

Adding Mediation to the Crisis Response Toolkit

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Crisis and Conflict are Connected

Personal

Crisis

Interpersonal

Conflict



“Conflict is a crisis in human interaction” - Cherise Hairston

Experience in Dayton, OH Mediation Response Unit



0.87 calls per hour

LE-involved: 3% for safety, 4% by client request

Lots of Opportunities in 911 Calls



Calls MRU took in its first 2 months (251 calls in 283 hours)

Call types considered	%
Neighbor Trouble	19%
Noise Complaint	14%
Peace Officer Request	13%
Disorderly Subject	11%
Juvenile	8%
Welfare Check	8%
Parking Complaint	7%
Barking Dog	3%
Animal	3%
Roommate Trouble	2%
Domestic	1%
Mental Health	1%
Other	10%

Good fit 911 calls in Dayton (Two weeks of CAD data)

	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Total
12 AM	0	1	2	1	2	1	1	8
1 AM	2	3	1	0	0	3	0	9
2 AM	0	1	0	1	1	1	0	4
3 AM	0	1	0	0	2	1	0	4
4 AM	0	1	1	0	0	0	1	3
5 AM	2	1	0	0	4	1	1	9
6 AM	0	0	1	0	0	0	0	1
7 AM	0	2	3	1	3	2	0	11
8 AM	0	4	2	0	2	2	1	11
9 AM	1	0	2	5	1	2	1	12
10 AM	0	7	2	1	4	1	1	16
11 AM	4	7	2	3	2	3	1	22
12 PM	2	3	5	4	4	5	1	24
1 PM	1	4	2	3	3	2	2	17
2 PM	2	4	2	7	3	3	0	21
3 PM	2	5	4	7	3	6	2	29
4 PM	4	6	4	3	2	4	0	23
5 PM	4	2	4	2	3	2	0	17
6 PM	1	3	4	6	2	5	1	22
7 PM	0	4	3	1	0	1	3	12
8 PM	3	3	5	5	4	6	1	27
9 PM	1	5	0	7	6	5	5	29
10 PM	2	3	4	5	0	5	1	20
11 PM	1	3	7	3	4	3	2	23
Total	32	73	60	65	55	64	25	374

The Heart of Field Mediation



Principles and Practices of Crisis Responders

Principles of Field Mediation to incorporate into practices

Inspired by Transformative Conflict Theory

★ Be flexible and adaptive

→ Be comfortable in the midst of conflict.

★ Use de-escalation to lower the temperature of a crisis

→ Conceptualize conflict as an opportunity to improve interpersonal relationships

★ Build rapport and connection

→ Hold neutrality and empathy.

★ Use active listening, empathize

→ Support direct communication - avoid carrying messages between disputing parties

★ Understand the impact and presentation of trauma in crisis settings

→ Resist being directive, problem-solving, or inserting your goals over theirs.

Lessons in LE/Mobile Collaboration



Principles for Civilian Response & LE	How it Worked in Dayton
Paradoxically, less LE involvement requires a closer relationship with LE	Trust built enabled self-dispatching, radios, MDTs, and referrals; Maintained trust through a consistent response.
Involve all response organizations in the Design, Training, and Launch	Working Group (DMC, LE, EMS, 911, City): This happens with you, not to you.
Avoiding “othering” also applies to attending to our attitude towards LE	Respect ways in which LE has a valuable role in our public service systems
There are some things Crisis Response has to learn from LE	Situational awareness, legal requirements
There are some ways of being we do not want to share with LE	Worst-case scenario mindset vs. connection as focus

Steps You Can Take

- Check out Transformative Conflict Theory at: <https://www.transformativemediation.org/>



- Find out if you have a community mediation center in your area.
- Get involved in **shaping a Mediation Response Toolkit** and then potentially apply it locally. Contact mary.naoum@dignitybestpractices.org for more information.
- **Stay up-to-date on Dignity's work and opportunities for collaboration:** bit.ly/DBPinterestform
- Find out more about the **Mediation Response Unit** at <https://www.daytonmediationcenter.org/>

Contact Us



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