

Why Our Program Works!

Over the past eight years, Community Mediation Concepts has begun a number of successful community-police complaint mediation programs in the Colorado Front Range. We have proven results and success. We will work with your police or sheriff department to develop a scope of work, find funding, and orientate key leadership within both your department and your city or county. We work with you to provide training in how the program works, how to make successful referrals, and how to ensure community support.

We use professional mediators –

1. Our mediators are excellent. We begin with professional mediators and provide additional training specifically focused on the skills and tools necessary for this specialized type of mediation.
2. Even after this training, new mediators are never sent out to mediate on their own, no matter how much experience they bring. They are always matched up with various senior mediators and mentored.
3. We provide regular support and additional training through CMC's monthly mediator meetings.

Our Facilitated Conversation Model works –

1. We understand the unique dynamics that both the officer and community member bring to this type of mediation. We understand that you cannot force an agreement, or even an apology. What we can do is to provide a safe place, a confidential place, and a skilled mediator to guide the parties to an outcome they are prepared to accept.
2. We also understand the significance of a different meeting dynamic. The last time both officer and community member saw each other the dynamics were very different. One was demanding control of the situation, and the other was pulled over on the side of the road, coming out of the bar, in the wrong place, etc. Adrenalin was running high! Today we're bringing them together, in a neutral place, on equal ground, to talk about what happened. To better understand the perspective, concern and even fear of the other person.

We bring consistency and quality –

1. We survey each participant in the mediation process, learning from their perspective of what worked well and where we can make improvements.
2. We meet regularly with the Police/Sheriff Department leadership and command staff, as well as Internal Affairs. In Denver, we meet with the Independent Monitor and his staff. This ensures we understand their needs and concerns.