

## PARTICIPANT QUOTES

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***“It was good to hear what was bothering the civilian. Normally, with an investigation, you don’t get a chance to interact with each other, so this was better.”***

**- Officer**



***“I appreciate this program. It gave me a chance to say what actually happened and clear the air.”***

**- Officer**



***“What I will take away is that people often need to bridge the gap. I tried to put myself in her shoes and we found commonality.”***

**- Officer**



***“The officer really took the time to hear me out and I truly appreciated the chance to speak face to face with him. It’s not often that we get the chance to express our frustrations to those in power in a safe space and feel heard and understood.”***

**- Community member**

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## LEARN MORE

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The following officers are program ambassadors & can speak about mediation:

- Sgt. Willie Jenkins wjenkins@nola.gov
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- Sgt. Randolph Daniel rdaniel@nola.gov
- Off. Nicholas Martin nicholas.martin@nola.gov



# Community-Police Mediation

## INFO FOR NOPD EMPLOYEES

## MEDIATION CONTACT

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*(Images used in this brochure were taken during a practice training and are not of actual mediation sessions.)*

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## HELP TRANSFORM COMMUNITY-POLICE RELATIONS

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Office of the Independent  
Police Monitor



# WHAT HAPPENS DURING A MEDIATION?

Mediation is a **structured** conversation between you and the community member, facilitated by two **specialty trained** mediators.

The two mediators explain the mediation process. Then, they ask you and the community member to share about the incident. The mediators help the participants understand how each other felt during the interaction and what's important to everyone.

You and the community member then can brainstorm solutions or what you want to see happen in the future.

Mediation can end in an agreement. Sometimes, being heard and understood and reaching mutual understanding is enough.

# MEDIATION IS:

- **Non-Judgmental.** Mediators don't take sides or decide who is right or wrong.
- **Confidential.** What is said in mediation stays in mediation, by law. You may speak freely.
- **Voluntary.** All participants come to mediation at your own free will and can end the process at any time. No one is forced to agree to anything.
- **Collaborative.** Mediation is structured to help you and the community member resolve your own dispute.

# WHY MEDIATION?

- Direct, face-to-face conversation with the community member
- Chance to be understood, and to listen, in a safe environment
- Not a punishment process - the participants are in charge of their own process and outcome.
- Builds understanding, trust, and confidence between community and police.

## Officer Participants Satisfied with the Mediation Process

