



Atlanta Citizen Review Board (ACRB)

Mediation: Building Bridges to
Mutual Understanding and Respect



Conflict

Interactions between people can always lead to conflict.

With all the pressures of an advanced society, and greater disconnection between citizens, conflict is sure to arise during our interactions, even unknowingly.



DISRESPECT!

Intimidation

Miscommunication

ABRASIVE & RUDE

Misperception

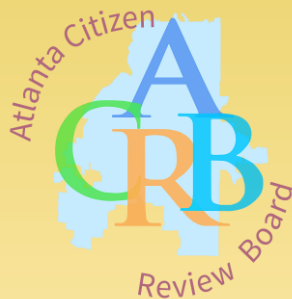
Misunderstanding

A Bad Day

Mediation

Is that tool that helps resolve conflict between individuals, groups of people, organizations, business, etc.

Mediation provides that space for conversation and the opportunity to make people whole based on the terms that they can agree to live with.



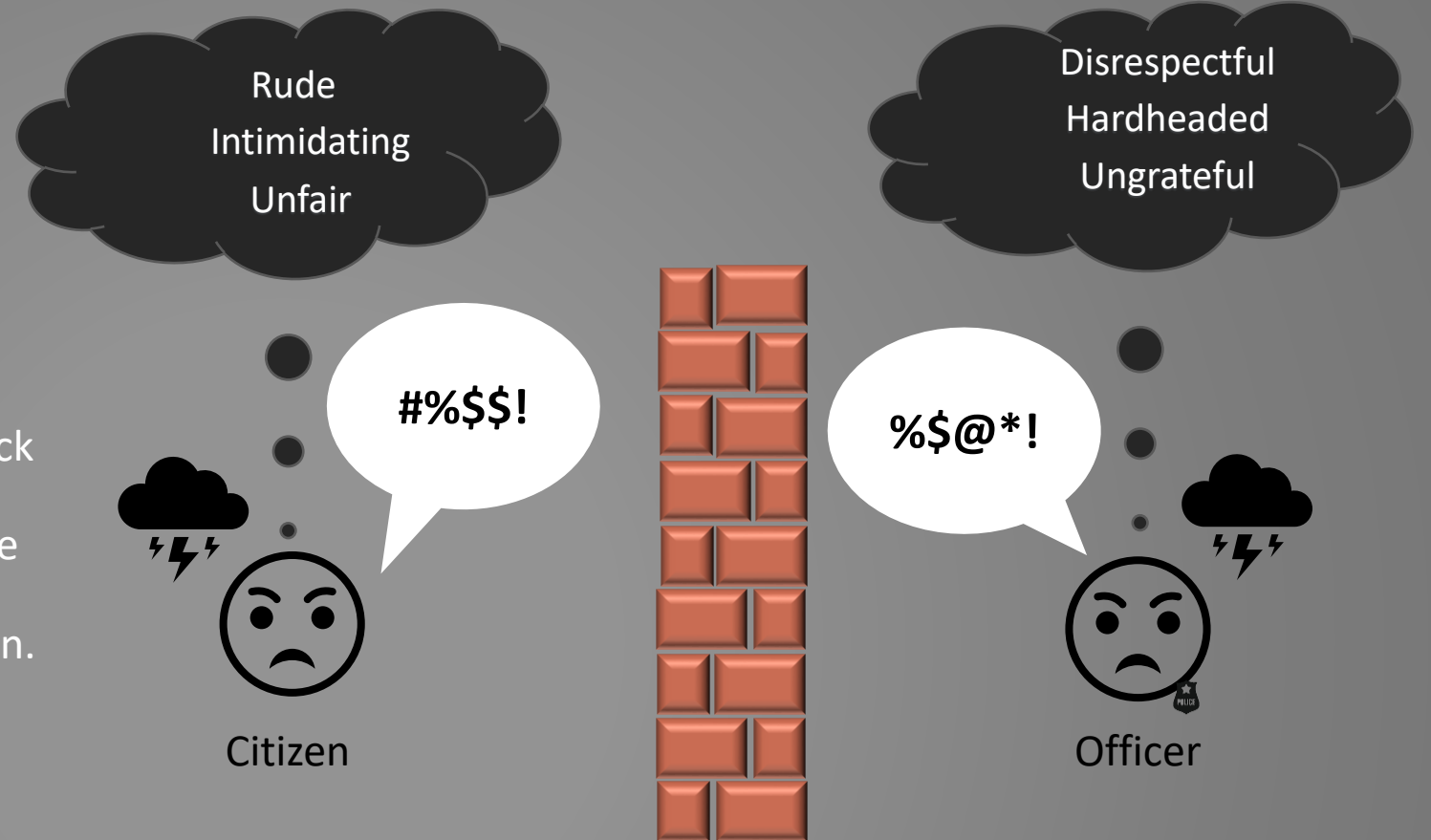
Empowerment
RESPECT!
Humanity
POWER
Neutral Environment
Perspective Sharing
Level-Playing Field
Mutual Learning
DIGNITY!
“The oneness of all people”
– Stevie Wonder

Conflict with an Officer

Often, conflict can seem like we are on different sides of a wall, stuck and mad; stuck and sad, or just stuck. Depending on the relationship or no relationship, we can move on from the situation, try to resolve the situation, or cut off all ties from the situation.

It is easy to see why a conflict with a sworn officer whose job it is to serve, protect and maintain law and order can make you feel stuck.

In many instances, citizens engaged in conflict with an officer whose carrying out his official duties rarely can get the redress they seek from the officer at that time.

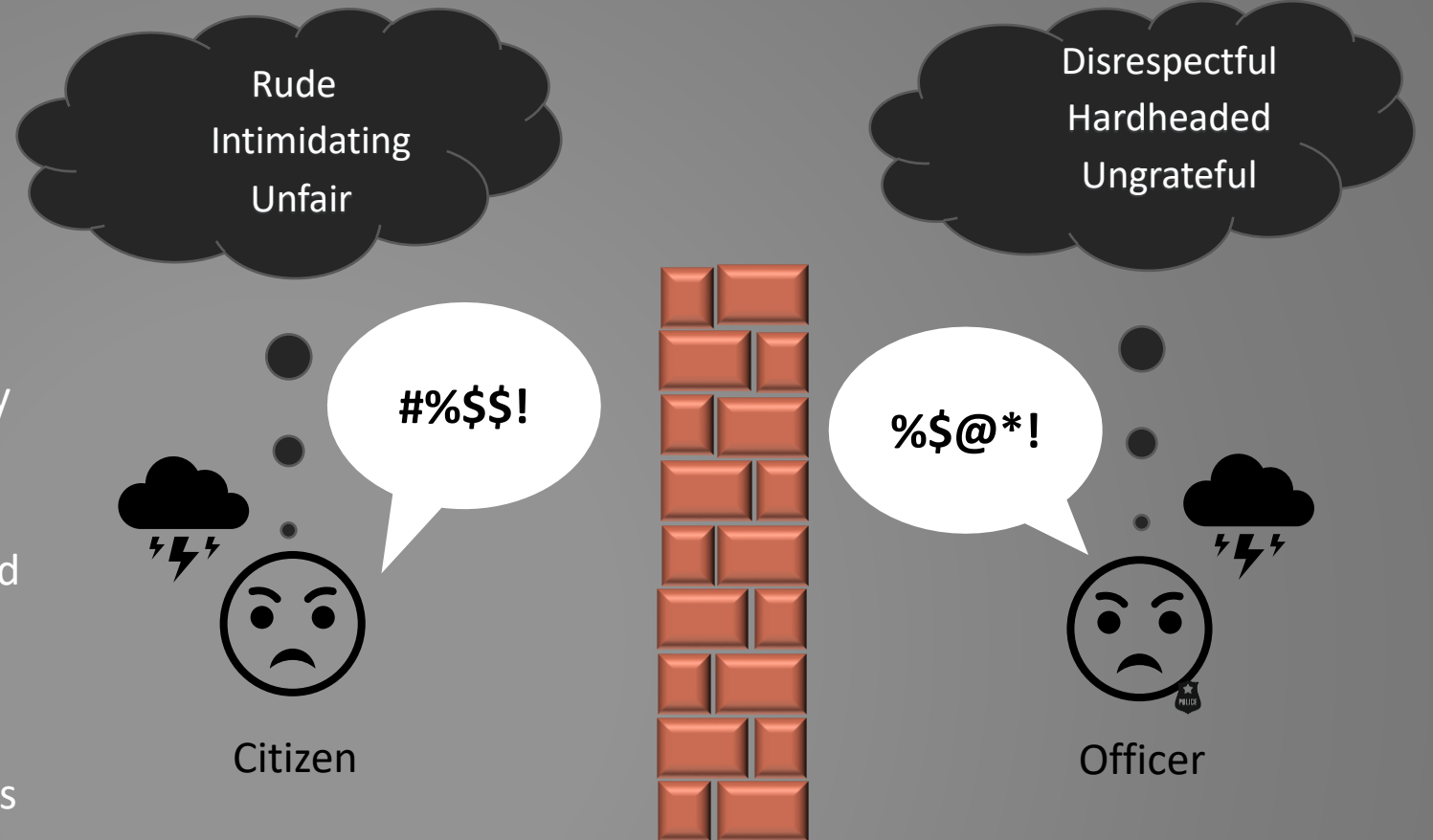


Conflict with a Citizen

For an officer, conflict with a citizen can play out many times throughout a day.

Some people have an issue with being corrected or told what not to do. Some need to understand the situation before compliance. Others need to express their feelings about the situation.

Perceptions of the situation and the officer's actions can cause a reaction.



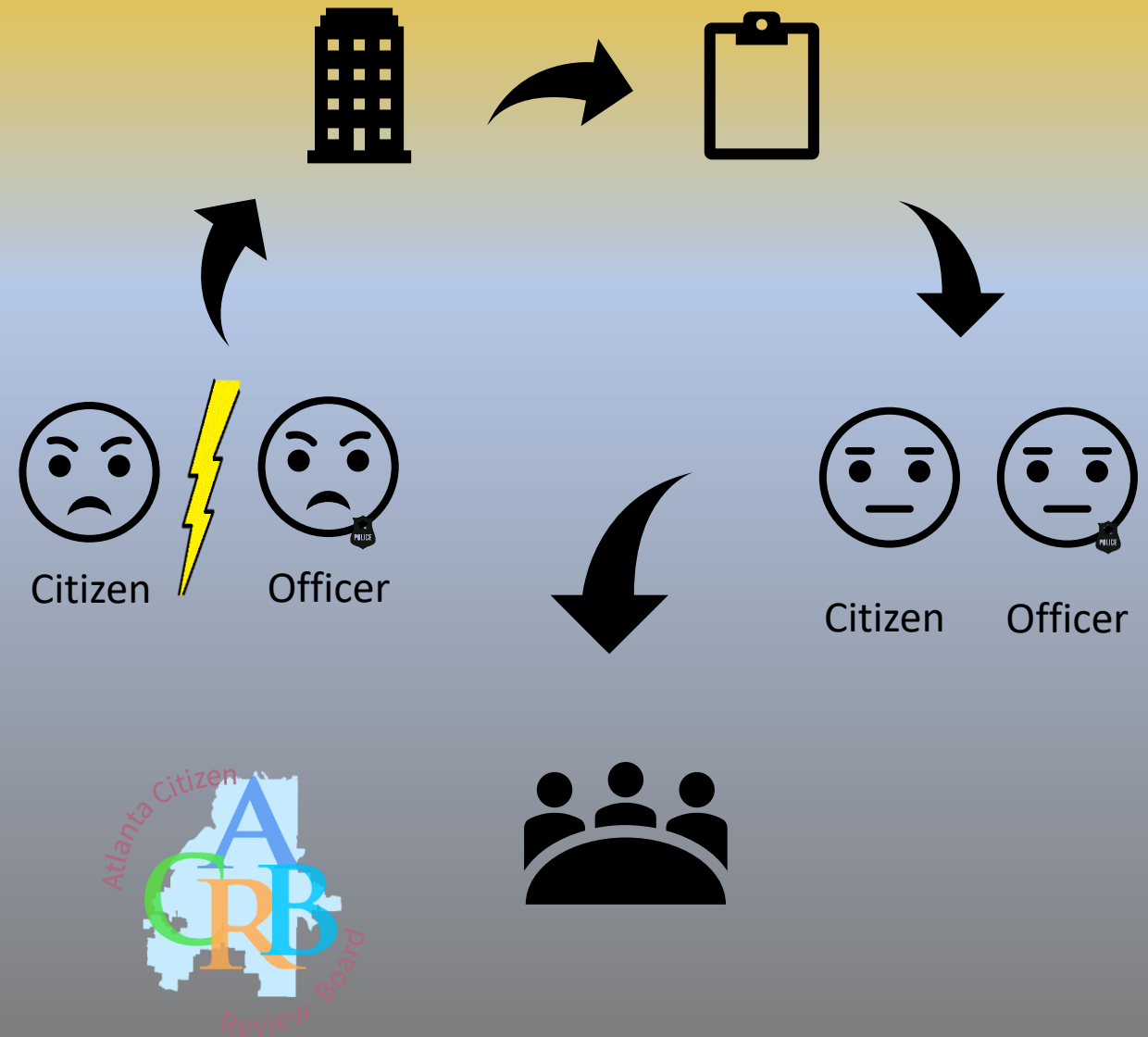
ACRB Mediation Process

Citizens engaged in conflict with an officer may use the ACRB mediation program for conflict resolution.

The first step is to contact the ACRB and file a complaint.

If the complaint allegations qualify for mediation, ACRB staff will offer mediation to the citizen and officer.

The citizen and officer must agree to mediate the complaint.



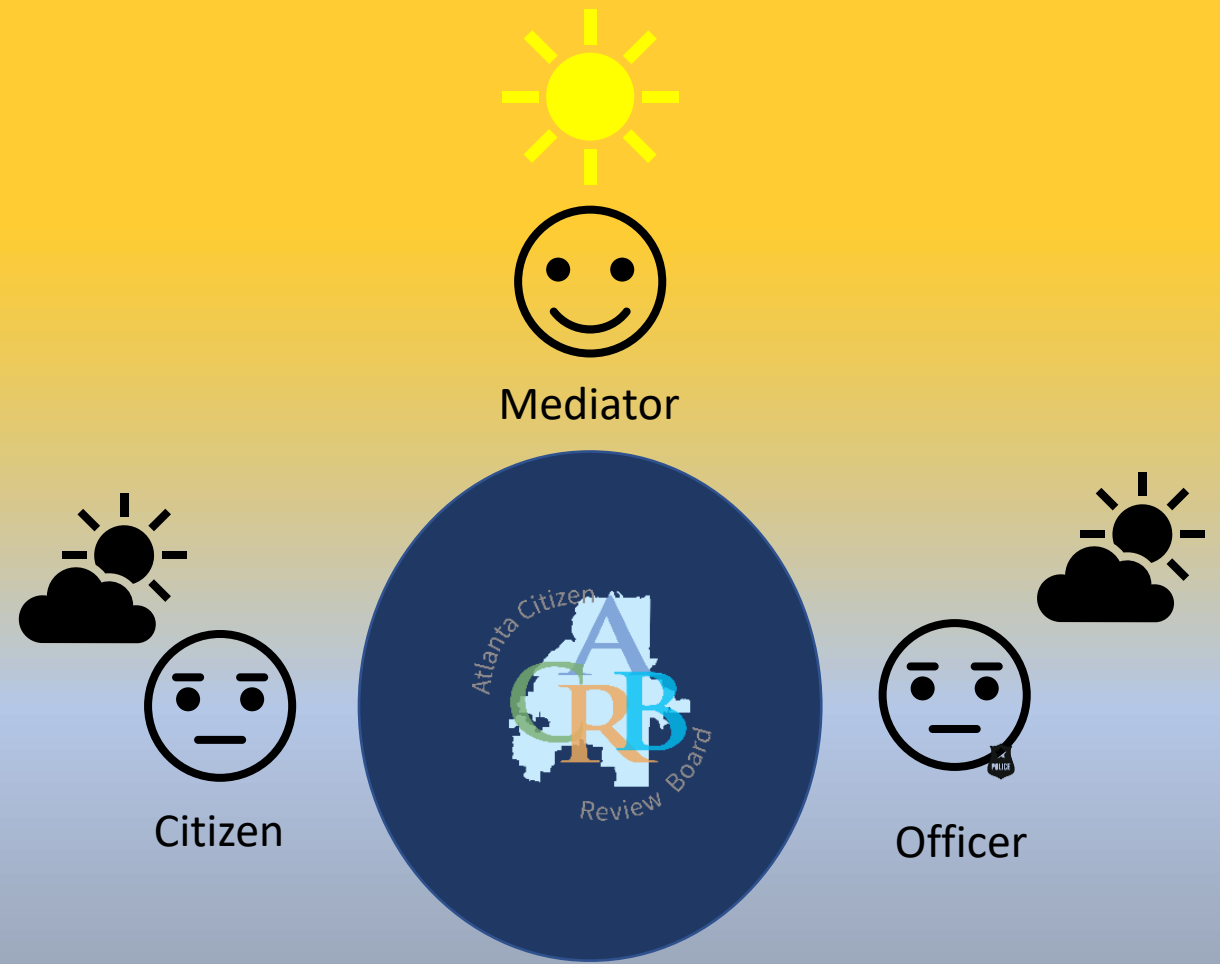
Mediation

The ACRB Mediation Program is designed to provide a safe, comfortable atmosphere that encourages perspective sharing and mutual understanding.

The mediator is a trained and certified neutral with years of experience in conflict resolution. The mediator is not attached to the ACRB or the APD.

The citizen and officer can:

- ✓ ask questions,
- ✓ resolve issue as they see fit,
- ✓ clear up misunderstandings,
- ✓ teach and learn,
- ✓ build relationship,
- ✓ explain individual actions, and
- ✓ receive constructive individual feedback.



Mediation Table

Settlement

Who decides, who's wrong or right?

Wrong or right is not the consideration during the ACRB mediation program. Being heard and sharing your perspective is the objective of the mediation program.

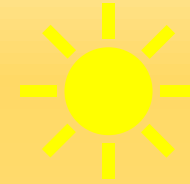
Settlement is designed by the citizen and officer participating in the mediation.

There is no pressure to agree to settle. There is only the opportunity to be heard, to be respected, and to be placed on the equal footing during the mediation.

Who decides should you settle or not?

YOU!

To settle a complaint successfully, both parties must sign the settlement agreement to avoid a formal investigation.



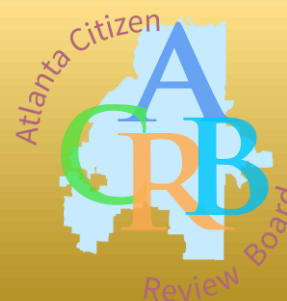
Mediator



Citizen



Officer



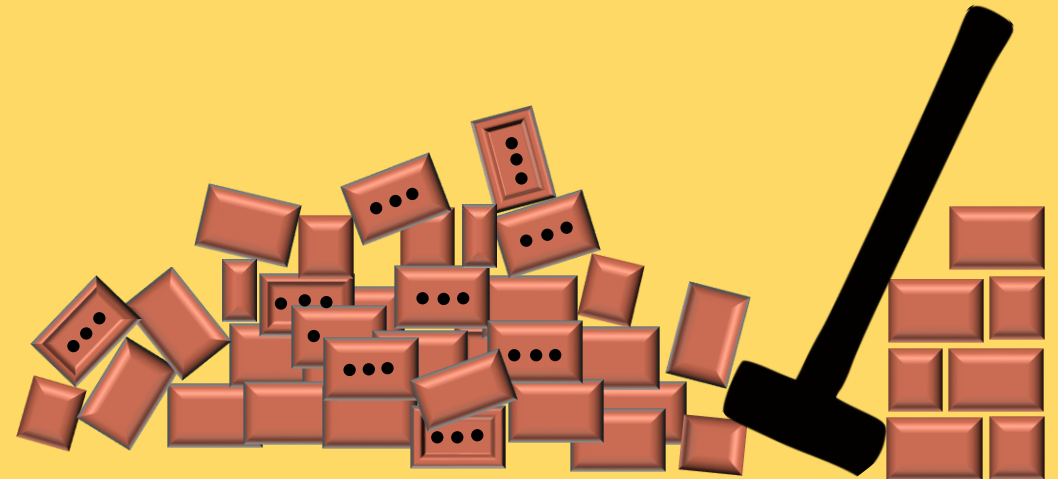
Building Bridges & Breaking Down Walls

The ACRB mediation program is about connecting bridges between citizens and officers who frequently engage during moments of intense emotional or stressful situations. We all sometimes display our worst selves at the wrong times. Mediation provides that second opportunity to make it right.

The ACRB mediation program is about knocking down walls. As we said earlier, the walls of conflict can keep us divided. Mediation is that tool that can knock down the walls by creating space, time, and an atmosphere for connection and understanding.



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The Atlanta Citizen Review Board is a proud agency of the City of Atlanta.

Atlanta Citizen Review Board (ACRB)

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