

Community mediation

Who we are and who we work with

Ashford Mediation Service is a charity based in Ashford, Kent offering free help to all those that live in the community.

- Our aim is to prevent the escalation of conflict, which means considerably less intervention is required by the Police, Social Services and other public agencies.
- We provide young people with a safe and confidential space to talk about the problems they are facing with their parents, their schoolmates, their friends and their neighbours.
- We offer young people the space, the time and the respect they need, and equip them with the tools and skills that will empower them to communicate in a way that helps resolve problems quickly and effectively.
- We work with families, youth leaders, community groups and local social clubs, sharing knowledge and providing tools/frameworks that they can use to help young people have a better sense of belonging and more control over their lives.



Conflict happens all the time

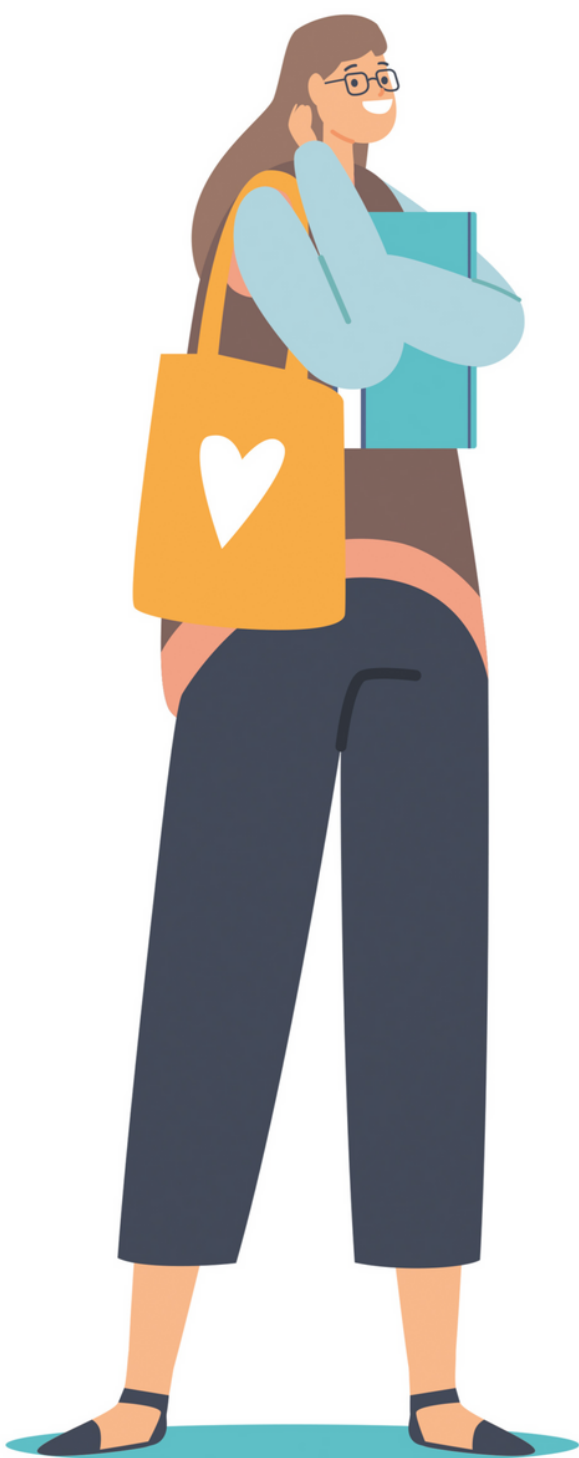
- People argue frequently and sometimes fights break out, or worse...
- Friends and neighbours regularly fall out over a range of issues.
- It's good to remember that there are at least two sides to every story.



Community and school leaders engaged in mediation

As a community or school leader, you can help others resolve their conflicts and help to create a more cohesive and harmonious society using the following skills:

- Co-working (working with someone else).
 - Handling strong emotions.
 - Learning how to separate facts and feelings.
- Become an active listener (giving your full attention to the person speaking).
 - Learning how to summarise (repeating back in your own words the main points that the speaker has made).
 - Demonstrating empathy (reflecting back the feelings and experiences of the speaker).



Working with young people

As someone who works with young people you can...

- use Ashford Mediation Service to help you understand a new range of skills and techniques for helping young people who are troubled and experiencing difficulties.
- call on Ashford Mediation Service for advice and signposting services when you need help to facilitate and broker a better relationship between the young people you work with and others in the community.
- take advantage of our offer of a free (and brief) workshop to introduce you and your team to mediation, how it works and how you can use it to create a more harmonious community.

As someone who works with young people you are in a great position to help young people cope with the problems they face.

Mediation knowledge and skills can help you to equip yourself and those you work with to communicate better and to reach better compromises with those that are experiencing conflict.

Ashford Mediation Service can offer you and the leaders in your group, a brief workshop to introduce you to mediation – a successful tool to facilitate a more harmonious community.

**Contact us to find out how our
free-of charge services can help you:**



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