



# Mediator's Break

Monthly news & updates  
September 2023



***"...Sometimes mediation is about more than money. It's also about common sense, identifying problems and their solutions, good faith and, most of all, what's best for the business..."***

**Charles Schneider**

## Events and Happenings at Cape Mediation



### **Building Bridges Not Walls Workshop with Local School**

On August 30th, Cape Mediation hosted our highly successful Building Bridges Not Walls workshop at a local school in Provincetown. This engaging session facilitated important conversations and provided valuable techniques for educators and staff to effectively address workplace challenges. The workshop was expertly led by Anne Tessier, Sue Carroll, Maggie Fearn, and Karen Wallace, who collaborated seamlessly to develop and implement the training. Participants actively engaged in

the skills they were taught, recognizing the significance of their words and tone in conflict resolution. Our Building Bridges Not Walls Workshop offers tailored training specific to your industry, guaranteeing a positive impact on your organization. If you are interested in scheduling this transformative workshop for your organization, please do not hesitate to **CONTACT US!**

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## Meet Our New Intern! - Sofia

In August, we had the pleasure of welcoming Sofia to our team as our new Youth Program intern! Sofia will be honing her communication skills and helping other students learn effective dispute resolution techniques. This is what Sofia has had to say about her time working with us so far! "My name is Sofia Carswell and I am a student intern for Cape Mediations Youth Program. I recently started this job and have been able to sit in on a few meetings to discuss plans for the school year and review information on mediation techniques similar to the ones I learned to become trained as a peer mediator. I became interested in this program because it aligns with the type of work I would like to do in the future and is similar to the things I want to study in college. I am very excited to be able to work with students in other schools to teach important skills like listening through exercises like listening circles. After I became trained as a peer mediator I was able to navigate conflict and find a middle ground quicker and easier than before, so I am hoping to be able to extend some of the lessons I learned to help other students gain the positive skill sets I learned from this program." Thank you Sofia!



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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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## Mediator's Meetup!

On Thursday, August 10th, some of our past and present Barnstable mediators met up at the Marshside Restaurant in Dennis for some much needed catching up!



Pictured Left to Right, front row: Marilyn Gullett, Kathi Heffernan, Howard Zabusky  
back row: Ned Waite, Anne Tessier, Maggie Fearn, Carol Bohn, Connie Bickford

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## Staff Luncheon

Recently, our dedicated court-mediation staff had the wonderful opportunity to come together for a gathering at the Sea Dog Brew Pub. This delightful occasion allowed us to not only enjoy a delicious lunch but also to reconnect and strengthen the bonds that make our team so exceptional. It was a truly memorable experience, filled with camaraderie, and shared stories. We are grateful for these moments that remind us of the incredible team we have and the supportive community we are fortunate to be a part of at Cape Mediation.

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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.**

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**Thank You to our Funder!**

**Massachusetts Office of Public**



## Collaboration (MOPC)

We would like to extend our sincerest appreciation for your generous and continued support of Cape Mediation. Their commitment to our organization has been instrumental in our mission to foster collaborative planning, problem-solving, and public engagement on contentious public issues. As an esteemed group, you bring a wealth of knowledge and experience to the table. Established by statute in 1990, the dedication through the Massachusetts Office of Public Collaboration (MOPC) has provided effective forums for constructive dialogue and facilitated capacity building within state, regional, and municipal government. Your evidence-based programming and expedited procurement of resources have made a significant impact in addressing complex challenges. We are truly grateful for your partnership and the invaluable contributions you have made to our shared goals. Click [here](#) to learn more!

## The Board's Corner

### August Board of Directors Meeting

By: Jane Lea

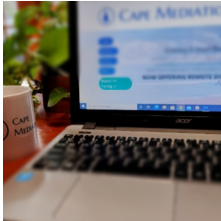
The August Board of Directors meeting covered many areas. We reviewed our finances for last year and the upcoming year's projections. While it may seem dry, I can comfortably say that we are in good stead and that's heady stuff. We reviewed all of the goings on and Cape Mediation has an impressive roster of programs. It makes me proud to serve on this board. Our staff is outstanding and proactive on so many levels. I cannot imagine where we would be without them. The Board is currently composed of six people (searching for a seventh), some known to me from my mediating days and other new acquaintances, all impressive individuals. We function well, with respect for our work and each other. John O'Toole does an admirable job of keeping us all on task. And, of course, our volunteers are who make this all work! I feel honored to serve and filled with gratitude for all of you!!



### September 2023

**Thursday, September 7, 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 September 21, 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.



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

Submit your request to schedule a Mediation or Conciliation on our website at [CapeMediation.org](http://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).*

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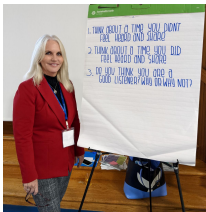


## Advanced Dispute Resolution Skills Practice Training

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](http://CapeMediation.org) or click [Register](#).*

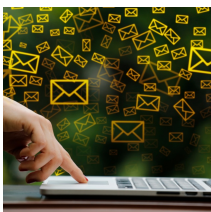
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## Cape Mediation's Youth Conflict Resolution Programs

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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## 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

#### The Anchoring Effect and How it Can Impact Your Negotiation

August 8, 2023 by the PON Staff with Harvard's Program on Negotiation, *The Anchoring Effect and How it Can Impact Your Negotiation*. "The anchoring effect is a cognitive bias that describes the common human tendency to rely too heavily on the first piece of information offered (the "anchor") when making decisions. During decision making, anchoring occurs when individuals use an initial piece of information to make subsequent judgments. Once an anchor is set, other judgments are made by adjusting away from that anchor, and there is a bias toward interpreting other information around the anchor..." [Click Here](#) to read the full article.

#### Mediation Isn't Always About Money

August 6, 2023 By Charles Schneider details a mediation where negotiations were at a tight end and parties did not want to budge, it seemed to be all about the dollar signs, but when Charles began talking to the parties, he was able to find similarities in the differing opinions and worked with the parties to come to an agreement they were all content with. This account unveils the importance of mediation in resolving conflict and that often money is not always the answer to resolve conflict in mediation. "Needless to say, I was very pleased with the outcome and so are the parties. It proved that sometimes mediation is about more than money. It's also about common sense, identifying problems and their solutions, good faith and, most of all, what's best for the business". [Click Here](#) to read the full article.

### Happenings



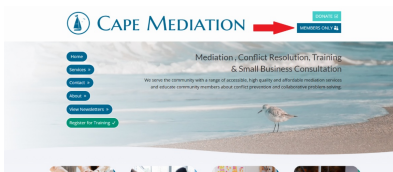
#### Labor Day

Monday, September 4th is Labor Day! Celebrate the day in honor of the advancement of worker's rights in the U.S. during the 1880s. Many people recognize this day for worker's rights while many also note it as "The unofficial end of Summer", whichever way you celebrate we hope you enjoy the day!

## 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)**



## 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 September 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 SEPTEMBER  
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

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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

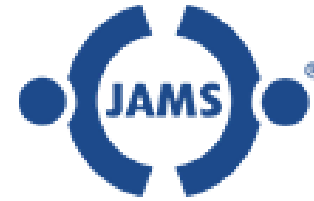
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Kathleen Heffernan & Rick Ward  
Ellen Kapinos  
Jane Lea

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



# CAPE 5 COD 5 Foundation



Massachusetts Office of  
Public Collaboration (MOPC)



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