



### ▶ Referral process:

- Online referral and/or walk-in consultations available
- Trained mediators (faculty and staff) selected
- Intake meeting scheduled
- Decide if mediation or restorative justice is appropriate
- Schedule session

### ▶ Benefits of the program:

- Provides a **student-centered** approach to resolving conflicts
- Participants gain greater clarity about the conflict and contributing variables
- Builds skills of resilience, critical thinking and empathy



## Contact

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# ▶ Student Conflict and Dispute Management Program ◀

This program can assist with issues within and among student organizations, teams, clubs, roommate disputes and interpersonal issues.



**BINGHAMTON**  
UNIVERSITY  
STATE UNIVERSITY OF NEW YORK



We are committed to providing an environment for students to address conflict and harm among members of our campus community through alternative and balanced methods that engage parties in mediation and restorative justice to strengthen communities.

We seek to foster greater communication, accountability, personal development and rehabilitation.

## ▶ Student Conflict and Dispute Management Program offers both mediation and restorative justice

**Mediation:** A form of alternative dispute resolution (ADR), voluntary, confidential process, assisting two or more parties in resolving disputes. A trained and impartial third party (mediator) facilitates communication and assists those involved in identifying needs, clarify issues, explore options, and negotiate an agreement.

**Restorative justice:** A form of alternative dispute resolution (ADR) that brings students together in small groups, empowers them to resolve conflicts and focuses on the needs of all involved.

## ▶ Our student-centered program focuses on and promotes:

- Open dialogue, healing and empowerment
- Full participation and consensus of all participants
- Better communication in reaching resolutions that repair harm resulting from dispute and conflict
- Creating a space for better understanding of differences

## ▶ Some of the types of conflicts the SCDMP can assist in resolving:

- Roommate conflicts
- Co-worker conflicts
- Dating or romantic conflicts (partners involved with communication issues not domestic violence)
- Conflicts between groups, teams, organizations

At the discretion of the Office of Student Conduct, some disciplinary actions may be referred to program on or off campus.

Mediation*	Restorative Justice*
Non-adversarial process	Non-adversarial process
Uses dialogue	Uses dialogue
Brings participants together	Brings participants together
Voluntary	Voluntary
Participants create their own resolution	Participants create their own resolution
<b>Fosters greater communication and accountability</b>	<b>Fosters continuity of relationships</b>
Works toward mutual understanding and <b>cooperation</b> between participants	Works toward mutual understanding and <b>empathy</b> between participants
Promotes <b>win/win outcome</b>	Promotes <b>mutual dignity and healing</b>

\*Both options are available and free to undergraduates and graduate students of Binghamton University.