

## Our Mission

The mission of APADRC is to provide conflict resolution, mediation and peace-building services to diverse, low-income communities and schools.

## Background

The Asian Pacific American Dispute Resolution Center started in 1989, shortly before the Los Angeles Uprising, and was immediately tested as an organization that can bring peace between communities. APADRC staff jumped right into the fray and was mediating conflicts between African Americans and Korean Americans, sometimes directly amidst the burnt out buildings in South Los Angeles. Since then, we have found our niche in providing mediation services to the diverse, complex communities of Los Angeles.

## What is Mediation?

Mediation is an inexpensive, quick and effective way to solve conflicts. Mediation is facilitated by a neutral third party called a mediator who is trained in mediation and conflict resolution skills. The process is voluntary (all sides must agree to do it) and confidential (what is said and heard by the mediator or disputants will not be disclosed to anyone). Mediators provide a neutral space to help people reduce the barriers to communication so they can speak safely and openly. Mediators are not judges or attorneys and the resolution will ultimately come from the parties involved in the conflict.

## What Makes Us Unique?

1. We are the only organization in the country that specializes in providing mediation and conflict resolution services to the diverse, multilingual, low-income Asian/Pacific Islander community.
2. We provide mediation services in several Asian languages including Korean, Chinese (Mandarin and Cantonese), Japanese, Tagalog, Vietnamese, Thai, Hindi and Urdu as well as English and Spanish. No other mediation center has this type of language capacity. It makes our work more challenging and time consuming but we exist to fulfill this need.



Photo | Front - Mother and son after a successful mediation resulting in the two developing a plan to communicate better with one another.  
Back - APADRC mediators.

3. We have become good at working in schools with diverse cultures; the schools we serve have a population that is about 60% Latino, 22% African American, 10% Asian/Pacific Islander and 8% other.

So many problems, yet so little time..

We can help with that.

## Asian Pacific American Dispute Resolution Center :

Spreading Seeds of Peace

## Contact

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Supported by the Los Angeles County Dispute Resolution Program Administration

Please support APADRC through APCF. To learn more, visit [www.apcf.org](http://www.apcf.org).



# Community and Intergroup Conflicts Program (CIC)

CIC is the only program in Los Angeles County that is able to provide low cost and free conflict resolution services in multiple Asian languages and Spanish. The program assists community members in resolving their disputes without going to court.

CIC services include:

## Mediation:

- Family Disputes** (parent/child conflicts, couples issues, divorce).
  - Housing** (landlord/tenant, neighbor/neighbor).
  - Workplace** (wage issues, employer/employee, employee/employee).
  - Business** (consumer/merchant, debt collection).
  - Seniors** (family issues, caretaker/patient).
  - Organizational** (within/between organizations).



## 2. Group Dialogue Facilitation:

APADRC facilitators help groups that encounter difficult challenges and need assistance in designing and facilitating productive meetings to achieve exceptional results.

## 3. Community Workshops:

APADRC offers a variety of informational workshops for the community to help improve conflict management and communication skills.



Photo | Annual Convensy Awards Reception

# Training Services

Many agencies experience internal and external conflicts that hamper the efficiency of the organization. APADRC tailors each training to the organization's needs and circumstances.

## For Organizations:

- Provides employees/members with communication skills to navigate conflict.
- Helps individuals learn to self-reflect and identify the things they have the power to change.
- Helps individuals understand cross-cultural issues that affect social interactions.
- Teaches skills to diffuse difficult situations.

## Individual/Mediator Training Teaches:

- The theory of how conflict occurs and how to manage it.
- Cross-cultural understanding and communication.
- Life skills that can help in the success and longevity of relationships.

# Peace Makers and Mediators (PM<sup>2</sup>)

PM<sup>2</sup> is the youth component of APADRC that provides Peer Mediation and Conflict Resolution programs to schools. Our goal is to be proactive in diffusing school-based fights and misunderstandings among students, teachers, administrators and parents.

The services provided include:

- Training students, teachers, and parents in conflict resolution skills.
- Helping schools develop and implement peer mediation programs.

## Impact of PM<sup>2</sup> :

- Reduce suspensions and expulsions by as much as 25% to 50%.
- Reduce violence, physical fights and large group conflicts.
- Improve academic performance by keeping students from being suspended and missing school.

