



CAPE
MEDIATION

Mediator's Break

Monthly news & updates

July, 2022

REVISED EDITION

We were made aware that the link in our original July 1st Newsletter to the Barnstable County Bar Association and their newsletter was hacked, please discard. We are sharing this **new Revised July Edition of our newsletter** and have deleted all links to the Bar Association from this edition. All remaining links have been thoroughly re-tested. Thank you.



True patriotism springs from a belief in the dignity of the individual, freedom and equality not only for Americans but for all people on earth, universal brotherhood and good will, and a constant striving toward the principles and ideals on which this country was founded.

- Eleanor Roosevelt

EVENTS AND HAPPENINGS AT CAPE MEDIATION



Mediator's Break
-- our monthly newsletter --
is now accessible on our website



Want to reference an old newsletter but your inbox is, well, a little overwhelming and you'd rather not scroll back to find the needle in the haystack?! Don't fret -- now you can access our Newsletter from our website, www.CapeMediation.org, along with archives.

[Click Here to View Newsletters](#)

Skill of the Month

We hope everyone who attended the inaugural Skill of the Month Discussion about listening enjoyed it and found it useful.

We'd love to hear your feedback on how we can make it better, such as:

- Zoom meeting protocols (try breakout rooms, try raised hand feature, etc.?)
- Skills you'd like to focus on?
- Use of prompts vs. an article to use as a basis of discussion?

We're looking forward to our next Skill of the Month feature in September. Please don't be shy about sharing your feedback with us – we want our next Skill of the Month Discussion to be even better!



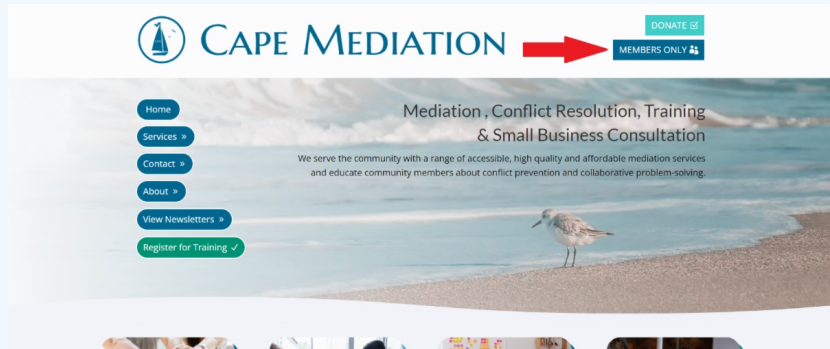
Please send any feedback to Peter at peterkelsey@capemediation.org

Our Cape Mediation website Members Only Page is Live!

We're excited to share that the Members Only page on the Cape Mediation website has launched!

The page includes an events calendar for all Cape Mediation events – workshops, debriefs, open board meetings, etc.

More members only features will be added soon.



To request access to this page please email Peter at peterkelsey@capemediation.org

Help Cape Mediation Promote Diversity, Equity and Inclusion

Cape Mediation is committed to improving diversity, equity, and inclusion within our organization and to ensuring that all communities on Cape Cod have access to our services, but we need your help. Please be sure to watch your inbox for our short Cape Mediation survey for staff, volunteers and board members.

What other volunteer activities are you involved with? *We want to know!*

What other volunteering or continuing education activities have you been up to? How do you use your mediation skills in your personal or professional life? Have you completed new conflict management trainings since you joined Cape Mediation? We want to know!



[Click Here for Brief Survey](#)

Google Groups

As many of you are aware, our Google Groups chat is a great forum for sharing activities related to mediation. If you're doing something you think other volunteers would be interested in, we encourage you to share information about it – either on Google Groups or email [Anne](#). (She will happily post in on Google Groups for you.)

We appreciate your willingness to share these opportunities with our community!

Join Me in Wishing Much Success to Ella

About a year ago I received a phone call from a young law school student living on Cape Cod. She had taken courses in mediation at school and was interested in the opportunity to intern with us so that she could learn more about Dispute Resolution. I was immediately impressed by this young woman and hired Ella as an intern for the summer in our Housing Mediation Program. The summer came to a close much too soon, and when I phone Ella to ask if she would like to stay on as a part-time Program Associate with Cape Mediation I was very excited that she agreed!

Over the past year Ella has taken on many different roles at Cape Mediation. In addition to assisting in our Housing and Small Claims Mediation Programs, Ella has taken on our monthly newsletter, weekly social media content, and assisted our remote mediation training team. This past spring Ella successfully completed our inaugural remote Basic Mediation Skills Training and is now a fully trained mediator and on our roster of volunteers!

At the end of June Ella stepped-down from her duties at Cape Mediation to focus on completing her law school education by the end of the summer. Although Ella has been with Cape Mediation only a short time, she has made a large impact on the quality of services we provide. Ella is intelligent, thoughtful, talented, and insightful. It has been a privilege to work with you, Ella, and I will miss you. I am sure everyone at Cape Mediation joins me in wishing you all the best and much success in all that you do in the future!

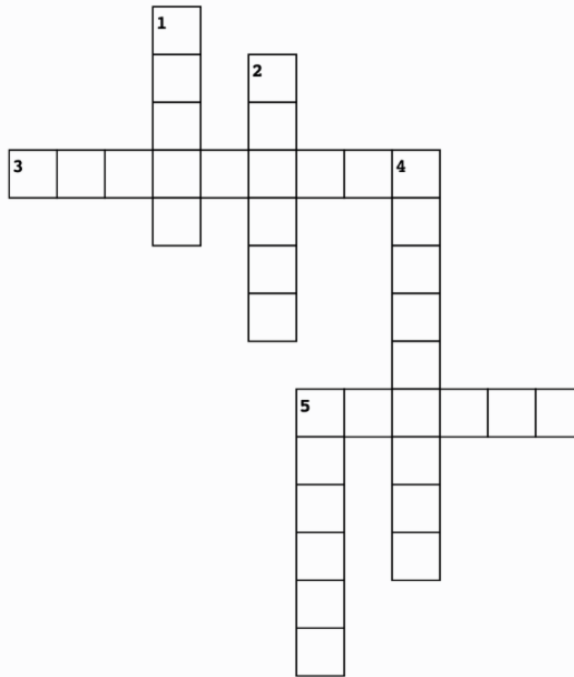
~ Anne Tessier

Staff Brunch

The sunny weather is back on Cape Cod and the Cape Mediation staff took advantage of the nice weather to gather together outside for brunch on Tuesday. It has been over two years since we have been together in-person, some of us have never even had the chance to meet outside of Zoom! Maura, Elaine, Cathie, and Ella joined me and it was so much fun to see all of you! It was wonderful to have a chance to catch-up with each other, and also to send good wishes to Elaine and Ella. We had a special guest, board president, John O'Toole, stop by to join us! We met at the **Onset Beach Patio & Grille** overlooking the Cape Cod Canal and want to thank everyone at the Grille for their friendly service and wonderful food. It really was such a pleasure to see all of you! We wish everyone a safe and healthy summer.

Mediation Crossword Puzzle

Have fun and learn a few new things!



Across

3. Move from _____ to interests
5. 7% of communication is _____

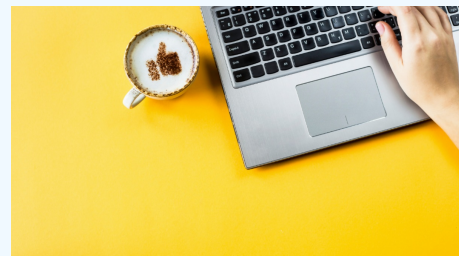
Down

1. 38% of communication is _____
2. The process is your _____
4. _____ each side: So for you this is about...
5. 55% of communication is _____

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Donate to Cape Mediation with Amazon Smile

We're on Amazon Smile if you'd like to make donations at no cost to you - just follow [this link](#) and for every purchase you make on Amazon, Amazon will donate 0.5% of the price to Cape Mediation. It may not seem like much, but it all adds up!



Follow us on social media

Want to stay in touch on a platform that isn't email? Follow us on Instagram or Facebook where you'll find up-to-date information, workshop and training announcements, and more!



Whether you are an active remote mediator or conciliator, want to keep your skills sharp, or want to learn more about our remote process, please join us as we debrief our sessions and discuss what is important to you.

During the debriefing we talk about which mediation skills worked best and what other skills might have been used in a mediation. We start by giving a brief summary of the case, and then focus on challenges and skills without rehashing

facts and parties in a case.

For those of you who like to plan ahead, debrief dates scheduled for July will be on the 7th and 21st from 4:00 p.m. - 5:00 p.m.



National Ice Cream Day is July 17th

While there might be some disagreement about the best ice cream flavor, I think we all agree ice cream is a real crowd-pleaser.

The dairy industry, however, can be a contentious place—disputes involving farmer/neighbor conflicts, leases, equipment purchases, delinquent loans, etc. are common, just as in any industry.

That's where mediation comes in. Since 2002, MOPC has been providing a range of services for agricultural issues through its USDA-sponsored MA Agricultural Mediation Program, which

you can learn more about [here](#).

Furthermore, mediation skills can also be applied to working in the food industry. As many of us have experienced, tensions can run high in the food service industry, especially during the busy summer months. This article, [linked here](#), has a section on handling customer complaints, diffusing anger, and moving to the problem-solving stage, which the authors acknowledge is a special application of conflict resolution skills; it is also strikingly similar to the mediation steps and skills we follow here at Cape Mediation.

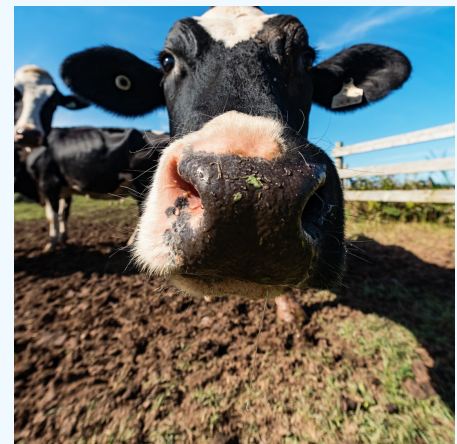
The authors cast customer complaints in a positive light, as “...an opportunity to find out what mistakes your company has made and to correct them, turning dissatisfied customers into satisfied ones.” They then lead the reader through the distinct conflict resolution steps, reminding us that “[y]ou must deal with the emotion and upset before you can solve the problem.” And once that step is complete, the mediator can then ask “...the customer what he or she would like done to resolve the situation.”

Finally, the article, ***Food for Thought - How Food Might Serve You at a Mediation***, written by Scott J. Silverman, former circuit court judge in Miami's Eleventh Judicial Circuit, turned full-time neutral at JAMS is worth a read and goes as far as suggesting that food might help mediations.

Silverman explores how police manage to get suspects to voluntarily confess to crimes, identifying clever questioning, sometimes paired with “confessionary cuisine,” as the answer.

Comfort foods loaded with saturated fats and calories can make answers easier to obtain from a suspect, Silverman writes.

But what about food helping mediations? We're all aware of the studies suggesting that food



can affect one's mood – that food can get people talking or relieve anxiety...so Silverman might be onto something!

In any case, this summer we encourage you to keep it cool. Don't have a meltdown. And channel the coolness and composure of a freshly scooped cone of ice cream.

SUPPORT CAPE MEDIATION

Your donations help us continue to provide high quality dispute resolution services to our community. For a small organization like Cape Mediation, the cliché "every dollar counts" holds true.

[Click Here to Donate](#)



A FEW WORDS FROM THE EXECUTIVE DIRECTOR

Moving pieces on a chess board, that is what someone said to me recently when we were talking about all that has happened over the past month -- and I agree! Our coordinators, Susan Largay and Cathie Pietrafitta, developed a new skill-building workshop for volunteers, "Skill of the Month." The first workshop was held in June with a great volunteer turnout! The next workshop will be held in September, you won't want to miss it! Peter launched our much-awaited "Members Only" page on our website for staff and volunteers to keep up with events, workshops, debriefs and more! Contact [Peter](#) to join. The staff was so excited to finally get together for brunch in-person! We hope to do it again later in the summer when more of us can join in! We are also very excited that Debbie Fish has agreed to get involved with Cape Mediation's mission to improve Diversity, Equity and Inclusion in our organization and to help us learn how we can reach even more people on Cape Cod so that our services are available to everyone who seeks them. Please watch your inbox to learn how you can help! Finally, Ella is stepping down from her work at Cape Mediation to finish to her law school education. We will miss her, but look forward to her joining us as one of our newest mediation volunteers! As with pieces on a chess board, Peter will be taking over for Ella on the newsletter and social media posts. He has big shoes to fill, but we are very excited to have him and I am sure he has big things in store! Stay tuned -- and Happy Summer to all!



July 2022

Cape Mediation Discussion & Debriefs are offered on Thursday afternoons at 4:00 PM.

Thursday, July 7, 2022, 4:00 PM - Discussion & Debrief for Mediators and Conciliators. Whether you are an active remote mediator or conciliator, want to keep your skills sharp, or want to learn more about the remote process please join us. **Contact us** to join the discussion or look for the notice in your inbox.

Thursday, July 21, 2022, 4:00 PM - Discussion & Debrief for Mediators and Conciliators.

Whether you are an active remote mediator or conciliator, want to keep your skills sharp, or want to learn more about the remote process please join us. **Contact us** to join the discussion or look for the notice in your inbox.

VOLUNTEER AVAILABILITY FOR JULY

If you have not already signed-up, please send us your available volunteer dates by clicking the button below. We offer mediations and conciliations remotely Tuesdays through Fridays.

If you have not mediated or conciliated remotely, consider giving it a try. We will pair you with an experienced remote volunteer and we are sure once you try it, you'll like it!

MY JULY AVAILABILITY DATES



BUILDING BRIDGES NOT WALLS WORKSHOP

We've hosted a number of successful in-person workshops this spring at the Truro Public Library. If you missed out, not to worry! We plan to offer more workshops at the Library this fall — stay tuned for dates and times.

To learn more about the Workshop



July 23 & 24 **Brewster Summer Arts & Craft Festival**
Drummer Boy Park - Brewster, MA
Arts ~ Crafts ~ Foods ~ Music

10th Annual Brewster Summer Arts & Craft Festival

What better way to enjoy a summer weekend than with some outdoor arts & crafts shopping!

Dates:

Saturday July 23 & Sunday July 24, 2022

Location:

Drummer Boy Park, Main Street (Route 6A) Brewster, MA

Details:

Free Admission, Rain or Shine and Friendly Pets on a leash are welcome.

[click here.](#)

[Click here](#) to learn more and to view the Exhibitor List.



YOU CAN NOW SUBMIT YOUR REQUEST FOR MEDIATION OR CONCILIATION SERVICES ONLINE

Submitting a request to schedule a Mediation or Conciliation is now easier than ever, just visit our website at [**CapeMediation.org**](http://CapeMediation.org) and fill out a **Request for Services** form. After we receive your request, one of our experienced case coordinators will contact you to learn more.

*You may also reach us by phone at 508-240-1717 or by **email**.*



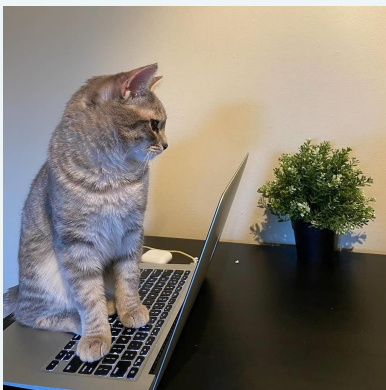
BOOKS & BEYOND

During a recent Discussion & Debrief, Cape Mediation mediator, Maggie F., commented "I always walk away learning something [from a mediation]." Maggie's words reminded us of an article shared by John O'Toole, another one of our capable and caring mediators. We encourage you to check out this NYT Op-Ed by columnist David Brooks, titled ***The Greatest Life Hacks in the World (for Now)***. Brooks shares "...priceless life hacks to help you float effortlessly through the miasma of modern existence...the kind of bits of golden wisdom that get earned over decades of experience but that can be shared for free."

We hope the article serves as a reminder that no matter our expertise, we continue to gain knowledge and wisdom as we read, listen, and experience, re-adjusting what we already know to shape us even more finely as we move ahead!

*Have you read any good books or online articles lately? Do you have a favorite book or article on Dispute Resolution? If so, please **contact us** and we'll share it in the next issue of Mediator's Break.*

Please visit [**CAPEMEDIATION.ORG**](http://CAPEMEDIATION.ORG) for up-to-date information, current job openings and more!



INTERESTED IN BECOMING MORE INVOLVED?

If you are interested in becoming more involved in any of our programs, please **reach out!**

Additionally, if you are interested in volunteering in our Remote Dispute Resolution programs, but are unsure about the process or technology, we want to help! We will schedule you for to observe or pair you with someone with experience in telephone and videoconferencing to help. **Contact us.**

JOIN THE DISCUSSION ON CAPE MEDIATION'S GOOGLE GROUPS DISCUSSION BOARD!

We invite you to join our virtual Dispute Resolution email discussion group where we share information about job opportunities, news and articles about the world of Dispute Resolution with the

volunteers, mediators, conciliators and staff at Cape Mediation. This group is open to all Cape Mediation staff and volunteers. If you have not already joined, please **[contact us to join.](#)**

Not Receiving Our Email Notices?

We send out notices during the month including our monthly volunteer sign-up sheet and workshop updates, and we share other news and information that arises. If you are not receiving these emails, try checking your Email Promotions and Spam settings. If that doesn't do the trick, let us know, so we can be sure you are on the right lists. **[Contact us.](#)**

More Information

Quick Links

[About Us](#)

**[National Association
for Community Mediation](#)**

**[Community Action Committee of Cape Cod
and the Islands](#)**

[Resolution Massachusetts](#)

[Mass Law Libraries](#)

COVID-19 Information on Cape Cod

[Barnstable County Helpline for COVID-19](#)

[Related Questions: 1-774-330-3001](#)

Monday through Friday, from 8 AM to 4 PM

[Barnstable County Medical Reserve Corps.](#)

Information Surrounding the Pandemic

For up-to-date information on changes as a result of circumstances surrounding the pandemic, visit the **[Mass.gov](#)** website.

Court System Resources

COVID-19 Eviction Information

Protect Your Information Online

Donate Today

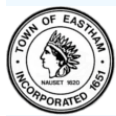
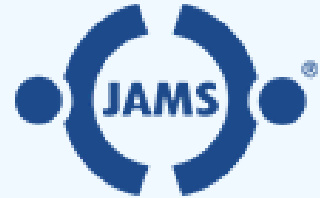
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MASSACHUSETTS



**Massachusetts Office of
Public Collaboration (MOPC)**

