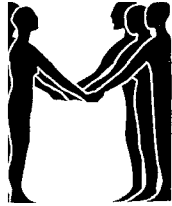


THE MEDIATION & TRAINING COLLABORATIVE

Established in 1987, the Mediation & Training Collaborative (TMTC) is a program of Franklin Community Action Corporation, a non-profit organization.

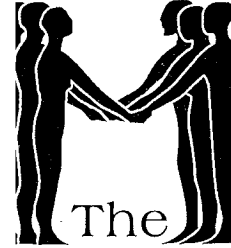
TMTC is dedicated to helping, individuals, families, businesses, and community organizations resolve disputes and increase their capacity for effective communication, conflict resolution and teamwork.

TMTC serves western Massachusetts and New England by providing mediation and training services. TMTC also offers facilitation services for public and private meetings and community dialogues.



For more information or to arrange for a mediation, training or facilitation, contact us at 413-774-7469.

MEDIATION and TRAINING SERVICES



The
MEDIATION
& TRAINING
Collaborative

A Program of
Franklin Community Action Corporation

Resolving Conflicts Cooperatively
Since 1987

277 Main Street, Suite 401
Greenfield, MA 01301-3267

Tel: 413-774-7469
Fax: 413-774-7460
mediation@fcac.net

MEDIATION SERVICES

Mediation is a conflict resolution method in which a neutral mediator assists individuals or groups in reaching agreements which all parties consider fair and realistic.

DIVORCE

Both traditional and non-traditional couples -married, unmarried, previously married, or gay and lesbian-can address issues such as division of assets and debts, child custody and support and visitation through mediation, a process which often reduces conflict, improves communication and saves time and money.

FAMILY

Through mediation, families can listen to each other in new ways, get to the heart of conflicts which have grown unmanageable and reach agreements which enhance their relationships. Parent-teen conflicts and decisions regarding life transitions for elderly family members are examples of issues where mediation may be helpful.

COMMUNITY

Mediation can help settle disputes among neighbors, problems between landlords and tenants or roommates, and customer dissatisfaction with businesses or service providers.

WORKPLACE

The mediation of conflicts between co-workers or groups within an organization can lead to higher morale and greater productivity.

COURT

TMTC provides mediation services in small claims and housing cases in District Court and receives referrals from the Probate and Family Court and the Juvenile Court. TMTC is a Massachusetts Supreme Judicial Court-approved mediation provider.

TRAINING SERVICES

ADULT MEDIATION

A 35-hour basic mediation training is conducted twice yearly-in the fall and spring. This highly interactive and **practice-**based training is open to individuals who wish to increase their ability to help others deal with conflict, whether as mediators or in their current work settings. TMTC is a Massachusetts Bar Association-approved mediation training provider.

SCHOOL

TMTC offers conflict resolution, violence prevention and peer mediation training for students and staff, kindergarten through college. Training is tailored to meet the needs of each school and age level. TMTC has worked with over 100 schools in western New England and has been chosen by the Massachusetts Attorney General's Office to provide SCORE mediation services in the Greenfield Public Schools. TMTC also co-sponsors an annual Peacemakers' Summit which brings together over 800 student mediators and faculty advisors.

WORKPLACE & ORGANIZATIONAL

TMTC offers skill-building communication workshops in areas such as conflict resolution, collaborative problem-solving and team building. Workshops are designed to meet the specific needs of the sponsoring agency, group, business or organization.