
"Often times the process is more important than the result."

R. Wilkins



Events and Happenings at Cape Mediation



Initiative to Introduce Dispute Mediation to Town Housing Authorities

For many years Cape Mediation has been providing mediation services in the summary process (eviction) session of the Barnstable County Court system. When a Town Housing Authority initiates an eviction action in court the Housing Authority always engages an attorney and sometimes the resident will as well. There is a significant cost involved to engage legal counsel. Such legal actions also involve a high degree of anxiety for the resident and often for neighbors of the resident as well. Recently Cape Mediation has launched an effort to reach out to Housing Authority Executive Directors on Cape Cod to encourage them to try mediation well before it becomes necessary to file a court action. Our outreach effort emphasizes that early mediation avoids the cost of engaging legal counsel by the Housing Authority and is thereby much less expensive and can be expected to trigger a much lower level of anxiety for residents. Many Housing Authority Directors on Cape Cod are aware of Cape Mediation and all Executive Directors contacted have responded positively to our outreach.

Student Intern, To Year-Round Remote Intern!

We are excited to announce that Daisy, who has been with us as a Summer Intern, will be joining the Cape Mediation team as a



year-round remote intern! Daisy has been a part of Cape Mediation since she joined the Youth Program as a student during her time at Nauset Regional High School. She recently completed our remote Basic Mediation Training and is on her way to becoming a fully certified Mediator. Daisy has been an invaluable asset to our Youth program Team during a time of transition. We look forward to continuing to work with her as she begins her Sophomore year of College!

Thank you to the MOPC

Community Mediation Center Grant Program (CMC Grant Program)

Cape Mediation has been awarded a generous grant from the Massachusetts Office of Public Collaboration (MOPC) in support of our Conflict Resolution Programs. The CMC Grant Program provides operational and program funding to community mediation centers to broaden access to dispute resolution for all Massachusetts residents by promoting community mediation as an affordable public service. The mission of the office is to facilitate and build capacity for dispute resolution within the Commonwealth by serving as a neutral forum and state-level resource for public agencies and courts to access skilled mediation, facilitation, program design, administration, evaluation, training, and procure qualified mediators and collaborative practitioners for service on public contracts. We wish to express our immense gratitude to the MOPC for their continued support helping us to make a positive impact in our community. To learn more about the MOPC visit them on the web at ResolutionMA.org

Cape Mediation Volunteer Summer Lunch



Pictured at the Marshside in East Dennis, L-R: Howard Zabusky, Elaine Graybill, Marilyn Gullet, Maggie Fearn, Kathi Heffernan, Kathi Sommer

Cape Mediation volunteers past and present gathered for their traditional summer lunch in August - extending an informal Barnstable Summary Process crew get together that began pre-pandemic and has grown organically since as we think of colleagues who might like to join.

If you'd like to be added to the list for next year, please contact Maggie Fearn at maggiefearn@gmail.com and look out for an email early next summer on dates. Maggie is also hoping to organize a wintertime lunch for those on Cape: please get in touch!

REMOTE INTENSIVE BASIC MEDIATION TRAINING Fall 2024

DON'T WAIT - REGISTER TODAY!



Cape Mediation is pleased to offer our 34-hour Intensive Basic Mediation Skills Training program. Cape Mediation is a leader in Dispute Resolution, since 1989 we have offered unparalleled high-quality training in Dispute Resolution facilitation.

What Skills Will I Learn?

Our training teaches conflict management, dispute resolution techniques, program processes and procedures, ethical standards, and proven strategies to develop skills to learn to manage conflict and become an effective mediator. You will learn the techniques, procedures and processes that form the foundation of every mediation. The training is led by our experienced team of mediators who have been practicing Conflict Resolution, Communication and Mediation skills for more than 25 years.

Who Should Take Mediation Training?

Conflict Management skills are more important than ever in this time of stress and division. You will learn proven strategies for managing organizational and personal conflict. You will learn valuable skills to become more productive at work and in your personal relationships. Past trainees include executives, attorneys, educators, therapists, contractors, social workers, business professionals, nurses, physicians, landlords, tenants, homeowners, real estate professionals, parents, and more.

You May be Eligible to Receive Up to 100% Tuition Reimbursement

We are thrilled to share with you that the Massachusetts Workforce Training Fund Express Grant is available for our Fall Remote Basic Mediation Skills Training! The **Express Grant** helps businesses and nonprofit organizations in Massachusetts invest in their employees by providing up to 100% tuition reimbursement upon completion of an approved course. Businesses and organizations with under 100 employees are eligible to have the full cost of the training covered. Businesses and organizations with 100 or more employees, may receive as much as one-half of the total cost of training. To learn more about the Express Grant on our website by [clicking here!](#) or visiting our website at [CapeMediation.org!](https://CapeMediation.org)

REGISTER TODAY!

Books & Beyond

Unlocking Empathy in High-Conflict Situations, By Ralph Kilmann, Mediate.com, August 28, 2024. The author describes a simple method to resolve the extreme polarization that can occur in high-intensity conflicts, where people have deeply stereotyped misperceptions of the other that remain frozen in time — and thus inaccessible. This simple method can also raise the empathy of both parties...to spend some time in the shoes of the other.

Happenings

This Month!

Our Fall Remote Basic Mediation Skills Training

Our Fall Remote Basic Mediation Skills Training begins on September 24, 2024 with a one hour orientation. Our training includes theory discussions, plus more than 18 hours of hands-on role-play practice and interactive exercises. In addition to the regularly scheduled classes, our training includes live online weekly office hours so participants have the opportunity to meet with our experienced trainers one-on-one.

REGISTER TODAY!

Coming in October

Cape Mediation Fundraising event at the Chatham Orpheum!



We are rolling out the red carpet for our very first fundraising event at the Chatham Orpheum Theater! We invite you to bring your family and friends for a movie night you can't miss and a chance to support our mission. We hope to see you there! Stay tuned for all the details in our October Newsletter, or reach out to Allyson at allysonrogers@capemediation.org for a sneak peak!

The Board's Corner



TO ALL MEDIATORS AND FRIENDS OF CAPE MEDIATION, PAST, PRESENT AND FUTURE! Cape Mediation Invites You!

The Cape Mediation Board of Directors invites you to attend a gathering of our volunteers and friends on Monday, September 30th, from 4-6pm at the Sea Dog Brew Pub on Whites Path in South Yarmouth (just off the old exit 8). Come and hear about all the exciting things Cape Mediation has been doing! Catch up with your fellow mediators and socialize with our Board members and newest mediator trainees. We'll have some delicious hors d'oeuvres, a cash bar, and a few other surprises. You won't want to miss this —it's been too long! RSVP to president@capemediation.org. We look forward to seeing you there!



September 2024

Monday, September 2, 2024, - **LABOR DAY** The Cape Mediation office will be closed in observance of the Holiday.

Thursday, September 5, 2024, 9:00 AM - **Orleans District Court In-Court Mediation**. Our volunteers are available to mediate every Thursday at the Orleans District Court for Small Claims and Summary Process matters.

Thursday, September 5, 2024, 4:00 PM- **Discussion & Debrief for Mediators and Conciliators**. Please join your fellow Cape Mediation volunteers for our bi-monthly meeting held remotely on Zoom. The discussion 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 12, 2024, 9:00 AM - **Orleans District Court In-Court Mediation**. Our volunteers are available to mediate every Thursday at the Orleans District Court for Small Claims and Summary Process matters.

Thursday, September 19, 2024, 9:00 AM - **Orleans District Court In-Court Mediation**. Our volunteers are available to mediate every Thursday at the Orleans

District Court for Small Claims and Summary Process matters.

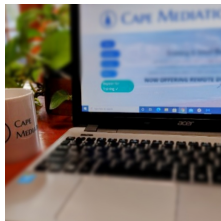
Thursday, September 19, 2024, 4:00 PM - Discussion & Debrief for Mediators and Conciliators. Please join your fellow Cape Mediation volunteers for our bi-monthly meeting held remotely on Zoom. The discussion is open to all Cape Mediation volunteer Mediators and Conciliators. **Contact us** to join the discussion or look for the notice in your inbox.

Tuesday, September 24, 2024, 3:30PM - 4:30PM -Fall Basic Mediation Training ORIENTATION. Cape Mediation is hosting a mandatory one-hour orientation session on Zoom for all who have registered for the Fall 2024 Basic Mediation Training. We hope to see you there!

Thursday, September 26, 2024, 9:00 AM -Orleans District Court In-Court Mediation. Our volunteers are available to mediate every Thursday at the Orleans District Court for Small Claims and Summary Process matters.

Monday, September 30, 2024, 4:00pm-6:00pm - Cape Mediation Volunteer Appreciation We are looking forward to celebrating our past, present, and future mediators at Sea Dog Brew Pub!

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](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 offers 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 us at, info@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.](#)

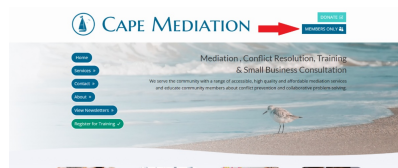
For Cape Mediation Staff and Volunteers



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.

Volunteer Sign-Up!

Volunteers can now sign-up to volunteer to mediate and conciliate through the link on our Members-Only Page.

Volunteer Calendar

See important dates and happenings listed on the Volunteer Calendar located on the Members-Only Page.

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.**

**VOLUNTEER AVAILABILITY FOR SEPTEMBER
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. We also are excited to be back in-person offering mediations at the Orleans District Court House on Thursdays.

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 OCTOBER 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!

Show your passion for The Process!

Visit the Cape Mediation store for all things Cape Mediation. Proceeds support Cape Mediation services in our community. [Visit the Cape Mediation Store](#)

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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