

# THE BEXAR COUNTY DISPUTE RESOLUTION CENTER CAN HELP YOU!



“Resolving Conflicts,  
Rebuilding Relationships”

## WHAT IS MEDIATION?

Mediation is a voluntary, common-sense method of resolving problems without the expense and hassle of going to court. Mediation brings the parties in a dispute together with a neutral third party, a mediator. The mediator listens to both sides and helps the disputing parties work toward a mutually agreeable solution.

The Bexar County Dispute Resolution Center offers mediation **AT NO CHARGE** for individuals and businesses in Bexar County.

## ADVANTAGES OF USING MEDIATION

- Matters are confidential.
- Mediations are held in a secure, neutral setting.
- Mediations are scheduled in a timely manner.
- Mediations may be scheduled daytime or evening.
- Mediations can be conducted in English or Spanish.
- Parties achieve win-win solutions.
- The issue is resolved privately and out of court.

## TYPES OF DISPUTES APPROPRIATE FOR MEDIATION

- Consumer Problems
- Workplace Issues
- Landlord & Tenant
- Family Matters
- Child Visitation
- Property Damage
- Real Estate & Property
- Auto Repair
- Neighbor Complaints
- Money Owed
- Animal Nuisance
- Small Claims

## BEXAR COUNTY DISPUTE RESOLUTION CENTER

Cadena-Reeves Justice Center  
300 Dolorosa, First Floor  
Phone: (210) 335-2128  
Website: [www.bexar.org/drc](http://www.bexar.org/drc)



Office Hours: Monday - Thursday, 8:00 a.m. to 8:00 p.m. Friday, 8:00 a.m. to 5:00 p.m.



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## TEN HINTS FOR DEALING WITH CONFLICT



1. **TALK DIRECTLY.** Direct conversation is much more effective than sending a letter, banging on the wall, throwing a rock, or complaining to everyone else.
2. **CHOOSE A GOOD TIME.** Try to talk in a quiet place where you can both be comfortable and undisturbed for as long as the discussion takes. Don't approach the other person as he or she is leaving for work or after you've had a terrible day.
3. **PLAN AHEAD.** Think out what you want to say ahead of time. State clearly what the problem is and how it affects you.
4. **DON'T BLAME, NAME CALL OR USE PROFANITY.** Antagonizing the other person only makes it harder for him or her to hear you.
5. **GIVE INFORMATION.** Don't judge or interpret the other person's behavior. Instead, give information about your own situation and feelings and how that person's behavior affects you.
6. **LISTEN.** Give the other person a chance to tell his or her side of the conflict completely. Relax and listen; try to learn how the other person feels.
7. **SHOW THAT YOU ARE LISTENING.** Although you may not agree with what is being said, tell the other person that you hear him or her, and are glad that you are discussing the problem together.
8. **TALK IT ALL THROUGH.** Get all the issues and feelings out into the open. Don't leave out the part that seems difficult to discuss.
9. **WORK ON A JOINT SOLUTION.** Two people cooperating are much more effective than one person telling another to change or one person making unrealistic promises. Be specific. "I will turn my music off at midnight" is better than "I won't play loud music anymore."
10. **FOLLOW THROUGH.** Agree to check with each other periodically to make sure that the agreement is still working.