



FREQUENTLY ASKED QUESTIONS

Room to Talk

**A service providing conflict support to
children young adults & families**

Frequently asked Questions Mediation and Conflict Support

Who are Mediation Bucks?

We are a registered charity that has been helping people to resolve conflict for the past 25 years. We are independent and non-judgemental and are here to help you move forward from conflict. Our service is free to you.

What is Room to Talk?

Room to Talk provides a space for young adults, children and families to resolve disagreements, improve relationships and promote healthy communication.

How can it help me?

Whatever the cause of disagreements and disputes, these skills can help you resolve conflict in a constructive way and keep your relationships strong and growing. The key is not to try to avoid conflict but to learn how to resolve it in a healthy way.

What is Conflict Support?

Conflict (CS) is a way of helping people to help themselves and encouraging them to think about what they can do to change how they feel about a situation. It may not lead to resolution of a specific conflict, but it may be enough for someone to be given the chance to understand a situation differently, to reconsider their role in the conflict and to empower them to create options as to how they choose to respond in the future.

How does it work -The Process

We offer up to 3 sessions:

- ▶ Session 1. Space to talk and be listened to and to look at what they want to happen
- ▶ Session 2. Explore options & ways forward
- ▶ Session 3. Develop coping strategies

Once you have clarity over the issues, this may be all you need from the process.

If you have been in conflict with a family member you may now feel you would like to have a mediated conversation with them to try and resolve an ongoing issues.

What is Mediation?

Mediation is a safe place where people in conflict can come together to hold a difficult conversation.

It is simply working towards getting the people involved in the conflict to meet each other, and mediators. The mediators help the parties to get the issues out in the open and help the parties consider how they might change things going forward.

How does it work – The Process

After an initial telephone conversation to introduce ourselves and what we do we will arrange for you and other parties involved to meet individually/separately with our Mediators – this meeting gives you an opportunity to talk freely about the issues you face and think about what

you want for the future. This meeting usually take place on zoom.

- If after these individual meeting all parties agree, a joint meeting will be arranged –This is usually face to face at venue convenient to you
- Parties are encouraged to talk openly and respectfully and acknowledge their differences and recognise common grounds and shared needs.
- Mediators explore options with the parties, affirm steps made and encourage new ideas for getting their needs met.

In the vast majority of cases where parties agree to meet each other with the mediators, important steps towards resolving the conflict are made.

How can it help me?

Mediation and Conflict Support helps people to talk about the issues they face and give them the opportunity to find a solution. Mediation and Conflict Support provides a space where people can think about what they want for the future, rather than about what has happened in the past.

When should I come to you?

It is much better to think about involving our volunteers early on, as mediation can help to avoid stress, worry, fears and anxiety either by helping the parties bridge the gap between each other or helping to find solutions to address any conflict.

What do room to talk volunteers do and how do they help?

Volunteers help the parties to discover their own solution and make choices based on realistic expectations – all of our Mediators are experienced and

dedicated volunteers who are fully trained in Mediation and Conflict support. They are skilled listeners and are independent and most importantly neutral so that all parties can talk openly about the situation they are in.

English is not my first language how will you help me?

That is not a problem - We will arrange for an interpreter to support you throughout the process so please just let us know you will need this.

Are you part of Council/Police/Social services, Housing Association?

No, we are an independent charity and whilst we work in partnership with many agencies, we are an entirely separate and neutral agency.

Is it Confidential?

Yes

- We keep all your personal information safe and secure.
- We don't share what you tell us with anyone else.

The only exception to this is if we have your permission or someone is at serious risk of harm.

Is taking part voluntary?

- You choose whether to use our service
- We will give you clear information and time to decide
- We will never pressure you to take part in meetings

How long does a case take?

Cases can take anything from three weeks to three months. We work with the availability of the parties and mediators. We aim to organise the first meeting within 2 weeks of a case

being referred and the needs of the parties.

Is participating in mediation a sign of weakness?

No. Conflict Support or mediation can be a sign of strength, showing that you are willing to take responsibility, come together with others and talk about the difficult issues in a safe and controlled environment.

What happens if doesn't work?

Any of the steps you take to resolve and manage conflict is an important time to reflect, take a step back, and move forward. Even without any agreement people often find that it takes some of the stress out of the situation and that by talking things through and having the time to look at what is happening. If you want support to look at what you can do next and to help you move forward, we can provide you with individual conflict support sessions

What if I don't want to continue?

You can stop the process at absolutely any point. It's always your call – the ball is in your court.

How much does it cost me?

The service is **free** to you and will not cost you anything

What can you help me with?

These are few examples of what we can help with, but please just talk to us with your concerns and we will let you know if we help.

- ✓ Communication Difficulties between you and others
- ✓ Cultural Differences and misunderstandings

✓ Misunderstanding with carers and extended families

✓ Family & Intergenerational issues

✓ Boundaries and Expectations – Setting & Agreeing

✓ Conflict Support for Children & young people

✓ Lifestyle.

✓ Living with others

Who will I be meeting with?

You will be meeting with our highly trained and skilled volunteers. They will go through any questions you may have and ensure you feel comfortable throughout the process. They are there to help support you.

How can I find out more and get help?

Just call us on 01494 520821 we are here to help

E-mail us at mediation@mediationbucks.org.uk