

Dear Friend,

Imagine creating a solution to a problem instead of wasting energy combating people with different viewpoints. Imagine leaving a conflict not with a new enemy, but with new respect for the other person. Imagine building bridges instead of burning them.

At PCRC, we don't have to imagine, because we see conflicts turned into positive outcomes every day of the week.

PCRC is the resource in San Mateo County where you can get access to a broad array of conflict resolution and prevention services—all for free or at low cost to you. We help neighbors, families, businesses and whole communities sit down together and work out differences that divide them. Call us at (650) 373-3490 or visit us at www.pcrcweb.org.

Patricia Brown, Executive Director

Mediation, Facilitation and Skill Building Services

Available free or at low cost for those who live or work in San Mateo County

Person to person

Mediation is a real alternative to going to court. It is especially helpful in neighbor concerns over property lines, noise, pets and such. 80% of disputes brought to mediation are resolved and 90% of the agreements are kept.

Our commitment to you

You can count on us

- To be neutral
- To treat you with respect
- To honor confidentiality

Service to business

- Team building
- Facilitation of groups, meetings
- Mediation—workplace, clients

Supporting families

- Parent/teen mediation
- Family conferences
- Non-traditional families
- We help families deal with risky youth behaviors.
- We help concerned adults work out better solutions for abused or neglected children.

Boosting community efforts

Our Conflict Resolution in the Schools Program offers training to teachers, students and parents, and support in dealing with differences.

The Civic Engagement Initiative helps bring people together for dialogue about issues that are important to our community—children, housing, race relations.

PCRC helps agencies and groups plan and run meetings—public and private, large and small.

PCRC volunteers lead the way to peaceful change

A small professional staff supports 170 trained volunteers, men and women of all ages and backgrounds. We all believe in the ability of people to work through their own problems. We promote dialogue instead of debate. We believe communication skills that we have learned can be taught to others for lasting benefits.

Here's how you can get started

1. Call our office during business hours (9 am – 5 pm) and talk with our intake coordinator who will connect you with an appropriate staff member. We can handle bilingual (Spanish) calls.
2. We'll listen to your story and explain what we are prepared to do.
3. You may choose to use our services or ask for a referral to another type of agency.
4. If you choose mediation, we'll need the name, address and phone number of the person (or persons) with whom you wish to meet.

Note: As a non-profit agency, we appreciate (depend upon) gifts from the community. Donations are tax-deductible under IRS guidelines. Gifts may be mailed to our office or made online via www.charitableway.com/go/peninsulaconflictresolutionctr. Thank you.



**Peninsula
Conflict
Resolution
Center**

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www.pcrcweb.org

TIP SHEET

Five Steps to Resolving Conflict

1. Cool off

Take time to gather your thoughts and plan your approach. If necessary arrange another time to discuss the situation.

2. Talk and listen to each other

Ask how the other person sees the issue. Listen to their point of view. Then explain your own concerns, using non-blaming language.

3. Find out what you both need

Try to understand each person's "interests" (underlying needs.) Interests are different from demands or positions. If interest can be satisfied, the conflict will be resolved.

4. Think of solutions

Together you then choose the idea you like best that addresses both your interests.

5. Make a plan and go for it

Be specific about who will do what, when—each of you should have a part in the solution. Plan what to do if problems occur in the future.

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Empowering people. Building relationships. Reducing violence