



Mediator's Break

Monthly news & updates
December 2023



We Wish Everyone A Happy Holiday Season

Events and Happenings at Cape Mediation



Launching Our Annual Appeal

GivingTuesday marked the beginning of our annual Year-End Campaign. We chose to this day because the GivingTuesday movement is about bringing people together to contribute to building a better world that we all want to live in. Cape Mediation believes that creating a more peaceful world begins at home, with each of us, and what better way to honor the spirit of GivingTuesday than by bringing people together to resolve their differences, creating a more peaceful and resilient community. If you would like to support Cape Mediation during our Annual Appeal, please visit our website at CapeMediation.org.

Cape Mediation's DEI Fishing Initiative Team

On November 1, 2023, the Cape Mediation DEI Fishing Initiative team presented their Building Bridges Conflict Management workshop for members of Cape Cod's fishing community. Our Building Bridges workshop is



designed to help people learn to better understand conflict by introducing important tools to improve communication. The November workshop focused on the unique challenges members of the fishing community face every day. Our DEI Fishing Initiative team, lead by Susan Carroll and Deborah Fish, spent the past year reaching out to members of the fishing community on Cape Cod to learn how Cape Mediation can serve the community. We would like to thank the

Chatham Community Center for graciously hosting our event. To learn more about Cape Mediation, our Conflict Management services, or our Fishing Initiative, please visit us on the web at CapeMediation.org.

How Do Lessons in Mediation Apply to Everyday Professional Life?

The skills we learn in mediation are not only helpful for our volunteer mediators, but they can help you in your everyday and professional life. Recently we sat down with a customer support professional to learn how the skills learned in mediation helps them.

Asking Questions. When I am providing professional support for a client, the goal is to learn what the problem is really about, but you won't learn that by talking about what you know, you need to ask questions. Remember to speak clearly and calmly. If the client is frustrated or upset give them a chance to vent first, then focus on the matter at hand.

Learning to Listen. Learning to listen to others is one of the most important skills you can have as a support professional. When you are doing a service for someone else, listening is key. Your job is not to prove how smart you are, your job is to help them resolve the issue. The best way to learn what is important to your client is by listening carefully to their story without interrupting.

Building Trust. Trust is built between yourself and your client when you show them you have heard them. After you have asked questions and listened carefully to their answers, repeat the answer back to let them to show them that you understand and that you have heard them. Continue to talk with them about what you are doing to resolve the issue, and walk them through each step of the process. If you need help or additional information to resolve the issue, be honest and let them know.

Taking a Break. Remember to take a break to give yourself a chance to the review information and gather your thoughts. Taking a break can help you stay focused. It can also help to take a break when your client is frustrated or tired.

To learn more about our Conflict Management workshops, Mediation Skills Training, or to participate in mediation, please visit us on the web at CapeMediation.org.

What Do Mediators Do When There are Multiple Parties on the Same Side of a Conflict that Have Differing Goals?

Susan, Cathie and Jim will host our next Skill-of-the-Month Workshop for Cape Mediation Volunteers on December 14th! Difficult conversations come in all shapes and sizes, and in the

case of mediation bigger is not better. In fact, we often find that the bigger the group, the more difficult it can be for everyone to come to a consensus on resolving a conflict. Our Skill-of-the-Month workshop returns on Zoom on Thursday, December 14th, at 4:00 PM where we will talk about mediator skills and tools that help keep the session on track and facilitate a discussion that will reach resolution when multiple parties are involved, and give solid examples. Mark your calendars and join us for this engaging and insightful session. Together, we can learn, grow, and make a positive impact in our work as mediators and conciliators. **Contact us** to be sure you receive the link!



The Board's Corner

Listening Leads to Resolution

Disputes when resolved through litigation frequently lead to a situation in which one party “wins” and another party who “looses”. Disputes resolved through mediation when done well by a trained mediator often lead to parties to a place in which they feel respected, feel heard, feel relieved and often result in a resolution.

A critical element of the mediation process is one in which the parties share their individual perspectives about the dispute and are encouraged to listen to the other party’s viewpoint, and engage in a conversation facilitated by the mediator with the other party. One of the critical skills which a mediator utilizes in mediation is listening to each of the parties without making a judgment about either of the parties’ positions or what each party says. In this day and age when we face a blizzard of opinions, audio/video/ social media blasts, and the like, listening, really listening, is much more difficult than that it sounds. Cape Mediation mediators are trained to listen and to practice listening carefully to what a person actually says rather than thinking about what question to pose next to a party in mediation. The benefits of really listening work very well in many other interpersonal situations as well.

*Have a wonderful Holiday Season
from the Cape Mediation Board of Directors.*



NOTICE: Cape Mediation's Discussion & Debrief

Cape Mediation will hold only one Discussion & Debrief Session in December where we will focus on mediating with multiple parties. We will return to the twice per month schedule in January.

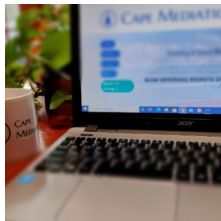
December 2023

Thursday, December 14, 2023 4:00 PM - Skill-of-the-Month Workshop for Mediators and Conciliators. Please join us as we discussed what to do when there are multiple parties on the same side of a conflict with differing goals. 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, December 25, 2023 - Christmas Day. The Cape Mediation office will be closed in observance of the holiday on Monday, December 25th.

Monday, January 1, 2023 - New Year's Day. The Cape Mediation office will be closed in observance of the holiday on Monday, January 1st.

Visit CapeMediation.org



Submit Your Request for Mediation and Conciliation Services Online!

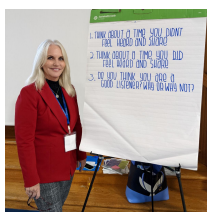
Submit your request to schedule a Mediation or Conciliation on our website at CapeMediation.org and fill out a **Request for Services** form. After we receive your request, one of our experienced case coordinators will contact you to learn more. ***You may also reach us by phone at 508-240-1717 or by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



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

Negotiating the Holiday Season by Fiona McKenzie, December 3, 2020. Fiona McKenzie believes that family holiday gatherings can rival the most complex corporate deals. Read her tips on navigating family gatherings, on her Linked-In page at <https://www.linkedin.com/pulse/negotiating-holiday-season-fiona-mckenzie/>

Happenings

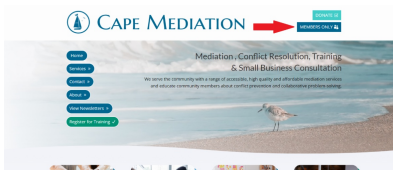
Does AI Have a Place in Mediation?

Join the Community Dispute Resolution Center, Inc., for this roundtable discussion. Professor David Larson has studied online dispute resolution since 1999 and has taught a semester-long Cyber Skills and Dispute Resolution course. For this roundtable, Professor Larson will speak briefly about his experience working with the New York State Unified Court System to integrate AI elements into its blind bidding process. The rest of the talk will focus on large language models and ChatGPT. Professor Larson will touch on the advantages and dangers to this technology, then open the discussion to attendees to hear about their perspectives and experiences. To receive the Zoom info, rsvp **cdscinfo@communitydispute.org**.

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**



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 December 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 DECEMBER
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

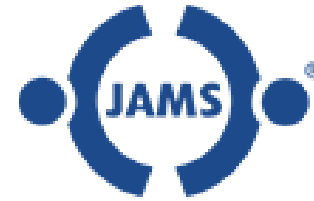
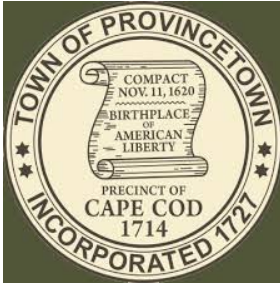
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Bob Mauterstock
Michael & Rob Normandy
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Cathy Pietrafitta
Kathy Shea
John and Karen Townsend
David Veach & Naomi Turner
Karen Wallace

Foundations and Businesses



CAPE 5 COD 5 Foundation



Massachusetts Office of
Public Collaboration (MOPC)



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