

CREATE A WIN-WIN SOLUTION

Conflicts are usually adversarial. Someone wins... and someone loses. But the Dispute Resolution Center of West Michigan has a different approach. We help people create their own win-win solutions to disagreements.

Our mission is to bring peaceful resolution of conflicts. We provide a neutral environment in which a trained peacemaker (mediator) leads people through a process of discussion so that they can resolve their differences.

Mediation helps the participants work together to resolve their disagreement.

MISSION:

Our mission is to bring peaceful resolution to disagreements and conflicts; to foster respectful dialogue; and to promote peace with individuals, families and communities through mediation and educational services.

Dispute Resolution Center of West Michigan

678 Front Ave NW Ste 250
Grand Rapids, MI 49504-5368

616-774-0121

The Dispute Resolution Center of West Michigan provides mediation services in Kent, Isabella, Lake, Montcalm, Mecosta, Newaygo and Osceola counties.

www.drcwm.org

Peaceful Conflict Resolution



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WHO WE ARE

The Dispute Resolution Center of West Michigan is a not-for-profit organization that provides mediation services to people who are involved in a dispute. We're part of a network of Michigan community mediation centers that help people resolve conflicts either privately or in the courts. We believe in the power of healthy communication, cooperative problem solving, and restorative justice to help youth, adults and every community member resolve disagreements without violence.

Our funding comes from grants, service contracts and fees, and contributions from generous individuals in our community. Donations help fund our programs and allow us to provide mediation free of charge to low-income residents.

Our mediators are volunteers who receive extensive training. They are skillful communicators dedicated to bringing peace and restoring relationships. They give generously of their time and energy to build bridges between people.



HOW WE HELP

We help people who are frustrated, hurting, or angry develop solutions to disagreements. Our highly-trained volunteer mediators work with people who want to end disputes and move forward.

When you call the Dispute Resolution Center of West Michigan, we will gather information and schedule a time for both parties to meet with the mediator.

OUR SERVICES ARE:

- Confidential: discuss issues honestly and privately.
- Low cost or free: our fees are based on a sliding scale. Some programs are offered free of charge.
- Quick: typically we can schedule mediations within two weeks.
- Convenient: we arrange the time and location to work for you.
- Successful: mediation addresses the real issues.

WHAT WE DO

Our trained mediators can help you work through any kind of dispute, including:

- Contracts
- Parenting conflicts
- Divorce
- Business-customer issues
- Landlord-tenant problems
- Agricultural issues
- Neighbor disputes
- Employment and workplace conflict
- Youth/school disputes
- Victim-offender dialogue
- Special education needs
- And much more

LEARN MEDIATION TECHNIQUES

Mediation is a wonderful service to the community, and a useful skill for personal and professional development. We offer training for individuals as well as businesses or organizations that want to promote peaceful resolution of conflict. If you would like to become a volunteer mediator, or if you would like people in your organization to learn conflict resolution techniques, please contact us to learn more about the training opportunities that are available.