



- ◆ **Metropolitan Mediation Services (MMS)** is an innovative organization which has offered mediation services in the Greater Boston area since 1984. MMS provides mediation services to businesses, government agencies, schools, courts, social service agencies, and individuals from Greater Boston neighborhoods and families. We also provide conflict resolution training to business people, attorneys, judges, mental health professionals and educators, among many others.
- ◆ MMS mediators and trainers have a wealth of experience, training, and education in mediation and conflict resolution. MMS has a multi-disciplinary staff which includes attorneys, social workers, and educators from elementary through graduate level.



## For more information:

For more information or to take advantage of Metropolitan Mediation Services' mediation or training services, call Director Joan Sokoloff at (617) 734-3443 ext. 165.

MMS provides mediation trainings open to the public each year in the Fall, Winter, and Spring. Call for dates or other information on our next mediation training.



Metropolitan Mediation Services  
43 Garrison Road  
Brookline, MA 02445-4498

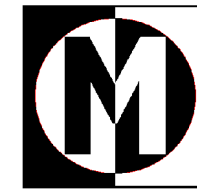
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# Programs and Services

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Metropolitan  
Mediation  
Services

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Metropolitan Mediation Services offers a variety of dispute resolution programs and services, including:

- ◆ Community Mediation
- ◆ School Mediation Programs
- ◆ Court Mediation Programs
- ◆ Supervision for trained mediators
- ◆ Conflict resolution training and educational programs for organizations and the general public.

*Metropolitan Mediation Services is funded in part by the Massachusetts Bar Foundation.*



## School Mediation Programs:

Metropolitan Mediation Services (MMS) is dedicated to reducing violence among children. To this end, MMS administers a number of peer mediation programs in Greater Boston Middle and High Schools. These programs teach young people ways to understand and address conflicts without using violence. Participating students and school staff receive mediation training and mediate disputes among their peers. Currently, MMS administers programs in the following schools:

- ◆ Boston High School
- ◆ Boston English High School
- ◆ Brighton High School
- ◆ Grover Cleveland Middle School
- ◆ Mary E. Curley Middle School



## Court Mediation Programs:

Metropolitan Mediation Services provides the services of trained mediators in Massachusetts District Courts in

- ◆ Brighton
- ◆ Brookline
- ◆ Charlestown
- ◆ Dorchester
- ◆ Newton
- ◆ Stoughton
- ◆ West Roxbury

and in Juvenile Courts in Suffolk, Norfolk, and Middlesex counties.

The availability of mediation to plaintiffs, defendants, youths and their families in these courts allows disputes to be settled in a way that provides benefits to both sides and often preserves valued relationships.



## Community Mediation:

Examples of matters MMS will mediate:

- ◆ Family disputes
- ◆ Employment disputes
- ◆ Neighborhood disputes
- ◆ Disputes involving race, ethnicity, or culture.
- ◆ Housing disputes in apartments, condominiums, or other developments.
- ◆ Youth disputes
- ◆ Business disputes

Need help with some other kind of dispute? Call us. We can help you or refer you to someone who can.

MMS accepts referrals from *any* individual or agency. We often receive referrals from:

- ◆ Businesses
- ◆ Social service agencies
- ◆ Local police
- ◆ Courts
- ◆ Housing Authorities and developments
- ◆ Government agencies

MMS has a special focus on children through our work in school programs and juvenile courts and affiliations with youth service organizations such as the New England Consortium for Families, Children, and Youth; the Massachusetts Behavioral Health care consortium; and New Pathways Youth Shelter.



## Program of Supervised Placements for Mediators

MMS offers an exceptional 6 month structured program of professional supervision to mediators at assigned sites. Experienced professionals from MMS' staff observe and give feedback to participants in this program.



## Training and Education Programs:

MMS offers workshops and training programs that help participants to better manage interpersonal or organizational conflicts. Programs include:

- ◆ **Mediation training open to the general public.** Participants in MMS mediation trainings are introduced to a range of concepts related to conflict through presentations and exercises. Trainees have an opportunity to gain and develop conflict resolution skills through participation in coached role play mediations. Programs are offered in the Fall, Winter, and Spring.
- ◆ **Conflict Resolution Workshops.** These workshops of variable lengths serve to introduce participants to specific sets of conflict resolution skills. Presentations and participatory exercises are used. At M.M.S. facilities or at your site.
- ◆ **Supervised Mediation Placements.** For those who have completed mediation training, MMS offers an exceptional opportunity to receive supervision in the conduct of actual mediations. Supervisors are experienced professionals who demonstrate mediations for observation, co-mediate with supervised mediators, observe supervised mediators, and provide feedback in debriefing sessions.
- ◆ **Consultation on Conflict Resolution Program Development and Implementation.** MMS will assist you in developing and implementing a conflict resolution program in your organization.