



Mediate BC Strategic Plan: 2012/13 to 2014/15

One Pager

VISION

- A. A civil society where mediation and other collaborative dispute resolution processes are widely accepted and used
- B. An organization that serves the public interest and supports a community of mediators and other dispute resolution practitioners

MISSION

Leading, promoting and facilitating mediation and other collaborative dispute resolution processes throughout B.C.

CORE VALUES

- Innovation
- Equitable Access
- Teamwork
- Evidence-based Practice
- Collaboration
- Continuous Learning
- Integrity

GOALS:

1. **Awareness:** Raise awareness about mediation and collaborative conflict management through strategic promotion, education and training.
2. **Service Delivery:** Design and deliver quality mediation and collaborative conflict management services throughout BC.
3. **Quality & Innovation:** Foster and lead a community of mediators and conflict experts in BC dedicated to providing the public with high quality and innovative services developed through creative research and evaluation.
4. **Leadership:** Broaden the access to justice dialogue by:
 - a) engaging with other organizations about conflict management structures and processes; and
 - b) advocating for policies and processes based on the finest conflict management values and principles.
5. **Sustainability:** Plan for effective infrastructure to support Mediate BC's growth and development.

VISION

- A.** A **civil society** where mediation and other collaborative dispute resolution processes are widely accepted and used
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MISSION

Leading, promoting and facilitating mediation and other collaborative dispute resolution processes throughout B.C.

CORE VALUES

- **Innovation:** We find new ways to transform and improve access to justice and conflict management through the use of mediation and other collaborative conflict management processes.
- **Equitable Access:** We seek to provide to the public optimal access to conflict management services within available resources, through networks of skilled practitioners.
- **Teamwork:** We achieve personal and organizational goals through working together, supporting one another and celebrating our successes.
- **Evidence-based Practice:** We use standards, quality improvement and continuous evaluation in all training, education and service areas within the organization.
- **Collaboration:** We work with our government and agency partners to develop robust and flexible collaborative conflict management systems for British Columbia.
- **Continuous Learning:** We aim to be a “learning organization,” comprised of people that work together to collectively enhance our capacities to create results that we really care about and to maintain a continual attitude of transformational thinking.
- **Integrity:** We will employ the finest conflict management principles in our work and “walk the talk” to model best practices.

GOALS

1. Awareness
2. Service Delivery
3. Quality & Innovation
4. Leadership
5. Sustainability

STRATEGIC DIRECTIONS

GOAL 1: **AWARENESS**

Raise awareness about mediation and collaborative conflict management through strategic promotion, education and training.

Objectives:

- 1.1 Increase Public awareness about mediation and collaborative conflict management services – and better enable their use and benefit
- 1.2 Deepen the understanding of mediation and collaborative conflict management principles/services among key agencies **within** the justice system while also increasing the profile of Mediate BC as a key resource
- 1.3 Develop new and/or stronger alliances with key groups and agencies **outside** the justice system

Strategies:

- update and implement the communication plan (e.g. social media, public speaking engagements, articles, etc.)
- promote Mediate BC website with the Public and with key organizations within and outside the justice system in Canada and abroad
- provide public education and training about mediation and collaborative conflict management
- respond promptly to all requests for information
- maintain up to date and accessible Roster lists
- initiate and respond favourably to opportunities to partner with key organizations within and outside the justice system
- promote design services to identified service and industry markets

GOAL 2: SERVICE DELIVERY

Design and deliver quality mediation and collaborative conflict management services throughout BC.

Objectives:

- 2.1** Continue administering all of Mediate BC's existing mediation and conflict management services and programs to the highest standard of quality
- 2.2** Strategically **enhance or expand** Mediate BC's existing mediation and conflict management services

Strategies:

- Continue existing programs:
 - the Court Mediation Program
 - the Family Mediation Services program and the Regional Mentoring Program
 - continue to provide information, advice and notice to mediate appointments through the Roster Program
 - support the Justice Access Centres and Family Justice Centres as appropriate
 - continue to administer the Rosters
 - administer Mediate BC's mediator complaints process
- Expand/enhance existing programs or create new initiatives:
 - redesign the Civil and Family Rosters with new tiers and opportunities to join Mediate BC's practitioner community
 - design bridges between the Civil, Family and Child Protection Rosters
 - attract new mediators to the Civil and Family Rosters
 - work with Family Justice Services Division to better manage information on the Child Protection Roster
 - expand the Regional Mentoring Program throughout the province
 - consider new initiatives building on the Court Mediation Program

GOAL 3: QUALITY & INNOVATION

Foster and lead a community of mediators and conflict experts in BC dedicated to providing the public with high quality and innovative services developed through creative research and evaluation.

Objectives:

- 3.1** Facilitate the development and profile of Mediate BC and its Rosters as a central community of mediation and conflict management practitioners

throughout the province

- 3.2 Support practitioners through training, education, and practicum opportunities to achieve and maintain the highest quality of practice standards (i.e. the “gold standard” for mediation services) in BC
- 3.3 Explore, research and develop creative options for new and enhanced collaborative conflict management services

Strategies:

- demonstrate support for practitioners at the local level
- initiate practitioner dialogue through discussion forums and other means
- initiate and coordinate accessible training, education, and practicum opportunities for practitioners
- partner with other agencies as appropriate to achieve these objectives
- carry out research and undertake innovative projects to increase effective options for conflict management and resolution, particularly in collaboration with academic institutions
- encourage evaluation of mediation and conflict management approaches, programs, and projects that use a broad range of criteria and metrics (i.e. beyond just settlement rate)

GOAL 4: LEADERSHIP

Broaden the access to justice dialogue by:

- a) engaging with other organizations about conflict management structures and processes; and
- b) advocating for policies and processes based on the finest conflict management values and principles.

Objectives:

- 4.1 Facilitate dialogue with and **seek input from** our community of mediation and conflict management practitioners about the values and principles that should inform effective policies to advance the public interest around justice issues in BC
- 4.2 Engage stakeholders and the public in dialogue about conflict management structures and processes
- 4.2 **Advocate for principles, approaches and services** that promote the public interest around access to justice
- 4.3 **Advocate for** sound mediation and collaborative conflict management

services as the preferred first option for the Public to address conflict

Strategies:

- keep up to date on legislative changes, research and innovation in the field
- seek opportunities to participate in and contribute to relevant dialogues and forums involving government, the justice system, the public and the community
- contribute wherever possible to policy development through submissions, presentations and engagement in dialogue
- foster key linkages with government provincially and nationally
- develop connections with agencies and potential partners within the justice system
- advocate for effective triage to match the appropriate conflict management process to the needs of the parties and the situation
- advocate for mandatory mediation in family disputes in BC

GOAL 5: SUSTAINABILITY

Plan for effective infrastructure to support Mediate BC's growth and development.

Objectives:

- 5.1** Support and sustain the key functions of Mediate BC including information and communications, use of technology, facilities management, program delivery, and human resources
- 5.2** Carefully analyze and prioritize the allocation of resources to existing and new opportunities
- 5.3** Anticipate, manage, and secure required resources (i.e. funding, technology, people resources) required to realize the priorities of Mediate BC

Strategies:

- develop or enhance Policies and Procedures for identified program, operational and administrative areas
- support staff development and a comprehensive human resources plan including performance management processes
- develop and maintain a facility management plan for the Society's facilities, operating and management systems
- develop/employ decision-making criteria to evaluate new and existing opportunities confronting Mediate BC
- identify and pursue opportunities/sources for funding including creative models of revenue generation
- develop closer relationships with key funding sources