



# Mediator's Break

*Monthly news & updates*  
October 2023



*"Mediation is conflict's way of looking at itself."*

Jeff Cohen

## Events and Happenings at Cape Mediation

### Conflict Resolution Week

October 16th through 20th is Conflict Resolution Week, celebrating the benefits and advancements in the field of dispute resolution. Join mediation centers from throughout Massachusetts as we celebrate Conflict Resolution Week October 16 through October 20.

#### **Cape Mediation Open House - October 18th 10:00 am - 2:00 pm**

Stop by Cape Mediation's Orleans office to meet with some of our staff over coffee and donuts from 10:00 am to 2:00 pm! Our office staff will be there to answer your questions about our dispute resolution programs. All are welcome and our office is located at 22 Old Tote Rd in Orleans, MA. We hope to see you there!

### Conflict Resolution Week Events Around the State!

**Monday, October 16th - MBA presents Barriers to Diversity, Equity and Inclusion in Dispute Resolution** from 1-2PM. The Massachusetts Bar Association's Dispute Resolution (DR) Section, in collaboration with the Trial Court Standing Committee on Dispute Resolution, and the MBA's Diversity, Equity and Inclusion (DEI) Committee, kick off Conflict Resolution Week by presenting a discussion about barriers to diversity, equity and inclusion in dispute resolution. The discussion will highlight the recent report by the Massachusetts Office of Public Collaboration on "Addressing Barriers to Diversity, Equity and Inclusion in Massachusetts Community Mediation" and what community mediation centers are doing to increase diversity. This event is free and open to lawyers, mediators, DR professionals, members of the MBA and other bar associations, law students and others interested in attending. Register and learn more on the MBA website at [MassBar.org](http://MassBar.org) or click [here](#).

**Thursday, October 19th - MBA presents Fitting the Forum to the Fuss.** A panel of outstanding dispute resolution (DR) professionals will share their knowledge on various DR processes and then show how these roles can be utilized in an illustrative fact pattern. This webinar will be hosted using Zoom. Registration is required by 9:30 a.m. on Thursday, October 19. An email from MassBar Education with the Webinar ID and Password will be sent before the program. Register and learn more on the MBA website at [MassBar.org](http://MassBar.org) or click [here](#).

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## No Tricks only Treats in Mediation

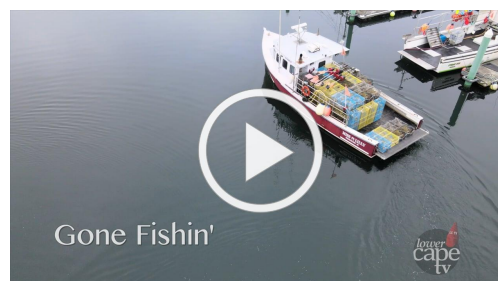
While this time of year is often associated with tricks and scares, attending a mediation session can bring a refreshing perspective to resolving conflicts. Entering a mediation session can be intimidating, particularly if you're unsure of what to expect. But fear not! Our dedicated coordinators are here to guide you through the process, ensuring that you feel comfortable every

step of the way. Our primary goal is to create a safe and welcoming environment where all parties can freely express their thoughts and concerns. The coordinator will take the time to explain the mediation process, highlighting the voluntary nature of participation. This encourages all parties to come forward and engage in open discussions. Confidentiality is a fundamental aspect of mediation. Your personal information will not be disclosed outside of the mediation setting, providing you with peace of mind and the freedom to express yourself openly. During the mediation, all parties will have the opportunity to meet privately with the coordinator and neutrals to discuss the conflict at hand. These private sessions add an extra layer of confidentiality, allowing you to share information that will be kept strictly between yourself, the neutrals, and the coordinators. This ensures that your concerns are heard without fear of it being shared with the other party. Don't let fear hold you back! If mediation seems like the right approach for resolving your conflicts, we encourage you to reach out to us and schedule a session. Embrace the opportunity to find peaceful resolutions and foster positive relationships. **Contact us here!**

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## The Plight of a Provincetown Fisherman

Lower Cape TV recently released a captivating segment that offers viewers a peek into the vibrant Provincetown fishing community and the incredible individuals who are part of it. One of the featured individuals is Susan Carroll, a dedicated Coordinator for the DEI Fishing Program at Cape Mediation. The DEI Fishing Program, generously funded through the Massachusetts Office of Public Collaboration (MOPC), plays a vital role in supporting the local fishing community. Susan Carroll sheds light on some of Cape Mediation's contributions and the positive impact they have had on the fishing industry. To catch a glimpse of this insightful segment, you can click on the link provided [HERE](#) or simply watch the video below.



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## You are not an Island!

You are not alone! Transitioning to a digital format can sometimes feel isolating, especially for new members of an organization. However, it's crucial to remember that you are not an island. At Cape Mediation, we understand the importance of a strong and connected community. We want to emphasize the support network we have in place, ready to assist and guide you through any challenges you may face. Whether you're seeking conflict resolution, navigating unfamiliar territory, or simply looking for a sense of belonging, Cape Mediation is here for you. We believe in fostering a community where everyone feels supported and connected. Together, let's embrace the power of connection and build a thriving community that uplifts and empowers each and every member. Remember, you are not alone – we are here for you every step of the way.



## Our Commitment To Accessibility

At Cape Mediation, we are proud to be a non-profit organization dedicated to making our conflict resolution services accessible to everyone on Cape Cod. We believe that everyone deserves access to fair and effective mediation, regardless of their financial means. Through partnerships and fundraising efforts, we work tirelessly to ensure that our services are affordable and available to all members of our community. Join us in our mission to create a more inclusive and accessible Cape Cod.

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## Life Skills Hack: Listening, Speaking, and Conflict Resolution Skills

On October 16, 2023, In Collaboration and sponsorship with STEM Starter Academy, Cape Mediations Youth Program will present: Life Skills Hack: "Listening Speaking, and Conflict Resolution Skills" Event with a slice of Pizza for STEM students at the Cape Cod Community College. Cape Mediation's Youth Program is excited to join the STEM Starter Academy in facilitating this program for students of the STEM Starter Program. The event will be held at Cape Cod Community College's new Science Building for an engaging session on improving STEM students' communication and conflict resolution skills! This event offers the opportunity for STEM students to enhance their communication skills, listening skills, and learn effective conflict resolution techniques

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## Discussion and Debrief

Join our center-wide discussion and debrief session! We are very excited to announce that we will be scheduling new Skill of the Month sessions again this fall! Whether you're a seasoned mediator or haven't mediated in a while, this is the perfect opportunity to connect with other volunteers and share your experiences. We want to hear about any new challenges you've encountered or valuable insights you've gained. This session is designed to provide support, guidance, and a platform to address what matters most to you. Mark your calendars and join us for this engaging and insightful session. Together, we can learn, grow, and make a positive impact in our mediation work.

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## The Board's Corner

In the circle of the year, there are no days on Cape Cod that are so delightful as those of a fine October. The kids are back in school, our boats are mostly out of the water, the Federal Government begins its new fiscal year, the football season is in full swing and we begin to look forward to our autumn traditions leading to Thanksgiving and the holidays. Although October brings shorter days and cooler temperatures, In many ways the beginning of October 1 is the beginning of a number of important annual cycles. One important cycle that has begun is our preparation for Cape Mediation's Annual Campaign. Our Annual Campaign team is busy preparing for our outreach which will begin in earnest just after Thanksgiving.

Cape Mediation's funding comes from a number of sources – Massachusetts Office of Public Collaboration, Mass Trial Court and Attorney General's Office. The Annual Campaign is an important plank in our funding picture. The Board hopes the Cape Mediation Community will be generous.



## October 2023

**Monday, October 9, 2023 - Columbus Day and Indigenous Peoples Day.** The Cape Mediation office will be closed in observance of the holidays.

**Thursday, October 12, 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.

**Monday, October 16, 2023. - Life Skills Hack: Listening, Speaking, and Conflict Resolution Skills.** In Collaboration and sponsorship with STEM Starter Academy,

Cape Mediations Youth Program will present: Life Skills Hack: "Listening, Speaking, and Conflict Resolution Skills" Event with a slice of Pizza! Cape Mediation's Youth Program is excited to join the STEM Starter Academy in facilitating this program for students of the STEM Starter Program.

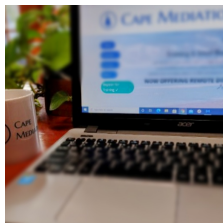
### **October 16 - 20, 2023 - Conflict Resolution Week**

#### **Wednesday, October 18, 2023 10:00 AM - 2:00 PM- Cape Mediation Open House.**

In honor of Conflict Resolution week, Cape Mediation will be hosting an open house in our Orleans office. All are welcome and coffee and donuts will be provided.

**Thursday, October 26, 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](https://www.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://www.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).***



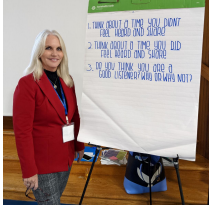
### **Advanced Dispute Resolution Skills Practice Training**

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://www.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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## Dancing with Disagreement

Discover the art of resolving conflicts gracefully in John Potter's enlightening article, "Dancing with Disagreement." Published on September 5, 2023, Potter explores the subtle ways conflicts can escalate without our awareness. Unveiling the concept of "Conflict Spirals," he reveals how these patterns can hinder progress in resolving disputes. Potter offers valuable strategies, such as employing questions and statements, to interrupt these spirals and restore harmony. Drawing parallels between disagreements and dance, Potter underscores the importance of careful steps and warns against the detrimental impact of missteps. Don't miss the opportunity to read the full article for insightful tips on navigating conflicts with finesse. [Click here](#) to access it now.

## What's in a Face?

August 7, 2023 By Laurie Israel details the nuanced ways we present ourselves through our facial expressions. The window of meaning our faces share can allow mediators to gauge a session's flow and can help to guide them on their questioning. Studies have shown that even in still photographs we are able to pick up on micro-expressions to decipher an individual's emotional state. These hidden cues can tell us a lot more about the person sitting directly across from us or even through a screen. "...all of our life experiences ready us to help interpret the clues that we gather from a person we are encountering, if we just take the time to really look." [Click Here](#) to read the full article.

# Happenings



## Indigenous People's Day

Monday, October 9th is Indigenous Peoples' Day Formerly known as Columbus Day, this holiday honors and celebrates the rich cultures, contributions, and resilience of Indigenous peoples throughout the Americas. Let us use this day to recognize and celebrate the diversity and strength of Indigenous cultures worldwide.

## Family Crisis at the Gate: Mediate, Don't Litigate!

Wednesday, October 11th, 2023 1:00 PM Free to Dispute Resolution Section and Family Law Section Members! Whether your clients are facing divorce, addiction, mental health issues that may put children at risk, or a host of other family crises, mediation can be a better alternative than litigation. This is being held by the American Bar Association. For more information [Click here](#) and [Register here](#)

## Conflict Resolution Week

October 16th through 20th is Conflict Week, celebrating the benefits and advancements in the field of dispute resolution.

## Halloween

Tuesday, October 31st is **Halloween!** The tradition originated with the ancient Celtic festival of Samhain, when people would light bonfires and wear costumes to ward off ghosts. However you choose to celebrate we hoe you enjoy the day!

## 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.

[Click here for the survey!](#)



## 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)**

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### 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.**

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### 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 October 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!**



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

### National Association for Community Mediation

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

### Resolution Massachusetts

**Mass Law Libraries**

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

Cape Mediation | [Website](#)



## THANK YOU TO OUR SUPPORTERS

### President's Circle

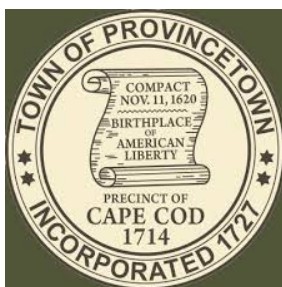
Lois Andre  
Nancy Ayotte  
David & Gretchen Callahan  
Susan & Roger Carroll  
Jeanette & Susan T. Carroll  
Steven C. Gould  
Kathleen Heffernan & Rick Ward  
Ellen Kapinos  
Jane Lea

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

### Foundations and Businesses



NATIONAL ASSOCIATION FOR  
COMMUNITY MEDIATION



Massachusetts Office of  
Public Collaboration (MOPC)





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