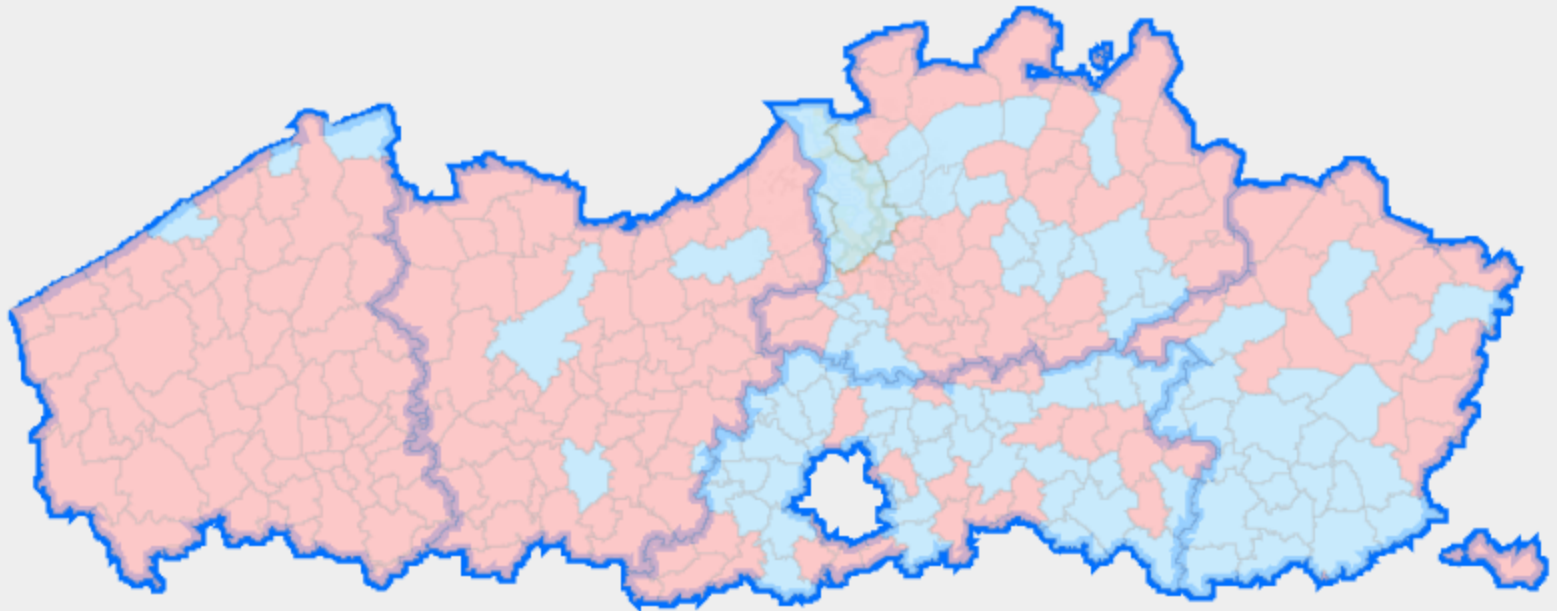


Neighbor Mediation

A Methodology for Safe Conflict Resolution by and for Civilians



Neighbor Mediation in Flanders



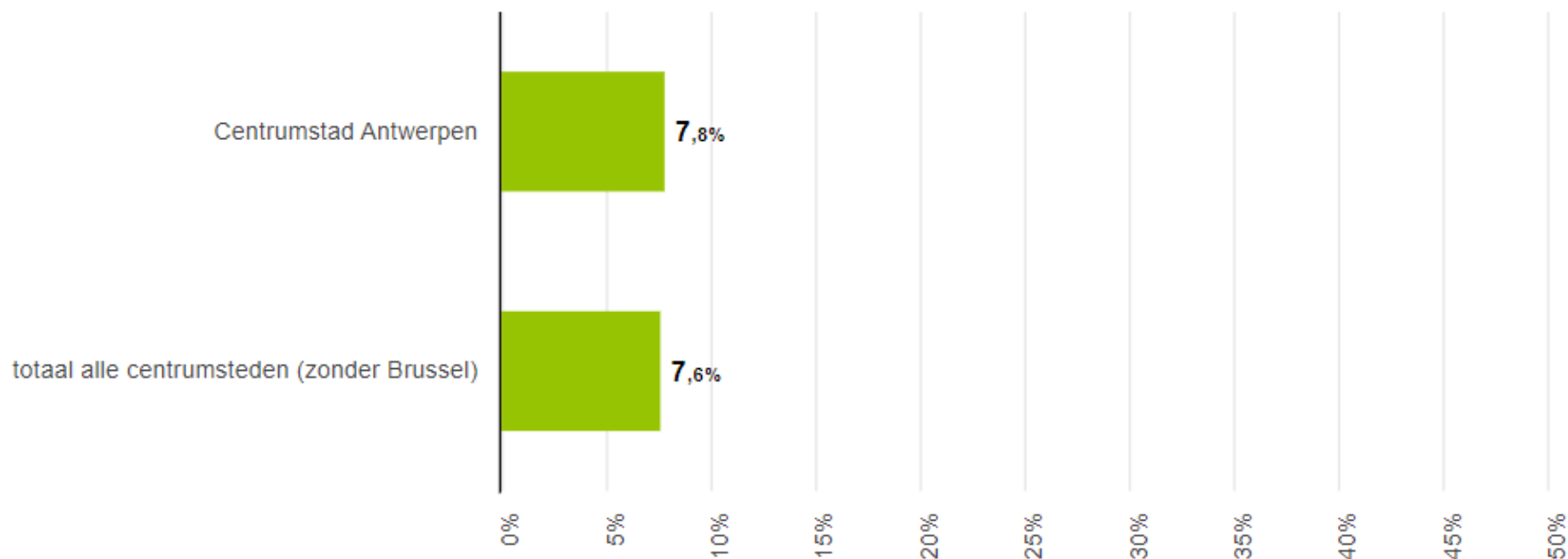


Are you a volunteer?

Commitment and participation

Membership of a neighborhood committee

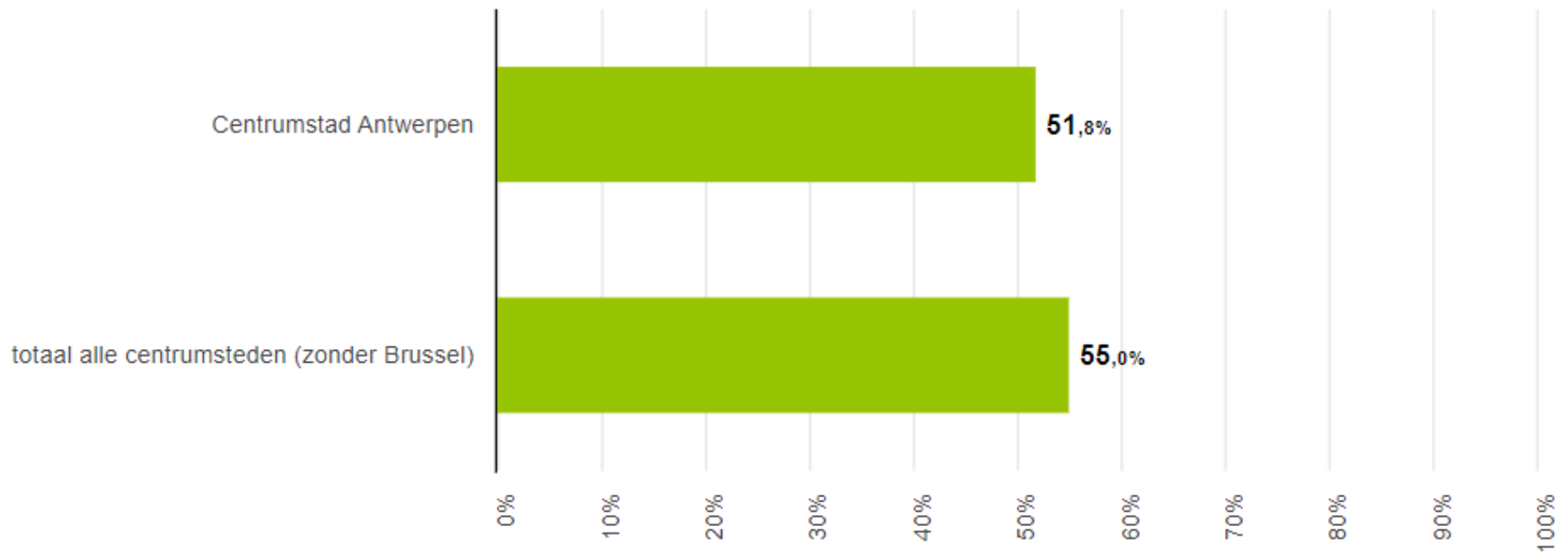
Lid van bewonersgroep | Centrumstad Antwerpen en totaal alle centrumsteden (zonder Brussel)



Commitment and participation

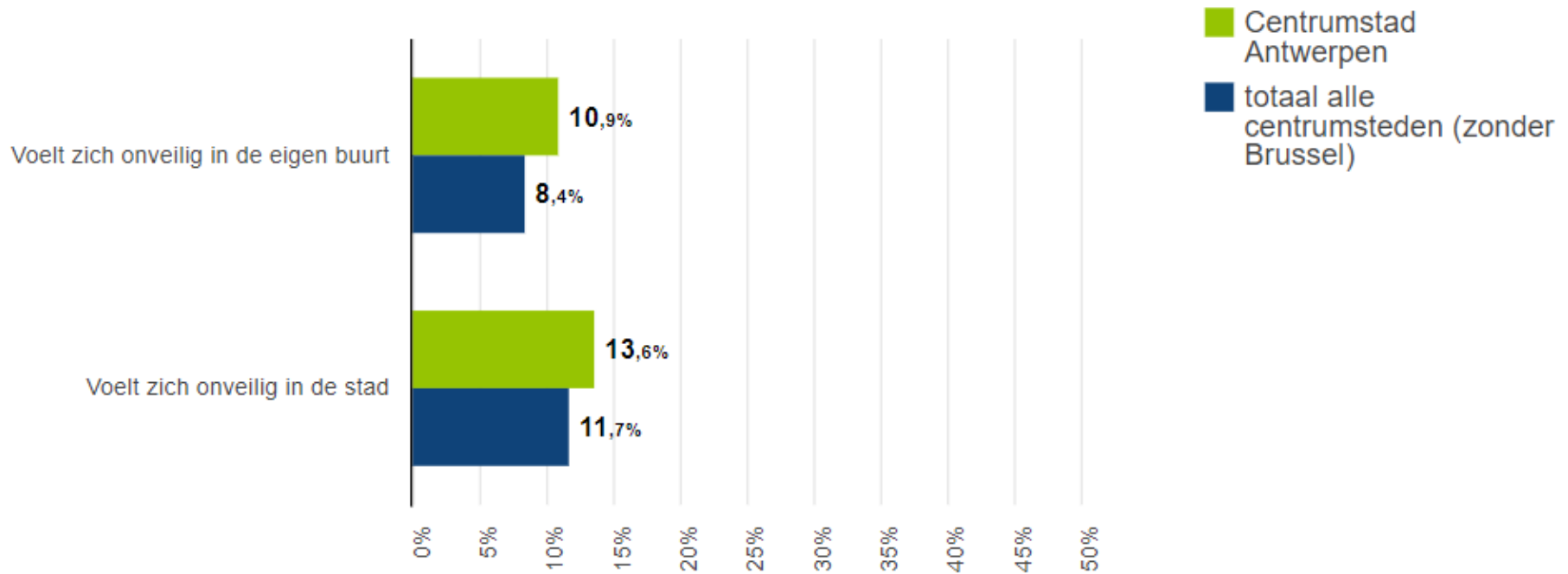
Membership of a club or association

Lidmaatschap van een vereniging | Centrumstad Antwerpen en totaal alle centrumsteden (zonder Brussel)



Global sense of insecurity

Algemeen onveiligheidsgevoel | Centrumstad Antwerpen en totaal alle centrumsteden (zonder Brussel)



Do you have friendly neighbors?

From an unsafe neighbor(hood):

Djoef van de week 1 - YouTube

To a safe neighbor(hood)

<https://youtu.be/JNKYNDenovo>

Vision →

Antwerp residents communicate respectfully with each other.

Mission →

We build bridges between the Antwerp residents by supporting them to handle their neighbor dispute on their own.

Goal →

Communication is restored
The conflict is resolved
The sense of security has improved
Antwerp residents are more empowered

Goal: Empowered Citizens

- Problemen met je buren | Antwerpen
 - Have you talked to your neighbor?
 - We give communication advice (e.g. leaflet 'ik ben een goede buur').
 - What can YOU do?
 - What do you want your neighbor to do?
 - What can you do for your neighbor?
-

Why work with volunteers?

- Accessible
 - Familiarity and connectedness with the city
 - Highly appreciated by neighbors
 - Empowerment of the volunteers is beneficial for their own network (family, neighborhood, city)
-

Voluntary AND professional

Permanent Quality Control

- Professional recruitment
 - Neighbor mediation training
 - Monthly gatherings
 - Intersession
 - Training
 - Workshop
 - Feedback after each mediation session
 - Personal coaching
-

Voluntary AND safe

- Thorough case selection
 - Negotiable?
 - Referral?
 - Police
 - Social, mental or medical assistance
 - Careful case dispatch
 - Staff mediator
 - Volunteer(s)
 - Safety check
 - Previous cases?
 - Partner consult
 - Volunteers work in pairs
 - Alert for signs of unsafety
-

Participation Opportunities

For the Volunteers

- Involvement in recruitment of new volunteers
 - Starring in promotion video
 - Input in subjects for volunteer gatherings
 - Signaling trends or concerns about society or city
 - Active talent scouting
 - e.g. workshop about micro expressions
 - foreign languages
 - Employment for local actions or events:
 - Info stand on social work market or volunteer fair
 - Promotion of 'neighbor day'
-

Participation Opportunities

For the Residents

- Ownership of conflict resolution
 - A way out of possible isolation thanks to better relationship with neighbors
 - Chance to offer ideas and opinions during neighborhood meetings
 - The neighborhood is represented democratically during neighborhood mediation sessions
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Employing Volunteers for Neighbor Mediation

- Can be done in a safe and responsible manner
 - Empowers both volunteers and civilians
 - Creates a safer city environment
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Feel free to ask questions!

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