The Center for Dispute Resolution at the University of Maryland Francis King Carey School of Law (C-DRUM) researches and provides professional skills development relating to mediation, negotiation, and conflict resolution topics.

C-DRUM’s mission is to collaborate with public and private institutions, groups, and individuals to study, enhance, and teach conflict resolution; to research and develop conflict resolution systems; and to promote effective, ethical dispute resolution in legal education and practice and in society more broadly.

All C-DRUM staff are trained and active neutrals experienced in a variety of processes including mediation, facilitation, coaching, circle processes, and ombuds functions.

### MEDIATION

Mediation is a process in which a neutral person—a mediator—works with people in a dispute to communicate with one another, understand each other, and, if possible, reach agreements that satisfy the participants’ needs. The process allows the participants to develop an agreement that will work for everyone involved. By agreeing to mediation, the participants do not give up their legal rights.

There are many reasons that people chose mediation as an alternative to the litigation system, including:

- Determine your own outcome to the dispute;
- Resolve the dispute in less time;
- Save money;
- Preserve relationships;
- Protect confidentiality;
- Pursue other avenues of resolution if no agreement is reached.

Almost any dispute is appropriate for mediation even if other methods have already been tried. Mediation is often used for business matters, landlord-tenant situations, family disagreements, neighbor conflicts, and workplace disputes.

### FACILITATION

Facilitation is a process in which a neutral person with no decision making authority helps a group discuss and reach a common decision or goal. Facilitators are often used in settings in which divergent ideas exist or in situations in which everyone in the group should contribute to the discussion. Facilitators help groups maintain focus and make progress towards their goals.

*For information about C-DRUM’s mediation and facilitation services, contact cdrum@law.umaryland.edu or call 410-706-4272.*
Whether you are a government agency, business, non-profit, educator, or employer, conflict resolution training can improve communication, reduce conflict, and promote productivity. C-DRUM offers a wide variety of dispute resolution system design and training services. Recognizing the need to build internal capacity, C-DRUM also works with institutions on train-the-trainer models and on-line training modules. C-DRUM works to understand your organization’s unique needs and tailors training to your interests. Programs include, for example:

- Basic Mediation Training
- Advanced Mediation Skills Training
- Effective Representation in Mediation Workshop
- Dealing with Difficult People
- Workplace Dispute Resolution
- Negotiation Training
- Conflict Awareness Training
- The Art of Giving and Receiving Feedback
- Facilitation Training
- Consensus Building Training
- Mediator Ethics Training
- Mentoring Training
- Peer Mediation Training
- Restorative Practices in Schools
- Anti-Bullying Workshops

Client Comments -

“You accomplished exactly what we wanted in a trainer, which was to give everyone a better understanding of what mediation entails and help everyone improve their mediation skills.”

“Staff reported that the training was thoughtfully prepared, interactive, and useful to our work.”

“I know it was not easy for our staff to share about ongoing conflict, but you helped them do it. The opportunity to stand back and look at the dynamics of their communication will certainly be of great help.”

Trainings have been provided for a variety of organizations including:

- The Johns Hopkins University
- The Jack Kent Cooke Foundation
- State of Maryland Shared Neutrals Mediation Program
- Maryland Office of Administrative Hearings
- District of Columbia Office of Administrative Hearings
- Maryland Commission on Civil Rights
- United States Department of Transportation-Surface Transportation Board
- University of Maryland University College