

# ROOM TO TALK



Talk.



Support.



Resolve.



## 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 the 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 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.

## How much does it cost me?

The service is free and will not cost you anything.

## 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.

## 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 can 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.

Talk. Support.  
Resolve.

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## Who are we?

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

- ▶ We help people who are dealing with conflict in their daily lives.
- ▶ We provide a full range of conflict resolution solutions that respond to current and emerging needs.

## Our aims

- ▶ To resolve & reduce conflict.
- ▶ Break down barriers through improved communication.
- ▶ Encourage help-seeking behaviours.
- ▶ Raise awareness & provide skills to help prevent and manage conflict.
- ▶ Work with others to ensure people have access to support.
- ▶ Keep the people who use our service at the heart of what we do.
- ▶ Provide support that helps to improve wellbeing, build strength and reduce harm that conflict can cause.

## Building Resilience and Wellbeing

Conflict support is a way of helping individuals to help themselves and encourage them to think about what they can do to change a challenging situation. It may not lead to resolution of a specific conflict, it instead gives young people control and an opportunity to see a situation differently. Empowering them to create options as to how they choose to respond.

## Frequently Asked Questions: Conflict Support and Mediation

### 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 Support (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?

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 any ongoing issues.



A service providing  
conflict support to  
children, young  
adults & families.

