



Mediate BC: Three-Year Strategic Plan

1. Mission statement:

Transforming approaches to conflict through the development and delivery of accessible, inclusive, and innovative conflict resolution services.

2. Areas of Work:

a. Rosters

Ensuring qualified conflict resolution practitioners with diverse backgrounds, approaches, and identities are available to support the public's conflict resolution needs.

Mediate BC manages rosters of conflict resolution practitioners that provide a broad range of services reflecting community needs. Our conflict resolution practitioners meet rigorous standards of knowledge, skill, and experience for roster admission. They commit to our Standards of Conduct and continuing professional development. We offer a growing number of designations that assist the public in identifying practitioners with specialized knowledge and experience.

b. Training

Offering accessible, inclusive, and innovative conflict resolution training to meet community needs.

Mediate BC develops and delivers accessible, inclusive, and innovative conflict resolution training. We draw on decades of experience when supporting conflict resolution practitioners' knowledge and skill development, and we deliver learning opportunities that address gaps in training and professional development. We also offer tailored training programs for organizations and communities.

c. Public Education

Providing the public with information and resources for conflict resolution.

Mediate BC provides conflict resolution information and resources to the public. Our public education efforts include conflict navigation services, online resources, clinics,

presentations, workshops, and public engagement through social media. We support and supplement the services offered by partner organizations to ensure they have appropriate conflict resolution information and resources for their clients.

d. Research and Innovation

Leading change in conflict resolution through research, partnerships, and innovative projects.

Mediate BC works for transformative change in the field of conflict resolution that will advance reconciliation, improve access to justice, and increase use of collaborative decision-making processes. We achieve this goal through applied research that generates evidence to guide conflict resolution policy and practice. We also undertake innovative service delivery projects and community partnerships that are informed by our research.

e. Conflict Resolution Programs

Designing and managing flexible and responsive conflict resolution programs.

Mediate BC provides accessible, skillful, and ethical conflict resolution services to the public, emphasizing service to diverse groups and communities. We design and manage programs that deliver specialized conflict resolution services to clients, including First Nations and Indigenous agencies, all levels of government, not-for-profits, businesses, and community organizations. Our programs include management of child welfare mediation throughout the provincial government, appointment services for civil and family disputes, and co-facilitation appointment services to support multi-party conflict resolution.

f. Our Foundation

Built on a commitment to a healthy, inclusive, and sustainable organization.

Mediate BC is committed to reconciliation, equity, diversity, and inclusion as fundamental organizational values. Our ability to achieve our vision is possible through our commitment to these values as well as a strong and resilient organizational foundation. We achieve sustainability by ensuring a healthy workplace culture, appropriate funding, governance, policies, and succession planning.