

## What is Utah Dispute Resolution?

Utah Dispute Resolution (UDR) is a private, non-profit community mediation center that uses qualified volunteer mediators to provide services to middle- and low-income residents of Utah. A community mediation center gives people in conflict a safe place to voice needs and interests, listen to differing viewpoints, reach mutual understanding, and negotiate fair solutions. It provides opportunities to solve problems collaboratively.



**COMMUNITY  
MEDIATION HELPS  
BUILD COMMUNITY**

## Our Mission Statement

Utah Dispute Resolution (UDR) exists to provide residents of Utah with quality mediation and conciliation services, including information and training in Alternative Dispute Resolution (ADR), as well as means to successfully, informally, and cooperatively resolve their disputes.

## How is UDR Funded?

Utah Dispute Resolution operates with the generous support of private foundations and organizations that believe in UDR's mission. In recent years, supporters have included:

Utah State Bar  
And Justice for All  
Utah Bar Foundation  
UBS Bank Foundation USA  
Herbert I. & Elsa B. Michael Foundation  
George S. & Dolores Dore Eccles Foundation  
S.J. & Jessie E. Quinney Foundation  
Allison Women Family Foundation  
Ralph Nye Charitable Foundation  
Marriner S. Eccles Foundation  
R. Harold Burton Foundation  
O.C. Tanner Company

**Other funding is raised from training workshops.**

## Training Services

In addition to mediation services, Utah Dispute Resolution offers several types of training for individuals, organizations, and businesses. Our training workshops teach a model for effective communication, negotiation, problem solving, and conflict management. These workshops help build skills using interactive lecture, role play, video, and simulated exercises. UDR offers public workshops and customized programs designed to achieve goals specific to an organization's needs.



## Topics include:

- Basic Mediation Training
- Domestic Mediation Training
- Interest-Based Negotiation
- Advanced Mediation
- Workplace Conflict Resolution
- Communication
- Conflict Resolution for Youth
- Peer Mediation for Youth



## For More Information, Contact UDR

Salt Lake: 801-532-4841  
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Toll free: 877-697-7175  
[www.utahdisputeresolution.org](http://www.utahdisputeresolution.org)

**COMMUNITY  
MEDIATION**



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# WHAT IS MEDIATION?



Mediation is a voluntary, collaborative approach to resolving disputes using the assistance of an impartial, third party. In mediation, the disputing parties control the outcome by deciding how to resolve the issues at hand. Disputing parties can share differing perspectives, voice their needs and interests, and reach greater understanding of each other's views in a safe, supportive environment. Because parties create their own agreements, mediation helps preserve interests and maintain relationships. Mediation is an alternative to litigation, avoidance, destructive confrontation, or violence. Parties are encouraged to seek independent legal counsel to understand their rights; mediators do not provide legal advice or legal services.



## WHY MEDIATE?

- Mediation is confidential.
- Mediation is often faster and less expensive than other methods of resolving disputes.
- Mediation allows the parties in dispute to control the outcome.
- Mediation occurs in a safe and fair setting.
- Mediated settlements are more likely to end the dispute.

## WHAT IS THE COST?

Utah Dispute Resolution provides services for all people, regardless of their ability to pay. Fees are based on a sliding scale that takes into account income, family size, and/or amount of money in dispute. In many cases, there is no charge for mediation services.



## What Types of Disputes Can Be Mediated?

### Neighbor Relationships

- Noise
- Disturbance
- Animals
- Property

### Landlord and Tenant Relationships

- Security deposit
- Rent
- Repairs
- Damages
- Eviction

### School Relationships

- Student-student disputes
- Student-teacher disputes

### Business Relationships

- Contract issues
- Partnership issues

### Workplace Relationships

- Employee grievances
- Discrimination claims
- Wage disputes
- Employee-employee disputes
- Employee-manager disputes

### Consumer and Merchant Relationships

- Product and service performances
- Payments
- Debts and loans

### Family and Interpersonal Relationships

- Parent-child disputes
- Friendships and roommates
- Parent time
- Divorce and divorce modification
- Custody
- Elder care
- End-of-life decisions

## What Services Does UDR Provide?

### Mediation

An impartial third party meets with disputing parties to help them reach a mutually agreeable resolution.

### Phone Mediation

An impartial third party mediates conflicts between disputing parties via telephone conference calls when in-person mediation is not possible.

### Bilingual Services

Bilingual case managers and mediators are available to assist Spanish-speaking clients.

### Facilitation

Trained facilitators assist groups to resolve conflict, improve communication, solve problems, and conduct strategic planning.

### Training

Trained mediators teach conflict resolution skills to adults and youth.



*Note: UDR does not offer legal services or provide legal advice. Parties are encouraged to seek independent legal counsel to understand their rights.*