

Continuing Education

Multi-Door provides its mediators with free in-service trainings and seminars. These events are held in the Division's offices. Seminars at Multi-Door are meant to refresh mediators' skills and further enrich mediators' knowledge base in alternative dispute resolution-related topics.

Two-Year Term Requirements

Once mediators have been added to the Multi-Door roster and completed their probationary year, they are given a two-year term. Mediators must complete several requirements during their two-year term in order to be eligible for renewal.

Mediation Activity: Mediators must meet the activity requirement for the program in which they mediate. The specific requirements vary by program and are outlined during the application process.

Continuing Education: Mediators must complete 12 hours of continuing education each two-year term. It is not required that all of these classes be taken at Multi-Door. Select courses offered by other organizations may be used to fulfill part of the continuing education requirement at Multi-Door.

Peer Review: Once each term, mediators are observed by a senior Multi-Door mediator or staff member. The peer review allows Multi-Door to ensure that the Division continues to provide excellent service to the public.

Important Links

To learn about Multi-Door mediation programs and how to become a mediator in one of Multi-Door's programs, please visit our web page.

Multi-Door Home Page:

<https://www.dccourts.gov/superior-court/multi-door-dispute-resolution-division>

To download the Open Enrollment application:

www.dccourts.gov/mediators (Select "Open Enrollment" tab)

To sign up for e-mail notification about training:

www.dccourts.gov/mediators (Select "Applying to Mediate at Multi-Door" tab)

Our training mailing list is the primary way we communicate information about upcoming trainings. If you are interested in training and mediating with us, you are highly encouraged to add your email address onto our mailing list at the website above. Thank you for your interest in getting involved at Multi-Door!

Multi-Door Dispute Resolution Division

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<https://www.dccourts.gov/superior-court/multi-door-dispute-resolution-division>

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Volunteer Opportunities



The courts of this country should not be the places where resolution of disputes begins. They should be the places where the disputes end after alternative methods of resolving disputes have been considered and tried .

-Justice Sandra Day O'Connor

Jeannie M. Adams, Division Director

Volunteering at Multi-Door

Thank you for your interest in volunteering with the Multi-Door Dispute Resolution Division of the District of Columbia Superior Court. Multi-Door has made a commitment to provide the residents of the District of Columbia with comprehensive, high-quality mediation programs. We are excited that you would like to be part of that commitment!

Volunteer mediators become part of our program in one of two ways: our basic mediation training or Open Enrollment.

Trained mediators with significant mediation experience may apply to join Multi-Door through a process called Open Enrollment. Please see the Open Enrollment section of this brochure for details.

For volunteers new to mediation, Multi-Door provides a basic mediation training that is specialized to the program in which they will mediate. Multi-Door offers specialized training in the areas of its programs: civil actions, family, landlord & tenant, small claims, tax, probate, and child protection.

Volunteers who do not qualify for Open Enrollment must apply and be selected for basic training, through a competitive process. Our basic mediation training is offered only on an as-needed basis, so seats are limited. Announcements of upcoming basic trainings are made via our email list serve. Please see the back of this brochure for instructions on signing up for the list serve.

Open Enrollment

Open Enrollment is a process reserved for trained mediators with significant experience mediating cases, preferably in a specific area of expertise. Volunteers with experience mediating cases in other jurisdictions, in community programs, or in private practice may qualify for this enrollment process.

When considering open enrollment candidates, Multi-Door looks for elements such as basic training, program-specific training, experience mediating, recommendations from mentors/supervisors and mediation participants, and a statement of personal interest.



Certain programs require additional information from applicants. The application process is explained in detail on our webpage at www.dccourts.gov/mediators. (Select the "Open Enrollment" tab.)

Candidates may download and submit the Open Enrollment application year-round. Applications are reviewed on a rolling basis.

Please see our website for complete details on our training program and Open Enrollment. Instructions for accessing the website and related documents are on the back page of this brochure.

Next Steps

Basic Training: After a candidate has completed training, Multi-Door will pair him or her with a mentor who is an experienced mediator in the same program. All new mediators in the program are required to complete a mentorship. The length of mentorship will be determined by the mediation program as well as the new mediator's progress and comfort level.

Once mentorship is successfully completed, Multi-Door asks volunteer mediators to mediate 3 sessions without a stipend. Thereafter, a stipend is paid for participation at Multi-Door.

New mediators are required to make an initial, one-year commitment to mediating at Multi-Door, at the frequency of 2 sessions per month*. Once the one-year commitment is fulfilled, a mediator may request a certificate of training completion. This quality-control measure ensures that Multi-Door provides excellent service to the public, and it allows new mediators to discover if mediation is right for them.

** Frequency of sessions may vary by program. Specific requirements for the one-year commitment are included in the training announcement and application.*

Open Enrollment: Mediators accepted via open enrollment may be required to complete an abbreviated mentorship, to acclimate them to Multi-Door standards and practices. They also serve a probationary year and are eligible to receive stipends.