
Housing & Residential Services
Judicial Affairs

TB 335 UCen Road • University of California, Santa Barbara • CA • 93106-6130 • (805) 893-3281

MEDIATION

Conflicts are a fact of life. While living in close quarters, people will undoubtedly be involved with different types of conflict like noise, disturbances between neighbors, cleaning issues between roommates, etc. Open communication is the most effective way to resolve these conflicts. If efforts to resolve conflicts have not been successful and people need help communicating, Mediation is available.

Mediation is spreading quickly through schools, businesses and government as a viable means to resolve conflicts. Our local courts are referring record numbers of cases to mediation. Why? Simply because it works! People's true underlying needs, not merely their surface level concerns, are met through mediation.

Our trained mediators are available to assist you in recognizing all of the issues. The process will enable you to communicate your perceptions, feelings and information to the other(s) with a neutral third party present. People often come away from mediation thinking it was well worth the effort. And, best of all, those involved in the conflict control the outcome.

Mediation is a confidential process and mediators will not discuss cases with co-workers, students, friends, family, etc.

There is no fee or charge for mediation services.

What is Mediation?

Mediation is a process in which people who have a dispute can meet. With the support of a trained mediator, the parties can communicate openly and create ways to resolve conflicts.

When is Mediation appropriate?

Mediation works well with, but is not limited to, the following situations:

- Conflict with roommates or apartment-mates.
- Neighbor-to-neighbor problems.
- Landlord/tenant conflicts.

Who are the Mediators?

Our mediators are University Administrators and have had extensive classroom training. They also have many years of experience working with people in conflict. Mediators assist people to explore what is really important to each party; work together to achieve clarity for each party; and, understand each other as individuals.

What do Mediators do?

Mediators will:

- Make sure that all parties have an opportunity to be heard.
- Listen to the viewpoints of all parties.
- Ask questions to clarify facts and perspectives.
- Help parties communicate with each other in an effort to recognize each other's perspective and empower parties to resolve the conflict.
- If desired, help parties write an agreement that specifically outlines the solutions the parties have created.

Mediators will not:

- Take sides.
- Make decisions for people.
- Decide who is "right" or "wrong".