,
so please feel free to contact us with any
questions, comments, or suggestions.*

Special Needs Statement

UNH Mediation Services would like to ensure that no individual with a disability is denied services, or otherwise treated differently from other individuals because of the absence of auxiliary aids and/or services. Please contact us about any special accommodation needs as soon as possible, so that there is sufficient time to make appropriate arrangements.

Statement of Nondiscrimination

The University of New Hampshire is an Equal Opportunity/Equal Access/Affirmative Action institution. The University seeks excellence through diversity among its administrators, faculty, staff, and students. The University prohibits discrimination on the basis of race, color, religion, sex, age, national origin, sexual orientation, gender identity or expression, disability, veteran status, or marital status.



UNIVERSITY of NEW HAMPSHIRE

UNH Mediation Services

Conflict is a
normal part of
life—



Dealing with it
effectively makes
all the difference

862-3377

Conflict Resolution and Mediation

Conflict is an inevitable and valuable part of our diverse community. How we deal with conflict can be positive, or it can be destructive. Conflict can be resolved peacefully, or it can overtake our lives and have a negative impact.

Conflict resolution allows people to discover the underlying reasons for a conflict, and understand the different perspectives that lead to misunderstanding. In one type of conflict resolution, mediation, a neutral community member (the mediator) will facilitate communication between people in a dispute, helping them find the “root” of the problem.

Mediation is a *voluntary, confidential, and structured* process of conflict resolution. Mediators, trained and supervised by professional staff, work with you to find successful solutions to shared problems and disputes. It is a way to prevent or de-escalate destructive confrontation and empower people to take more responsibility in handling their own conflicts in a positive and lasting manner.

Finally, mediation encourages open and honest communication between people caught up in conflict. The process itself encourages healthy and positive discussion, focusing on resolving the dispute rather than placing blame. It can prevent future conflicts by allowing each person to be the source of the proposed solution. It will make our University community **STRONGER** and **BETTER!**

Questions about Mediation

How much does mediation cost?

Mediations are **FREE!** There is no cost to students, staff, or community members to use this service. Mediators serve on a volunteer basis.

Who are the mediators?

Our community mediators are students and staff members who volunteer their time. The mediators complete our mediation training program and are supervised by UNH Mediation Services staff.

What happens during a mediation?

The mediator will begin by reviewing the conflict resolution process and expectations with the participants. Next, each participant will be asked to share his or her point of view. The mediator will assist in identifying the issues to be addressed and will open dialogue between the participants. With the mediator’s help, the participants will form ideas to resolve the conflict. Ultimately, the participants will agree on the best solution and sign an agreement they will abide by in the future.

Is the agreement enforceable?

Only the people who created the agreement can enforce it. Since it was created by the people in conflict, they are responsible for upholding the agreement.

What if a participant violates the agreement?

It is not often that agreements are violated because each participant was involved in finding common solutions. But, if either participant believes that the agreement is not being followed, they may contact UNH Mediation and schedule another session.

How much time will a mediation take?

We ask that the participants schedule to be at the mediation for two hours. More or less time may be needed, either in the same session or in a newly scheduled session.

Who uses Mediation

- Roommates
- Friends/Dating Relationships
- Organizations
- Tenants/Landlords
- Neighbors
- Community Members

Want to schedule a Mediation?

A concerned community member, or a person involved in conflict, may refer other community members or themselves to mediation. Please call **862-3377** or e-mail sarah.kiely@unh.edu, to make a referral.

Interested in Becoming a Mediator?

We are always looking for new volunteers to join our team! If you have past mediation or conflict resolution experience or are simply interested in learning more about volunteer opportunities please contact UNH Mediation Services at 862-3377 or visit our website

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