

ESCRO Mission and Purpose Statement *(developed by Winter 2014 DR7890 team)*

ESCRO (East Side Conflict Resolution Outreach) believes that vibrant, safe communities are built when people find support to constructively manage their conflicts, build their conflict resolution skills, and give back to their communities. ESCRO is an innovative project supported by the Master of Arts in Dispute Resolution Program at Wayne State University. Our diverse team comprises conflict engagement specialists who can provide various direct services to help community members creatively respond to and manage conflict.

Our Services

We seek to provide the following services:

- Mediation for parties experiencing conflict
- Conflict Resolution Training covering a variety of CR approaches
- Individual Conflict Coaching (to help prepare a person to engage a conflict on their own)
- Peacemaking/Peacekeeping skill development and support
- Meeting and Group Facilitation
- Conflict Resolution Consulting for Organizations
- Promotion of a “Third Sider” ethos and a culture of shared responsibility for conflict resolution in the community
- Continuing Education Opportunities for conflict Specialists, volunteers, and community members
- Professional Development Workshops for a variety of topics and audiences
- Networking Opportunities to engage volunteer mediators, conflict interveners, and students and alumni from WSU’s MA in Dispute Resolution

Our Team

The ESCRO team is comprised of students from the Masters of Arts in Dispute Resolution Program at Wayne State who are near the end of their coursework, as well as seasoned conflict resolution professionals and volunteers, and faculty from Wayne State University. Our team values and promotes the diverse cultural, ethnic, educational, and professional backgrounds of our conflict engagement specialists.

Our Partnerships

Safe and strong communities are not created by one group of people alone. ESCRO partners with the local court system, schools, police departments, libraries, faith-based organizations, neighborhood residents, local businesses, and other nonprofit organizations. ESCRO also collaborates with the court systems to help individuals resolve their conflicts, seeking to extend mediation and conflict resolution capacities into the local community. We welcome collaborative work with organizations who are also committed to the safety and vitality of the East Side Community.

Our Values

Our services should be democratic in nature and participatory at all levels. We seek to include constructive communication practices in the design of our programs. We believe that conflict is an integral part of life, and that it can be engaged in ways that are helpful, rather than harmful. Constructive conflict resolution must embody a combination of individual responsibility to address conflicts productively and community support to create forums and opportunities for this work.

Our Promise

We are committed to upholding the highest standards of professional integrity. Our conflict engagement specialists have achieved a high level of professional skill and continue to receive ongoing education in order to better serve our community. We consider the ethical implications of our choices based on best practices for a given area of intervention. ESCRO provides timely, open and transparent communication through the appropriate channels within our group and in our contacts with our various stakeholders.

Adopted May 25, 2014