

"The process gives them structure and a way to a solution."

P. Mahoney

Events and Happenings at Cape Mediation

Community Mediation Matters



On January 25th the Massachusetts Office of Public Collaboration (MOPC) presented their annual Community Mediation Briefing for Legislators in support of state-funded Community Mediation Centers. The MOPC, together with community mediation centers from around the state, provided an overview of youth, re-entry, housing, and DEI programs that broaden access to justice. The MOPC reported a return on investment of \$27 million to the state and a cost savings to citizens and institutions of \$18.6 million, as well as \$3,434,909 recovered by consumers from mediations last year. We wish to express our immense gratitude to the MOPC and to the legislative supporters, Senator Paul Mark and Representative Manny Cruz, for their continued support of Community Mediation. To learn more about the MOPC and Community Mediation in Massachusetts, please visit them on the web at ResolutionMA.org.

In Person Mediation is Coming Back to Orleans!



After four years, Cape Mediation will once again offer our mediation services in person at the Orleans District Court beginning on March 7th! We are excited to welcome back our volunteers in person. An Orientation and Refresher will be held in February for experienced Cape Mediation volunteers that wish to join the new program. If you are interested in volunteering in person or would like to attend the Orientation and Refresher to brush up on your skills, please [email us](#) for more information.

Prefer to mediate remotely? We continue to offer all of our mediation services remotely in all of our court programs. To submit your request for remote mediation or conciliation, visit

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](mailto:info@capemediation.org) at info@capemediation.org.**

Conflict as an Opportunity for Positive Change



We are excited to join the Nauset Adult & Community Education program this year to host our new 2-part hands-on workshop, *Conflict as an Opportunity for Positive Change*, with Susan Carroll and Maura Smith Stein, on March 20th and 27th. The workshop will include the basics of Active Listening and Problem-Solving with Sue Carroll, and an introduction to Listening Circles by our coordinator for our Youth Pathways to Peace Program, Maura Smith Stein. To register, visit the Nauset Schools website at <https://nausetschools.revtrak.net/> and click the Adult & Community Ed button.

Thank You to All of Our Cape Mediation Supporters!



The donations you made during our year-end appeal brought us close to our goal of \$10,000 and we are very appreciative. With your help, we look forward to continuing to expand our services through our Youth Program, community conflict resolution training, DEI fisherman's initiative and hopefully a return to in-court mediation soon. We'll keep you posted!" If you would like to support Cape Mediation, please visit us on the web at CapeMediation.org.

How Do Lessons in Mediation Apply to Everyday and 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. This month we spoke with Randi Potash to learn how mediation skills help in her role as a member of a municipal board.

I was asked to articulate how my acquired mediation skills assist me in the context of my roles in municipal boards. My first response is that I'm confident I would not have lasted very long in these roles if not having benefited from "mediation therapy", oh I mean mediation training. And furthermore, I definitely would not have had the privileges to advance to leadership roles in municipal boards without such training. This is true because as a long time zealous advocate for down trodden defendants in the criminal

arena my oath was to plow through the system always aiming to twist the law in my clients best interest. That's the job. That's the charge. There is an amount of ego that goes with the territory of being zealous and creatively walking the legal lines.

By the time I elected to broaden my world and give back to my town by participating in town municipal boards I was a trained and experienced mediator. Mediation training required me to imagine and accept a focusing my role to help parties reach a consensus- not a win and not even a compromise. A compromise is less sustainable than a consensus and thus less appealing because with a compromise both sides acknowledge giving up something that they wanted and continue to hold on to their opposing views. By way of contrast, a consensus is an agreement and the result ideally is a sustained feeling that the process enabled them to come up with a plan that is as good or better than they started with and they own the result. The parties in mediation know that they controlled and orchestrated the pace and parameters of the process focusing on what is most important to them with an appreciation of the other side's viewpoint. Reality checks are interjected as needed tailored to the individuals world views.

Similarly, board members seek to be heard and understood. Boards work through scenarios and applications to reach decisions that reflect a product that is the best interest of the town. There is a time for information gathering, questions, and then deliberation and vote. Interrupting is frowned upon and leadership requires tactful adherence to the rules and process. Through artful adherence to the preset parameters the rough edges are hopefully buffed and a consensus is reached by vote. By way of comparison, at the end of a mediation the parties may elect to vote by signing an agreement for the court's consideration. The common ground in meditation and board participation and leadership is that all comers are patiently allowed an opportunity to be heard and thus feel valued. Often just feeling heard is valued the most.

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.

The Board's Corner

As required by Cape Mediation's By-Laws, the Board of Directors held its Annual Meeting on January 17. John O'Toole, who served as President of the Board of Directors for the past three years, has stepped down. At the Annual Meeting the Board approved a new position of Vice President of the Board of Directors to assist the President and to set up a path for future Board leadership transitions.

At the Annual Meeting the Board elected Karen Wallace as President, Jim Duane as Vice President. Jane Lea was re-elected as Clerk and Adrienne Watson was re-elected as Treasurer. The Board also appointed Allan Taylor, a retired litigation attorney to the Board. Allan has substantial experience in litigation, arbitration and mediation. John O'Toole will remain on the Board as a director for a new three year term to facilitate the transition to new leadership team.



February 2024

Thursday, February 8, 2024, 4:00 PM - Discussion & Debrief for Mediators and Conciliators. Please join our fellow Cape Mediation volunteers. 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 bi-monthly 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, February 19, 2024 - President's Day. The Cape Mediation office will be closed in observance of the holiday.

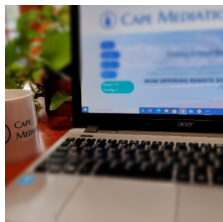
Monday, February 22, 2024 - Discussion & Debrief for Mediators and Conciliators Please join our fellow Cape Mediation volunteers. Whether you are an active remote mediator or conciliator, want to keep your skills sharp, or want to learn more about the remote process please join us. The bi-monthly Discussion & 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.

TBA - Orientation and Refresher for Cape Mediation In-Person Volunteers

Coming in March

Wednesday, March 20 and 27th, 2024 - Conflict as an Opportunity for Positive Change. Cape Mediation joins the Nauset Adult and Community Education Program to offer our new 2-part workshop on March 20th and 29th at the Nauset Regional Middle School in Orleans. To Register visit <https://nausetschools.revtrak.net/>

Visit CapeMediation.org



Submit Your Request for Mediation and Conciliation Services Online!

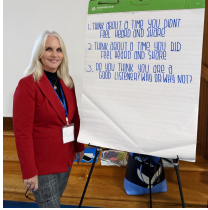
Submit your request to schedule a Mediation or Conciliation on our website at CapeMediation.org and fill out a [Request for Services](#) form. After we receive your request, one of our experienced case coordinators will contact you to learn more. **You may also reach us by phone at 508-240-1717 or by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



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

Possible: How We Survive & Thrive in an Age of Conflict, by William Ury.

In our homes, workplaces, and around the world, devastating disagreements are poisoning our relationships and paralyzing our ability to discuss critical issues. But conflict doesn't have to be destructive. The book goes on sale on February 20th. To preorder You can find it at <https://www.harpercollins.com/products/possible-william-ury?variant=41063305707554>.

Naïve Realism? or Surrounded by Idiots? By Phyllis Pollack. Read this article in the January 31, 2024 issue of Mediate.com In social psychology, there is a cognitive bias known as "naïve realism" which "is the human tendency to believe that we see the

world around us objectively, and that people who disagree with us must be uninformed, irrational, or biased.” That is, they are idiots. You can find the article online at [Naïve Realism? or Surrounded by Idiots? - Mediate.com](#).



Nauset Adult and Community Education is Back

The Nauset Adult and Community Education program is back! To learn about all of the wonderful classes offered, please visit them on the Nauset Schools website at <https://nausetschools.revtrak.net/> and click the Adult & Community Ed button. Enrollment begins on January 16th.

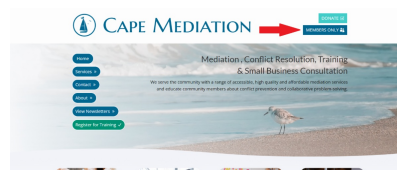
For Cape Mediation Staff and Volunteers



Keep Us Updated!

Don't miss out! Do you have a new email address, phone number or mailing address? Would you like to mediate in person? Are you interested in getting more involved with Cape Mediation or have an idea for a workshop? We want to know! Click the link below to share your updated information with us.

[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 February 2024

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 FEBRUARY
AVAILABILITY**

**Our Coordinators are
There!**

Our coordinators are always there to

**We Will Take Care of the
Tech!**

Don't know how to run breakout rooms?

help and to answer any questions that may come up when you volunteer.

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



Cape Mediation, the cliché "every dollar counts" holds true.

Support Cape Mediation

Your donations help us continue to provide high quality services to our community. For a small organization like



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/](https://www.capemediation.org/About/)

National Association for Community Mediation

Visit: [NAFCM.org](https://www.nafcm.org/)

Resolution Massachusetts

Visit: [ResolutionMA.org](https://www.resolutionma.org/)

Mass Law Libraries

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



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