

Mediator's Break

Monthly news & updates
August 2023



"... I was reassured in the fact that I have mediator's breaks, a coordinator, and a co-mediator to call on need be..."

Peter Kelsey

Events and Happenings at Cape Mediation

New Perspectives - During Advanced Practice Training By: Peter Kelsey

Joining Cape Mediation in the beginning of the pandemic I have run tech support almost exclusively on remote mediations. Near the end of July, I had the opportunity to formally observe my second mediation. Being able to step back from the tech support role to focus on taking notes and putting myself in the position of a mediator revealed was quite a different perspective. While I was able to pick out the important facts of the mediation, it was difficult not to assess the validity of parties' conflicting claims. In the debrief after, I was reminded we should only relay what has been said, and not focus our energy on who might be "right" or "wrong" or any evidence. I also couldn't help but feel nervous during parts of the observation, not knowing whether I would have been able to transmit some facts from one party to another while remaining neutral. While the highly experienced mediators graciously carried past these qualms, I was reassured in the fact that I have mediator's breaks, a coordinator, and a co-mediator to call on need be. Overall I am grateful to have been part of the process, observed such experienced mediators, and look forward to mediating my first dispute!

Discussion and Debrief

We are excited to share the highlights of our recent discussion and debrief session held on July 20th. During this dynamic session, our community came together to explore the strengths and challenges within our mediation practice. One key challenge that emerged from

our conversation was the complexity of mediating cases involving multiple parties. We engaged in thought-provoking discussions, exchanging valuable insights and strategies to tackle these challenges head-on. After a short break in June to focus on our basic mediation training, we are thrilled to announce that our discussions and debriefs will now be held regularly every other Thursday at 4pm. We invite you to mark your calendars and join us for engaging sessions that promise to enhance our mediation skills and foster a supportive community. This article by Massachusetts Dispute Resolution Resources outlines some effective strategies to curve any uncertainty when facing multi-party disputes. [Click here for the article.](#)

Observing Mediations In "Real-Time"

By: Peter Kelsey

The difference in observing an in-person and remote mediation was not as big as I had imagined. I found in-person mediation to not be as intimidating as I thought, and I found it easier to control the dynamic between parties and mediators. Not having the slight delay in voice online, avoiding tech issues like parties disconnecting, or not having parties talk over each other as much allowed for a smoother flow. Being in-person, I also felt there was an increased level of respect for the mediation process and each other. Of course, this obviously changes from case to case, but I thought not just having "floating heads on a screen" helped humanize the situation. On the other hand, the benefits in offering remote dispute resolution are also blatant. Many cases involve parties who cannot physically attend mediation, most commonly due to work conflicts. Being able to offer services to these folks is just as important and fulfilling.

You Can Make A Difference Support Cape Mediation's Youth Program

The Cape Mediation Youth Conflict Resolution Program offers new ways to help young people learn to cope with the challenges they face every day by learning to incorporate conflict management tools into their daily lives. You can make a difference in the lives young people. Won't you consider giving to our youth programs, so that we can start them on a healing path and help them to help others? Any contribution is welcomed and we hope that you are as excited by this initiative as we are. Visit us on the web at CapeMediation.org to [donate today.](#)

Thank You to Our Newest Funder!



The Cape Cod Five Foundation

We want to send a special thank you to the Cape Cod Five Foundation for their recent grant in support of our Youth Conflict Resolution Program. Our program has quickly grown from the first pilot program at Nauset Regional High School in 2021 to include programs at the Cape Cod Lighthouse Charter School and the Provincetown IB School. Their generosity will help us continue to serve our communities on Cape Cod by teaching young people the skills to help them better manage conflict as they become young adults.

A New Fiscal Year

By: Adrienne Watson

July 1, 2023 marked the start of a new fiscal year for Cape Mediation. Since the 1st, we have looked back on the progress made in the last year and we are very proud of Cape Mediation's accomplishments. Our Youth Program has grown and evolved, helping our younger generation develop a valuable skill set and the program will continue to develop as we move into the next year. Our new Mediation Training launched and successfully completed its first session in May and June of 2023 and provided several individuals the opportunity to develop their resolution skills. In June we held our first in person board meeting in 3 years which staff and volunteers were welcome to join. We hope to continue to have open meetings in the future and encourage our volunteers to join. As we look forward to this new fiscal year, we look to continue and develop Cape Mediation's services to our community.



August 2023

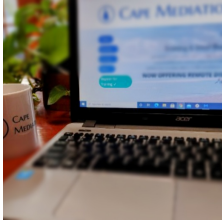
Thursday, August 3, 2023 4:00 PM - Discussion & Debrief for Mediators and Conciliators. Whether you are an active remote mediator or conciliator, want to keep your skills sharp, or want to learn more about the remote process please join us. The Discussion & Debrief is open to all Cape Mediation volunteer Mediators and Conciliators. **Contact us** to join the discussion or look for the notice in your inbox.

Thursday August 17, 2023 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. The Discussion & Debrief is open to all Cape Mediation volunteer Mediators and Conciliators. **Contact us** to join the discussion or look for the notice in your inbox.

Visit CapeMediation.org



**Submit Your Request for
Mediation and Conciliation Services Online!**



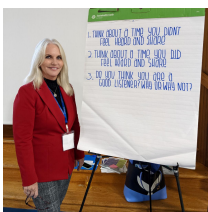
Submit your request to schedule a Mediation or Conciliation on our website at CapeMediation.org and fill out a **Request for Services** form. After we receive your request, one of our experienced case coordinators will contact you to learn more. ***You may also reach us by phone at 508-240-1717 or by email at info@capemediation.org***.



Advanced Dispute Resolution Skills Practice Training

Cape Mediation's Advanced Dispute Resolution Practice Training Program is for newly trained neutrals and for neutrals that wish to gain additional advanced hands-on experience. This program provides an invaluable opportunity to practice mediation and conciliation skills, and is held remotely by Zoom. You will be paired with experienced neutrals under the supervision of our Volunteer Development Coordinator. It is an important next step for anyone involved in the field of Dispute Resolution. **READ MORE.**

To Register visit us on the web at CapeMediation.org or click **Register.**



Cape Mediation's Youth Conflict Resolution Programs

Cape Mediation now offer programs in Youth Conflict Resolution training, Youth Peer Mediation, and Youth Conflict Management workshops. **To start a Youth Conflict Management Program or host a workshop at your school or organization, please email our Youth Coordinator, Maura Smith Stein, at mauras@capemediation.org.**



Mediator's Break is Online

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 Current and Past Newsletters.**



Stay Up-to-Date on Cape Mediation News and Events

Stay up to date with news and information, articles and our calendar of events at Cape Mediation and in our community. **Click Here to View News and Events.**

Books & Beyond

How to Become a Better Mediator: Everything You Need to Know

July 5, 2023 by ADR Times, "How to Become a Better Mediator: Everything You Need to Know". In the realm of conflict resolution, successful mediation is an art form that requires a unique blend of negotiation skills, conventional wisdom, and problem-solving attributes. Important mediator skills include not only patience, empathy, and understanding but also neutrality. A good mediator serves as the bridge linking conflicting parties, guiding them toward a mutually acceptable resolution. [Click Here](#) to read the full article.

Noticing Six Dispute Modes

July 20, 2023 adapted from The Emotional Side of Conflict A Practical Guide to the Science of Both, by James Harvey, "Noticing the Dispute Mode may help a neutral facilitator in monitoring for safety concerns as well as participant status during a session. The Dispute Mode concept is based on the science of human emotions. Emotions are a universal feature in all people, constructed in the moment by core body functions, assisted by a lifetime of experience, to engage in survival-oriented actions..." [Click Here](#) to read the full article.



CONCILIATION TRAINING

Cape Mediation will be hosting our 8-hour Conciliation Training for Massachusetts attorneys on Tuesday, August 22nd. Please [contact us](#) to register or learn more.

International Co-working Day - August 9th!

Cape Mediation values the co-mediation model we use in our mediations. We pride ourselves in our top notch collaborations skills and practice. August 9th is International Co-working Day and a great way to highlight our collaboration efforts. By celebrating International Co-working Day, we honor the spirit of collaboration that fuels our success and propels us forward. Take some time this month to reach out to colleagues from different departments, teams, or even different locations. Engage in conversations, exchange ideas, and collaborate on projects. Embrace the diversity of perspectives and expertise within our organization.

For Cape Mediation Staff and Volunteers

Updating Our Virtual Records

We sincerely appreciate your invaluable support as a volunteer with Cape Mediation. Your dedication has made a significant impact on our mission, and we are truly grateful for your help. We wanted to provide you with some important updates regarding our volunteer program. Firstly, we are updating and digitizing our files to enhance our efficiency and better serve our community. This transition will streamline our operations and improve access to critical information.

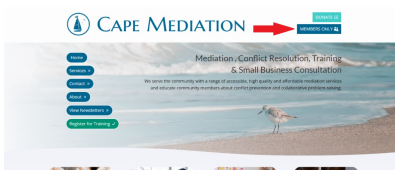
In Person Mediation Interest

We value your opinion!

At the present time we continue to provide our court-connected mediation and conciliation services remotely by Zoom and by telephone. However, as you may know, the courts have returned to in-person services for many court events and we have also started to receive inquiries about in-person community mediation. If you are interested in returning to in-person mediation in the courts or in the community, we want to know. We have created this survey to gather insights on your comfort level, concerns, and preferences regarding the return to in-person mediation. Your feedback is **crucial** in helping us learn how we can best continue to serve the courts and our communities.

In-Person Mediation Interest

Thank you for taking the time to share your valuable feedback with us.



Cape Mediation Website Members-Only Page

The Members Only page on the Cape Mediation website is open to all Cape mediation active volunteers and staff. Find: Events Calendar, Open job positions, Debrief Highlights, and more! This page is open to Cape Mediation staff and volunteers. **To request access to this page, please email Peter at: peterkelsey@capemediation.org**



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.**

Cape Mediation's Google Groups Discussion Board

We invite all Cape Mediation volunteers 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. **This group is open to Cape Mediation staff**

and volunteers. If you have not already joined, please [contact us to join](#).

Discussion & Debrief

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. During the debrief we talk about which skills worked best and what other skills might have been used, focusing on challenges and skills. **Debriefs are open to Cape Mediation staff and volunteers.**

Skill-of-the-Month

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*

Volunteer Availability for August 2023

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 weekdays, both in the morning and afternoon.

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 AUGUST
AVAILABILITY

Our Coordinators are There!

Our coordinators are always there to help and to answer any questions that may come up when you volunteer.

We Will Take Care of the Tech!

Don't know how to run breakout rooms? Never hosted a Zoom meeting? No problem! A tech person is available for **ALL** programs to take care of the tech so you don't have to!

Support Cape Mediation



Support Cape Mediation

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



Donate 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!

Donate Today

Follow us on Social Media
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!



More Information

About Us

Visit: CapeMediation.org/About/

National Association for Community Mediation

Visit: NAFCM.org

Resolution Massachusetts

Visit: ResolutionMA.org

Mass Law Libraries

Visit: <https://www.mass.gov/orgs/trial-court-law-libraries>

Cape Mediation | [Website](#)



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President's Circle

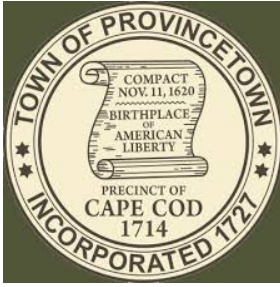
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Patricia Mahoney
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Michael & Rob Normandy
Scott Parr
Cathy Pietrafitta
Kathy Shea
John and Karen Townsend
David Veach & Naomi Turner
Karen Wallace

Foundations and Businesses



CAPE 5 COD 5 Foundation



Massachusetts Office of
Public Collaboration (MOPC)



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