

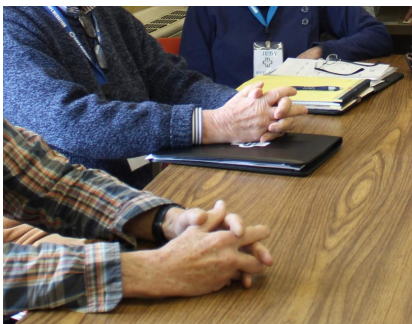
"What motivates us are the small glimpses of positive change that can come out of a seemingly impossible situation."

Rosalind Cresswell

Events and Happenings at Cape Mediation

Taking Steps To Address Barriers To Diversity, Equity And Inclusion In Dispute Resolution

On February 29th the Massachusetts Bar Association's(MBA) Dispute Resolution Section Council and the Diversity, Equity and Inclusion Committee, working closely with John G. C. Laing Jr. the Chief Diversity, Equity and Inclusion Officer for the Executive Office of the Trial Court, hosted an interactive, World Cafe-style program to engage dispute resolution community members and stakeholders in conversations around the strengths, challenges and potential solutions for addressing barriers to DEI in dispute resolution to develop a greater understanding of everyone's experiences and identify areas of focus for strategic planning for the DR Section Council and the MBA to address these barriers. The program will serve as a resource for developing ways to move forward efforts to be more diverse, inclusive and equitable. We want to thank the MBA and the Trial Court for giving us the opportunity to be part of this important discussion.

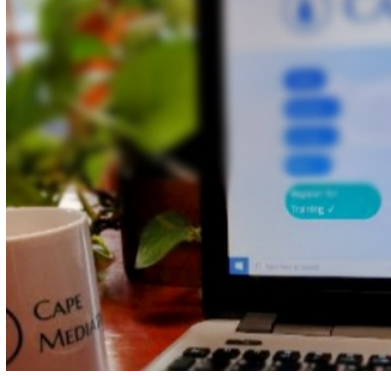


Return to Mediate at the Orleans Courthouse on March 7th

It was great seeing our volunteers on February 29th at the Cape Mediation office in Orleans for our Orientation & Refresher training to prepare for our return to in-person mediation at the Orleans District Court. Beginning on March 7th Cape Mediation's volunteer mediators will once again be available to mediate small claims and summary process cases at the courthouse once at no charge to litigants.

Prefer to Mediate Remotely?

Although we are excited to return to in-person mediation services in Orleans on March 7th, we will continue to offer 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 at info@capemediation.org.***



Volunteer Sign-Up is Now Available on our Website!

Signing up to volunteer is easier than ever! All Cape Mediation volunteer Mediators and Conciliators can now sign-up to volunteer remotely and in-person on our website! Just visit the **MEMBERS ONLY** page and follow the link! We will also continue to share the sign-up link in the For Cape Mediation Staff & Volunteers section of our newsletter each month. Don't have the login for the page? Send us an **EMAIL**.



The Power of Conflict

Nothing good comes from conflict, right? The truth is, it does not have to be that way. When we work together we can solve problems that may have seemed insurmountable alone. Join us on March 20 and 27th for our 2-part workshop, ***Conflict as an Opportunity for Positive Change***, to learn the tools to help harness the Power of Conflict. We are very excited to offer this workshop directly to the community through the Nauset Adult & Community Education program. To register, visit the Nauset Schools website at <https://nausetschools.revtrak.net/> and click the Adult & Community Ed button.



Welcome to Our Newly Elected Board Officers!

We are excited to announce that our Board of Directors elected it's new officers at their Annual Meeting. Karen Wallace was elected at President, Adrienne Watson as Treasurer, and Jane Lea as Clerk. The board also elected Jim Duane to the newly formed position of Vice President.



Welcome Allyson, The Newest Addition to Our Staff!

Hi all! I am Allyson Rogers, a recent Bridgewater State University graduate, with a major in Management. Currently, I am perusing my Paralegal studies certificate. I am Cape Cod born and raised! I am thrilled to be joining the team here at Cape Mediation, and I can't wait to see where this journey takes me.

How Do Lessons in Mediation Apply to Everyday and Professional Life

The skills we learn in mediation can help in our everyday and professional life. This month we spoke with Atty. Jim Duane to learn how mediation skills help him when he meets with clients.

The skills discussed are most effectively employed when meeting with a client to learn about their case. Preparing a client for deposition or trial testimony requires different skill sets.

Asking Questions: *As a lawyer, especially a litigator, I want to know the facts of the case from my client's perspective. However, in order to do so I would not only have to ask the client to tell me what happened, I would have to ask questions to gain a more complete understanding. These would be open ended questions to learn the facts behind the facts. The question could be as simple as, " Can you tell me more about that?" If the client is upset or angry, give them the space to vent before asking another question. This process will lead to your getting a better understanding of your client's case and its strengths and weaknesses.*

Learning to Listen: *Lawyers are often thought to have wonderful speaking ability. Unfortunately, sometimes lawyers are so busy showing how smart they are that they do not get a full understanding of their client's case. Being a good listener is more important than being a good talker when you are trying to learn about your client's case. I always learn more when I listen than when I talk. This means being an active listener and reflecting back what they said, so they know that you have heard them. As Yogi Berra might have said, "You can hear a lot by just listening."*

Building Trust: *The best way to build trust with your client is to show that you have heard them. The client probably feels either that they have suffered a wrong if they are the plaintiff or that they have been wrongly accused if they are the defendant. In both instances they just want to be heard. You cannot obtain your client's trust unless you show that you have heard them, understood them, and empathized with them. You cannot do this by telling them what a great lawyer you are.*

Taking a Break: *In general, but especially if your client or you are tired, frustrated, and/or repeating themselves, take a break. The break could be for as short as a few minutes or as long as a few days. Take whatever time is necessary to regain your focus*

and gather your thoughts for your next session.

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 you read this edition of Mediators Break, we will be just one week away from resuming our in-person mediation services in the Orleans District Court after a four-year absence. None of us could have predicted we'd be taking such a long hiatus, and we are excited to get back to Orleans! Mediators wishing to participate have gone through refresher training to re-acquaint themselves with the forms and procedures used when mediating face to face in the Court. Other trained mediators are welcome to join us in Orleans, please contact Anne for details.

Of course, our successful remote mediation services will continue both in Orleans and other locations as requested.



March 2024

Thursday, March 7, 2024, 9:00 AM - Orleans District Court In-Court Mediation. We are back in Court every Thursday to mediate in Orleans! If you are interested in joining the in-person panel, please [contact us](#) to join us for our next Orientation & Refresher.

Thursday, March 14, 2024, 9:00 AM - Orleans District Court In-Court Mediation. We are back in Court every Thursday to mediate in Orleans! If you are interested in joining the in-person panel, please [contact us](#) to join us for our next Orientation & Refresher.

Thursday, March 14, 2024, 4:00 PM - Discussion & Debrief for Mediators and Conciliators. Please join your 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.

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/>

Thursday, March 21, 2024, 9:00 AM - Orleans District Court In-Court Mediation. We are back in Court every Thursday to mediate in Orleans! If you are interested in joining the in-person panel, please [contact us](#) to join us for our next Orientation &

Refresher.

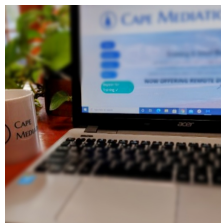
Thursday, March 28, 2024, 9:00 AM - Orleans District Court In-Court Mediation.

We are back in Court every Thursday to mediate in Orleans! If you are interested in joining the in-person panel, please [contact us](#) to join us for our next Orientation & Refresher.

Thursday, March 28, 2024, 4:00 PM - Discussion & Debrief for Mediators and Conciliators.

Please join your 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.

Visit CapeMediation.org



Submit Your Request for Mediation and Conciliation Services Online!

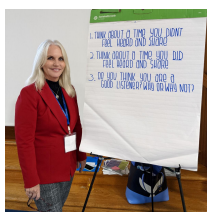
Submit your request to schedule a Mediation or Conciliation on our website at CapeMediation.org and fill out a [Request for Services](#) form. After we receive your request, one of our experienced case coordinators will contact you to learn more. **You may also reach us by phone at 508-240-1717 or by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

ChatGPT Assisted Mediation Simulations – What We Have Learned So Far (video). Find out what mediators have learned using ChatGPT-assisted mediation simulations in The February 28, 2024, issue of [Mediate.com](http://www.Mediate.com).

Happenings

Conflict as an Opportunity for Positive Change

Join us on March 20th and 27th for our new 2-part Conflict Management workshop, *Conflict as an Opportunity for Positive Change*, with Susan Carroll and Maura Smith Stein. The workshop will include the basics of Active Listening and Problem-Solving , and an introduction to Listening Circles. To register, visit the Nauset Schools website at <https://nausetschools.revtrak.net/> and click the Adult & Community Ed button. **Class size is limited and Registration closes March 18th! Register Today!**

Cape Mediation Returns in-person at the Orleans District Court

Beginning on March 7th are back in Court to mediate in Orleans! Our volunteer mediators will be available each Thursday to provide no-cost Mediation for Summary Process and Small Claims matters!

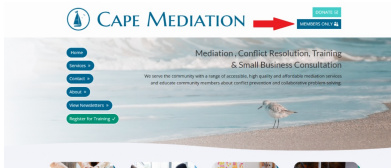
For Cape Mediation Staff and Volunteers



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 MARCH 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 MARCH 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



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

counts" holds true.

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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NATIONAL ASSOCIATION FOR
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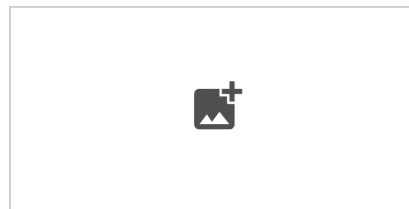
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