

Veterans Mediation

FREE mediation training for veterans' serving veterans is made possible through funding from the Commonwealth's Legislature administered by the MA Department of Veterans Services.

This training is recommended by Department of Veteran Services' Secretary Francisco Urena. Veterans' mediation training is customized to address the needs of veterans and their families.

In May of 2007, Quabbin Mediation launched Veterans Mediation. Members understand the military experience and have the skills to provide mediation services to veterans, active military, National Guard and Reserves, and their families. There are now more than 500 people trained through Veterans Mediation, including Veterans Service Officers, VA staff, veterans advisors in higher education, veterans employment representatives, staff of organizations serving veterans, active military, MA National Guard, Reserves, etc.

Benefits of Veterans Mediation

Veterans Mediating for Veterans is far more effective compared to similar services provided by non-veterans.

Housing/Homelessness: Mediation substantially reduces the probability of veterans becoming homeless, helps families retain housing and stabilizes at-risk households.

Family and Children: The long-term positive effect of mediation for families and parent/child communication is helpful for veterans.

Employment: A living wage job is essential for veterans' security. Most work-based mediations reached complete settlement.

Trauma: Mediation skills helpful in managing PTSD and anxiety include de-escalation, breaking down complex situations into manageable parts, self-determination, finding common ground, and reaching fair agreements.

About Quabbin Mediation

Quabbin Mediation addresses disputes that arise in all areas of community life and teaches mediation, communication, conflict resolution, and violence prevention skills with the intent of weaving the language and process of creative problem solving into the fabric of the community.

Quabbin Mediation is approved by the Massachusetts Trial Court to provide mediation and training services to the District Courts, the Probate and Family Courts, and the Juvenile Court.

Quabbin Mediation, founded in 1995, is a community-based nonprofit organization that uses mediation as an effective way for people in conflict to find their own solutions to their disputes. Quabbin Mediation offers seminars, workshops, and training in mediation, communication, active bystandership and conflict resolution, and designs training programs to meet the needs of any group.

Quabbin Mediation serves all sectors of the population: children, teens, adults, elders, people from diverse cultures, non-English speakers, and people of all ability levels. In family cases, mediations can involve parents and children, as well as agencies and schools. The Veterans Mediation Project is designed specifically for those who have served on active duty, National Guard and Reserves, and their families.

Quabbin Mediation's achievements are rooted in the enduring partnerships enjoyed based on our reputation as a reliable, professional organization that adheres to high ethical standards while creating programs that meet the needs of the people we serve.



VETERANS MEDIATION



TRAINING AND MEDIATION FOR VETERANS

What Is Mediation?

Mediation helps people clarify issues, identify common interests, and seek their own solutions while creating agreements that satisfy the needs of everyone involved. The mediation process is flexible and promotes creative thinking.

Mediation is an effective way of resolving conflicts with the potential to preserve important relationships, and save time and money.

It is a formal, voluntary process to facilitate communication. The mediator does not have the power to mandate agreements or outcomes.

Mediators are multi-partial; they do not take sides or make judgments. Self-determination ensures the parties in conflict reach their *own* solutions; mediators do not impose resolutions.

Mediation is less expensive than litigation. It is expeditious, yields enduring resolutions, can be cathartic, reduces stress for participants, and improves parties' relationships. Because participants control the outcomes, they have a strong motivation to solve the problem. Mediation yields very high settlement rates.

Mediation Principles

- **Voluntary**: all parties involved agree to be a part of the mediation and anyone can withdraw from the process at any time.
- **Neutral**: mediators are impartial; they do not take sides, give advice, or judge the parties.
- **Confidential**: mediations are done in a private setting. Under Massachusetts law, information from mediations will not be made public and cannot be used in court.
- **Self-determined**: the parties have the opportunity and responsibility to create their own solution to the dispute. Mediators do not make suggestions or tell people what to do.
- **Informed**: informed consent means no agreement is signed unless the parties have the knowledge and ability to fully understand the process and the terms of their agreement.

Why Mediate?

- Resolve problems without costly or time consuming legal battles.
- Work together to find mutually satisfying solutions. Mediation is a cooperative process.
- Mend personal and professional relationships. Mediation fosters confidence, trust, and good relations.
- Solve disputes with employees, customers, and suppliers to benefit businesses in an effective way.
- Solve conflicts among coworkers and help workers solve problems that would hinder finding and keeping a job.
- Reach workable agreements within families such as between parents and teens in conflict.
- Work together to make divorce or separation agreements, keeping the interests of the children in mind.
- Find workable solutions for caring for elderly parents.
- Settle differences among neighbors that may have lasted for years.

Contact Information

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Web site: for more information and to view a video of three long-time Veterans Mediation Advisory Board members,
QuabbinMediation.org/home/veterans-mediation/

Veterans Mediation Training

Levels Offered

(All trainings are free of charge)

- ***35-hour Professional Mediation Training leading to certification***
5 days, 8:30 am to 4:00 pm
Locations and Dates: 2018-2019 TBD
- ***6-hour Mediation Skills Training***
Active listening, finding common ground, bias awareness.
Locations and Dates: 2018-2019 TBD
- ***2-hour Communication skills: Speaking, Listening, Understanding***
Locations and Dates: 2018-2019 TBD

Host a Training

Locations, agencies and organizations serving military-connected individuals are encouraged to contact us to discuss hosting a training. Contact Executive Director Sharon Tracy, Training Director Susan Wallace, VM Program Manager Jim Meehan.

Mediation Services

To inquire about mediation services for cases involving veterans or other military-connected individuals, please contact Mediation Director Bob Sekula.



All training and mediation sites are accessible.