



# Mediator's Break

*Monthly news & updates*  
July 2023



*"...the skills learned through mediation training can have a lasting impact on our ability to communicate effectively and resolve conflicts in a constructive way.."*

Bridget Burgoyne

## Events and Happenings at Cape Mediation

### *Congratulations to the June 2023 Mediation Skills Training Class!*

Cape Mediation concluded our five-week Remote Mediation Skills Training on June 30th and we want to express congratulations from all of us at Cape Mediation!

#### **Cape Mediation's Remote Basic Mediation Training by Bridget Burgoyne**

I recently had the opportunity to attend the Basic Mediation Training offered by Cape Mediation, and it was an incredibly valuable and informative experience for me. Throughout the training, I was impressed by the knowledge and expertise of the instructors as well as the engaging and interactive format of the sessions. The coaching strategies for active listening and questioning tactics were especially effective in improving my communication skills. Whether in the workplace, in personal relationships, or in any other context, the skills learned through mediation training can have a lasting impact on our ability to communicate effectively and resolve conflicts in a

constructive way. I highly recommend this training to anyone who is interested in enhancing their conflict resolution skills. It is a valuable investment in yourself and your community. I am excited to put my new skills into practice and confident that they will have a positive impact on my personal and professional life.

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## **Wishing Much Success to Daisy!**

Thanks to a generous grant from the MOPC this year, we were able to hire a student intern in support of our Youth Conflict Resolution Program, Daisy O'Neil. Daisy has assisted our Youth Coordinator, Maura Smith Stein, over the last six months in providing Conflict Resolution training to her peers on Cape Cod. Daisy graduated this spring and is headed to college in the fall. We asked Daisy to share her experiences with our Cape Mediation family.

*"Hi! My name is Daisy O'Neil, and for the past six months, I have been Cape Mediation's Youth Program Intern. I am so grateful to have had this opportunity and to have been able to work alongside Maura Smith-Stein. Our time working together was limited, but highly productive nonetheless. Maura and I implemented programming in schools across the Cape, such as Cape Cod Lighthouse Charter School and Provincetown IB School, which Maura will continue to work with in the Fall. The seminar we taught at the Charter school was probably my fondest memory of this internship. We worked with a small group of seventh graders, who all were passionate about our "Pathways to Peace" lessons. Additionally, I helped start "Nauset Conflict Resolution", a peer mediation program at the high school I attended. It was fantastic to see change happen in an environment I am a part of. Most recently, Maura and I led a remote workshop on listening circles. This was also super informative for me, as it was one of the first times I worked with adults! All generations and all types of problem-solvers can benefit from the practices we teach and want to share. In the Fall, I will be attending McGill University. I am very sad my time with Cape Mediation is coming to a halt but am excited for what comes next. I hope to return to mediation as a profession, but until then I will be using what I learned every day of my life!"*

We are very excited that Daisy plans to stay connected with Cape Mediation!  
We wish her much success in the future!

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## **Listening Circle Workshop**

We are thrilled to share that on June 22nd, Maura Smith-Stein and Daisy O'Neil presented an excellent workshop on the goals of the Cape Mediation Youth Program and engaging with Listening Circles, a staple of the Youth Program curriculum. Participants learned about the origins and benefits of Listening Circles to promote active listening and respectful communication. Going around a circle, each participant held up their talking piece to signal it was their turn to discuss. Each participant's talking piece not only held a personal meaning, but functioned as a valuable listening tool that ensured everyone had an adequate chance to respond. Overall, the workshop and our first attempt at a remote listening circle was a huge success! We look forward to hosting similar events in the future.

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**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](http://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.

## The Board's Corner

### Cape Mediation Open Board Meeting

The Cape Mediation Board of Directors held its annual Open Board Meeting on June 21 for the benefit of staff and mediation and conciliation volunteers. This meeting provided the first opportunity for the Board to meet face-to-face since the beginning of the Covid Pandemic and provided the Board a wonderful opportunity to review Cape Mediation's activities during the past year and to consider the potential and challenges Cape Mediation faces in the coming year. Virtually all staff attended in person and a number of volunteers attended by Zoom.

In the course of the meeting Deb Fish and Sue Carroll, the leaders of the Diversity, Equality and Inclusion project which is focused on the Cape Cod fishing community. Deb and Susan outlined what they accomplished in the past year as well as what they have planned for the coming year. Maura Smith-Stein described the various activities she undertook in the past year in her program called Pathways-to-Peace at Nauset Regional High School, the Lighthouse Charter Middle School as well as a program she presented to the Barnstable Human Rights Academy. In the fall of the 2023 year Maura plans to extend the Pathways-to-Peace program to the Provincetown International Baccalaureate School. Anne Tessier briefed the Board on the current status of the Basic Mediation Training Program which ran during June as well as our Advanced Practice Program.

John O'Toole provided an overview of Cape Mediation's accomplishments during the past year as well as a view of Cape Mediation's directions and challenges in the coming year. A recording of the Open Board meeting will be available on the Cape Mediation website soon.



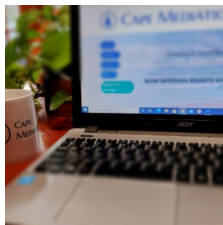
## July 2023

**Monday and Tuesday, July 3rd & 4th, 2023** - Cape Mediation will be closed for the Independence Day holiday.

**Thursday, July 6, 2023, 4:00 PM** - **Discussion & Debrief for Mediators and Conciliators.** There will be no Discussion & Debrief on July 6th.

**Thursday, July 20, 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](https://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](https://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](mailto:info@capemediation.org).***

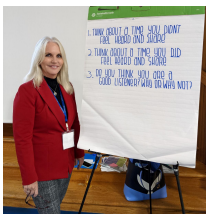


### **Advanced Dispute Resolution Skills Practice Training**

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](https://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](mailto:mauras@capemediation.org).**

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### 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](http://www.CapeMediation.org), along with archives. **[Click Here to View Current and Past Newsletters.](#)**

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### 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.](#)**

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## *Books & Beyond*

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### Cape Mediation Helps Local Youth Find Pathways to Peace

Lower Cape TV's (LCTV) Oli Turner recent interviewed Maura Smith Stein and Anne Tessier of Cape Mediation about Cape Mediation's Youth Programs. **[Click here](#)** to watch the interview and learn more about this growing program.

### The MOPC Tightens Core Programming

June 29, 2023 issue of UMass Boston News, by Adam Mooney, "Through a mix of programming—including affordable housing development, community mediation, housing mediation, incarcerated individuals' reentry mediation, and youth conflict resolution, **among others**—the MOPC serves as a neutral forum that provides conflict assessment, mediation, consensus-building, deliberative dialogue, capacity-building, systems design, and monitoring and evaluation." **[Click Here](#)** to read the full article.

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# Happenings

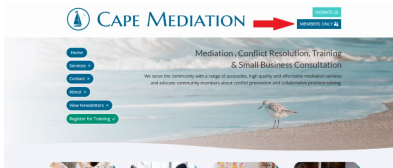


## CONCILIATION TRAINING

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.

*We Wish Everyone a Happy and Safe  
July 4th Holiday!*

## For Cape Mediation Staff and Volunteers



### 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](mailto: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](mailto:peterkelsey@capemediation.org)*

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## Volunteer Availability for July 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 JULY  
AVAILABILITY

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### 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!

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## 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/](http://CapeMediation.org/About/)

### **National Association for Community Mediation**

Visit: [NAFCM.org](http://NAFCM.org)

### **Resolution Massachusetts**

Visit: [ResolutionMA.org](http://ResolutionMA.org)

### **Mass Law Libraries**

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

**Cape Mediation | [Website](#)**



## THANK YOU TO OUR SUPPORTERS

### President's Circle

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Nancy Ayotte  
David & Gretchen Callahan  
Susan & Roger Carroll  
Jeanette & Susan T. Carroll  
Steven C. Gould  
Kathleen Heffernan & Rick Ward  
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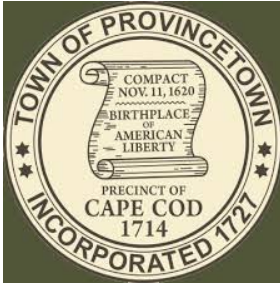
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Bob Mauterstock  
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Scott Parr  
Cathy Pietrafitta  
Kathy Shea  
John and Karen Townsend  
David Veach & Naomi Turner  
Karen Wallace

### Foundations and Businesses





# CAPE 5 COD 5 Foundation



Massachusetts Office of  
Public Collaboration (MOPC)



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