



# Nurturing Community

30 Years



Dayton  
Mediation  
Center  
from conflict to conversation

Community Report



# The Promise of Community

At Dayton Mediation Center, we have never lost sight of our vision to empower citizens to create their own solutions to conflicts. We have continued our mission to offer accessible conflict intervention services to the community.

We are energized by the successes in our 30-year history and our ability to effectively serve our clients and our community partners. But there is much more to accomplish to build stronger, positive relationships and a more caring community among residents of the Dayton, Ohio region.

Every decision we make and every life we touch is done with a greater vision for the future “promise of community.” We look forward to serving a broader range of conflict intervention needs and helping to nurture our community.

We’re ready for the challenge.

**Michelle Zaremba**  
Dayton Mediation Center

*“Never doubt that a group of thoughtful, committed citizens could change the world; indeed, it’s the only thing that ever has.”*

*Margaret Mead*

# We Do One Thing... Conflict Intervention



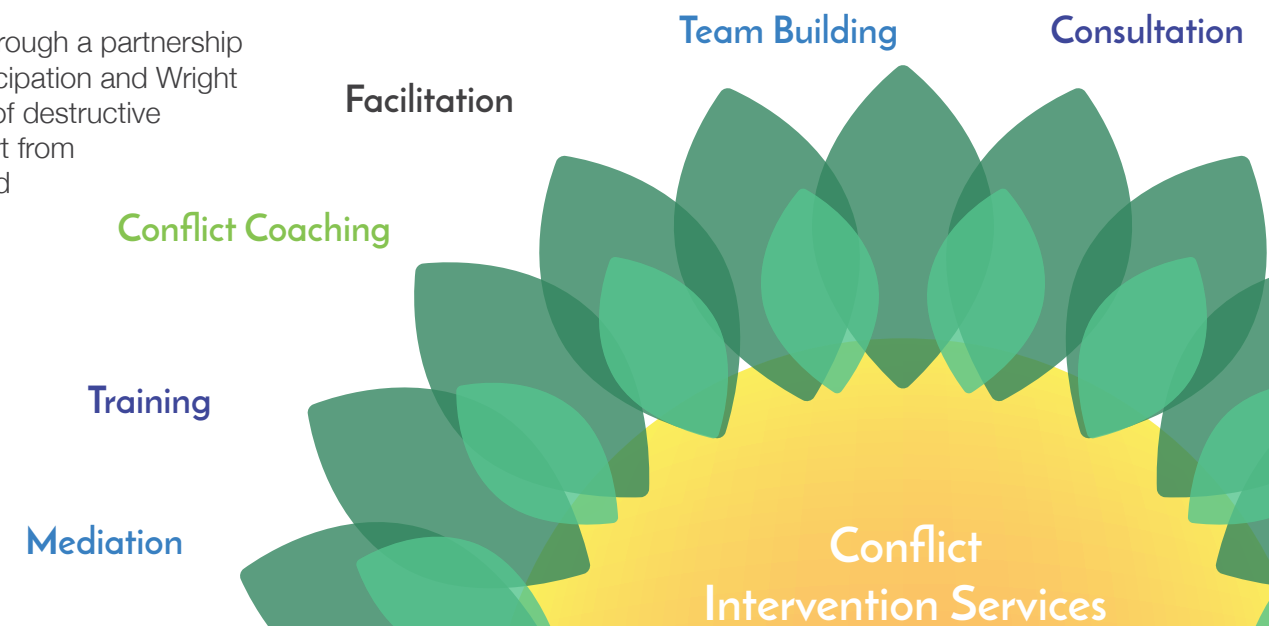
## Cultivating New Services - Growing Our Expertise

Conflict can often be experienced as destabilizing and destructive. The Dayton Mediation Center offers expertise and service in helping people productively address day-to-day conflicts. The mediation process initially targeted disagreements among neighbors, struggles between non-married parents with children regarding visitation arrangements, and individual and group disputes among management and employees within organizations.

The rapid expansion of services, from mediation to a full range of conflict intervention capabilities, helped the Center to grow. From handling fewer than 100 cases in 1987 to an excess of an accumulative 12,000 conflicts, the Center is well-positioned to continue to cultivate new, innovative services to meet the growing conflict intervention needs of the community.

Dayton Mediation Center was established in 1987 through a partnership between the City of Dayton’s Division of Citizen Participation and Wright State University. The vision was to ease the impact of destructive community conflicts on public resources with support from professionals and volunteers trained in the values and skills of constructive conflict intervention.

Dayton Mediation Center has become a trusted resource in assisting residents, employers, school officials, law enforcement agencies, courts and others move from conflict to conversation. We help people express viewpoints, feelings and experiences in a different way. It is a path forward to more constructive interaction and communication.





## Caring, Compassionate Community Members Are The Difference

The growth of the Center over the past 30 years is in direct correlation to the high level of conflict intervention expertise, the support of community agencies, and the dedication of trained community volunteers. The Center trains new community volunteers annually and currently has more than 100 active volunteers who are the backbone of the organization.

Our volunteers exemplify a caring and connected community. Combined with extensive training in conflict intervention services and the diversity of social backgrounds, the volunteer corps of citizens is a powerful force in creating greater well-being for the Dayton community.

## Volunteer Opportunities

Mediators

Advisory Board Members

Community Impact Panelists

Ambassadors

Office Personnel

## Purpose Drives Our Passion

Transforming hostile interaction into effective communication for decision-making and gaining perspective is the purpose of The Dayton Mediation Center. Our philosophy and approach focuses on providing a forum for participants to transform their destructive interaction into constructive conversation, helping them address their situation more effectively. With support from our conflict intervention specialists, participants make important shifts that help them become empowered to discuss what is important about their situations.

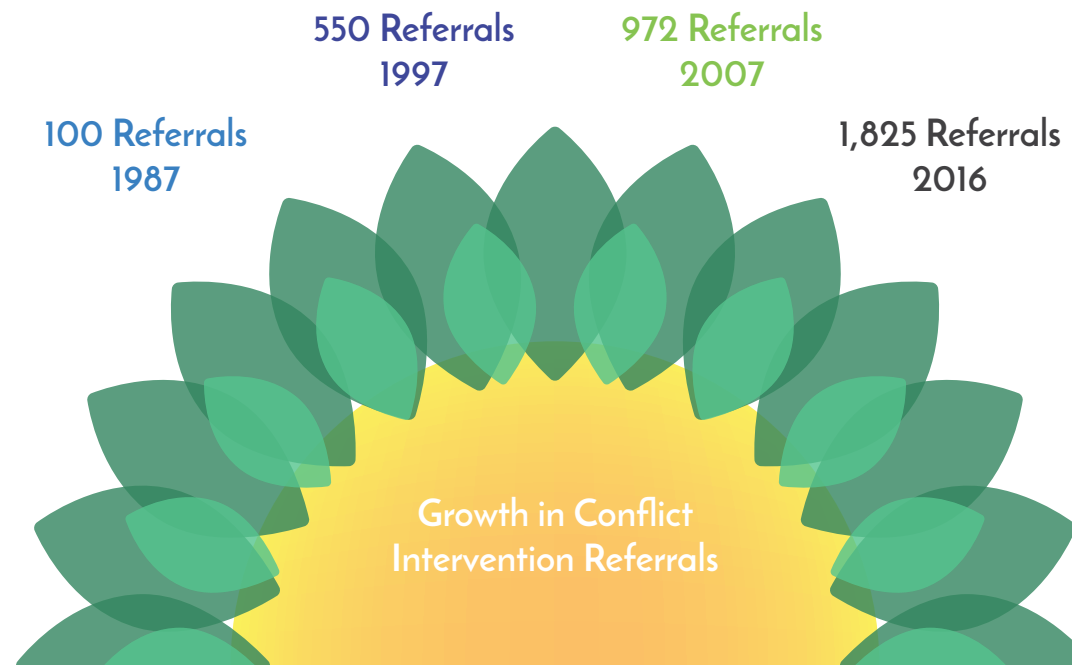
Research studies reveal that community mediation centers are a powerful resource for productive conflict intervention. Disagreements among people are inevitable. When citizens learn to utilize constructive methods for resolving disputes, such as mediation, there can be a positive impact on interpersonal relationships. The key is connecting people to intervention resources before the conflict becomes detrimental and dehumanizing.

We encourage citizens to seek alternative methods beyond litigation, violence or avoidance to resolve disputes. The community becomes stronger as a result of the increased capacity of citizens to handle conflict constructively.



## 30 Years of Experience

As a leading organization in the practice of the Transformative Conflict Intervention model, the Dayton Mediation Center is one of the most active and influential community mediation centers in a national network of 300+ centers.



## Nurturing Longstanding Community Partnerships

The Center has cultivated an environment for enhanced constructive conflict intervention through a participant-and community-driven approach that has maintained valuable longstanding relationships:

- City of Dayton
- Dayton Department of Planning and Community Development
- Montgomery County Juvenile Court
- Dayton Police Department
- Dayton Municipal Court

## Creative Innovation and Collaborations = Growth

The Dayton Mediation Center has been at the forefront of developing new services:

- Partnering with Community Mediation Services of Central Ohio to provide eviction mediation and training helped more than 900 property managers and tenants prevent homelessness and improve relationships. (2014-2016)
- “Conversation for Change,” a grassroots effort developed by East End Community Services, Dayton Mediation Center, and Wright State University, to address opioid addiction. Seventeen sessions were conducted with the support of Dayton Mediation Center facilitators to help participants access recovery services. (2013-present)
- Expanding conflict competency training offerings, “Responding Effectively to Conflict” and “Heated Customer Service” in the corporate sector were included in Lexis Nexis’ Women Connected professional development series.



## The Effectiveness of Conflict Intervention Services

Strategic use of resources, relationship-building and creative partnerships positioned the Center as a valuable community resource. The Center has expanded its presence in the Dayton region and beyond as the leader in conflict intervention services.

### Local Achievements

- Montgomery County Juvenile Court Visitation Program (2013)
- Collaboration with East End Services “Conversation for Change” (2013)
- Collaboration with Community Mediation Services of Central Ohio Collaboration/Eviction Mediation Program (2014)
- Montgomery County Sheriff’s “Moving On” Program (2016)

### State-Wide Successes

- Developed the State of Ohio Workplace Mediation Program (2013-2016)
- Dayton Correctional Institution Peer Mediation Program (2017)

### National Accomplishments

- Conference presenters for the Association for Conflict Resolution annual conference in Cincinnati, OH (2014)
- National Association for Conflict Mediation (NAFCM) Outstanding Volunteer Award to the Center’s volunteer June Zeis (2014)
- 2 year mini-grant award from the JAMS Foundation and NAFCM to develop sustainable new practices to foster strengthened community-police relationship-building (2015-2017)

### International Honors

- International Headquarters of Institute for the Study of Conflict Transformation, Inc. (ISCT) (2014)
- Hosted and conference presenters for ISCT’s international conference “New Horizons for Transformative Practice: Innovations Beyond Mediation” (2016)



## Strategic Growth and Impact for the Future

Growth in the number of conflict intervention cases is expected to increase as the Dayton community continues to change.

### Prevention & Early Intervention

- Promoting early intervention through educational outreach and conflict competency training
- Increasing community awareness of the value of constructive conflict intervention

### Increasing Utilization of Services

- Increasing referral resources from critical community partners including: social services agencies, organizations, public and private enterprise, small businesses, police departments, and courts

### Continued Growth in the Delivery of New Services

- Visitation/Parenting Time Mediation
- *Responding Effectively to Conflict and Heated Customer Service Training*
- Conflict Coaching
- Communication-based Team Building





*“What makes a city great is not its wealth and not its physical properties, but the quality of the interaction between its people.”*

*James Dinneen  
Former City Manager, Dayton*



When a community has role models for conflict intervention AND access to resources to help prevent and intervene early in conflict, it's a sign of a healthy community. As a long-standing member of the National Association for Community Mediation (NAFCM), the Center has been a critical resource for community citizens to access.

Our services:

- Communication-based
- Participant driven
- Sensitive to the unique realities of a participant's situation
- Private and confidential



Our services can be accessed by anyone. Referral opportunities also exist with community partners such as social service agencies, public and private employers, neighbors, and families. Simply call us!

**Volunteer • Donate • Spread the Word**



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