
"It is amazing how something so easy as a simple word change can build a bridge instead of a wall."

Courtney West



Events and Happenings at Cape Mediation



Building Bridges -- Not Walls Conflict Management Workshop

By Prof. Courtney West

I would like to sincerely thank Cape Mediation for coming into my two Introduction to Business courses at Cape Cod Community College. Through the dedication of Anne, Allyson, several board members as well as interns and volunteer mediators, my students got a unique experience of first hand business situations in which conflict resolution skills are necessary. Cape Mediation rolled out a series of exercises including role playing, team bonding, and interactive simulations of how to work together to avoid strife.

This program is aptly named in "Building Bridges -- Not Walls" because as these young adults set out on their careers they are just at the beginning of seeing how building connections and networking will enhance their careers. This workshop did a terrific job of highlighting the simple ways that individuals can contribute to collaboration instead of confrontation. My favorite exercise was in which teams were asked to communicate with initially saying "yes, but" and then conversely communicating saying "yes, and" and the room truly lit up in the difference a single word made in how collaborative the

process was. It is amazing how something so easy as a simple word change can build a bridge instead of a wall.

These students are working on their professionalism skills and this seminar made a perfect fit for giving them future tools needed while also making it an enjoyable seminar for all who attended. It was beyond clear how much effort the entire Cape Mediation team did to prepare both relevant material as well as a thorough presentation that catered to exactly what these students need to thrive in their future workplaces. Thank you Cape Mediation for all your hard work to ensure the youth of Cape Cod thrive!



Captains Leadership Workshop at Nauset Regional High School!

In September, the Cape Mediation Youth Program team had the pleasure of leading a workshop for the fall athletic team captains at Nauset Regional High School in North Eastham. Our aim was to equip these young leaders with essential conflict management skills that they can use both on and off the field. The workshop was interactive, featuring group activities and role-plays that made the learning process engaging. Participants learned valuable strategies for resolving conflicts and fostering teamwork, all of which are crucial for effective leadership. We really enjoyed the opportunity to work with the students, Athletic Director John Mattson, and Principal Patrick Clark. We look forward to continuing our partnership with Nauset and are excited about future workshops that will positively impact young people on Cape Cod. For more information about the Cape Mediation Youth Program, please visit our website. Together, we can create a positive impact in our community!



Cape Mediation Joins the University of Massachusetts School of Law Pro Bono Volunteer Fair

Cape Mediation joined the University of Massachusetts School of Law's Pro Bono Volunteer Fair to discuss our programs, services, and mission with current law students seeking Pro Bono opportunities. On site we had our Executive Director, Anne Tessier, her part-time assistant and current student at UMass Law, Peter Kelsey, and Cape Mediation's current intern and student at UMass Law, Margaret Harris. Together we talked with students, gathered contact information for potential applicants, and helped distribute Cape Mediation souvenirs, as well as talked about the positive impact ADR has in the legal system

The student internships are a crucial step in meeting the school's requirement of completing at least 30 hours of pro bono service for graduation. This requirement helps

develop practice-ready, justice-centered attorneys by providing exposure to non-profit and public sector careers, practical work experience, and valuable networking opportunities. Students are encouraged to find placements that align with their interests and meet the necessary criteria, which include performing legal or law related work under the supervision of a licensed attorney without receiving payment or academic credit. We look forward to supporting law students as they explore impactful pro bono work with Cape Mediation.



Cape Mediation Movie Night was a Big Success!

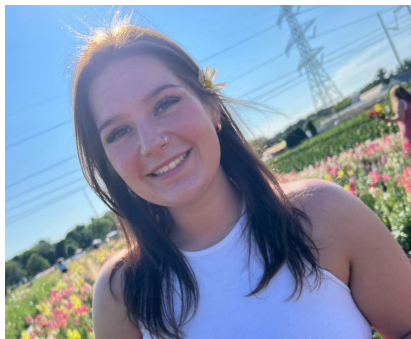
Thank you to everyone for coming out to support Cape Mediation and join us for our first Movie Night fundraiser at the Chatham Orpheum Theater on October 17th! It was a great success! We can't wait to see all of you next time!

Congratulations to our movie ticket winners, Joanne and Jessica!

Thank you to the Chatham Orpheum Theater and First Citizens Federal Credit Union for your generous support to make it possible!

To see more pictures from this and other Cape Mediation events, follow us on Instagram, Facebook and LinkedIn!

Be sure to visit our new **[VOLUNTEER EVENTS PAGE](#)** on our website to read about everything we have been doing! You can find it by **[CLICKING HERE](#)** or by following the link on our **[NEWS & EVENTS PAGE](#)**.



Cape Mediation Announces the Promotion of Allyson Rogers to Program Specialist

Cape Mediation is excited to announce the promotion of Allyson Rogers to the position of Program Specialist, as part of our newly designed Upward Mobility Program. Allyson has been a vital part of our team since she started with us as a full-time Executive Assistant, and she has continually exceeded our expectations. Allyson

has made significant contributions to our developing Youth Program, is a member of our Conflict Management Workshops team, assists our in-person and remote Case Coordinators with mediations, and shines as a mediator in our in-court program each week. In her new role as Program Specialist, Allyson will take on greater responsibilities, including Youth Program Specialist, while receiving training and mentoring from our experienced staff and board members, ensuring Cape Mediation's commitment to high quality ADR services and programs. Please join us in

Books & Beyond

***Active Hope*, by Chris Johnstone and Joanna Macy.** *Active Hope* resonates deeply in the aftermath of Hurricanes Milton and Helene, as it underscores the importance of proactive engagement and resilience in the face of environmental challenge. It encourages readers to embrace uncertainty and cultivate collaboration—key components of effective mediation. With practical tools for transforming despair into action, *Active Hope* can equip mediators to approach conflicts with renewed purpose and possibility. By nurturing a hopeful perspective, mediators can navigate complex situations more effectively, inspire positive change, and empower parties to find common ground.

Find the book at your local library or purchase it at <https://www.activehope.info>.

Active Hope: How to Face the Mess We're in without Going Crazy

Authors: Joanna Macy, Chris Johnstone

ISBN: 1577319737, 9781577319733

Publisher: New World Library, 2012, revised 2022

Thank you to our newest intern, Margaret Harris, for sharing this book suggestion with us. Do you have a reading, podcast, or other media that you want to share with the Cape Mediation community? If so, email us at info@capemediation.org!

Happenings



Navigating Divisive Conversations: Conflict Management Skills for Thanksgiving

by Margaret Harris

As Thanksgiving approaches amidst a contentious presidential election season, family gatherings may lead to uncomfortable discussions. Drawing from lessons learned in our workshop, The Fundamentals of Managing Workplace Conflict, below are some key strategies to help foster understanding during the holidays.

1. Embrace Listening. Truly hear what others are saying without preparing your response. This shows respect and opens the door for constructive dialogue.

2. Ask Questions: Encourage meaningful conversations by asking questions like, “What experiences shaped your view?” This promotes deeper understanding.

3. **Acknowledge Emotions:** Recognize the feelings of others, especially in heated discussions. Phrases like, “I can see this is important to you” can help de-escalate tensions.

4. **Focus on Common Ground:** Identify shared values or concerns to bridge divides, creating a more positive atmosphere despite differing viewpoints.

5. **Know When to Step Back:** Sometimes, it's best to disengage from divisive topics. Remember: “You don't have to attend every conflict you're invited to!”

By applying these skills, we can turn potential conflicts into opportunities for connection. Let's continue to build bridges, not walls, in our families and communities.

Wishing you all a peaceful and joyful Thanksgiving filled with meaningful interactions!

The Board's Corner

As we enter the month of November, it's a good time to pause and give thanks for all the good things in our lives. Here at Cape Mediation, we are thankful for you, all of our volunteers and supporters! We saw many of you at our most recent event, movie night, in Chatham, and we hope to see you more of you in the future soon.

November is also the month we start our annual fundraising efforts, so necessary to keep a small non-profit like ours thriving and moving forward. You'll see more from us on that in the weeks to come and we hope you will support us again this year..

And finally, the last thing we are thankful for this month,(and the best!), is that we get to congratulate our newest Board member, Courtney West and her husband, on the birth of their first child, Jameson Lawrence West!

Thank you all!



November 2024

Calendar Change: Our Discussion and Debrief sessions will now be held once each month on the First Thursday of the month.

Monday, November 5, 2024 - Election Day. Don't forget to cast your vote!

Thursday, November 7, 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, November 7, 2024, 4:00 PM - Discussion and Debrief. We invite all mediators and conciliators to join our discussion and debrief remotely on Zoom! Beginning this month will be meeting once a month on the First Thursday of every month.

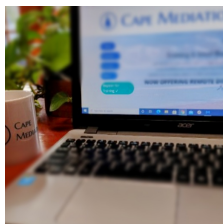
Monday, November 11, 2024 - Veterans Day. The Cape Mediation office will be closed in observance of Veterans Day.

Thursday, November 14, 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, November 21, 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, November 28, and Friday, November 29, 2024 - Thanksgiving Break. The Cape Mediation office will be closed in observance of Thanksgiving.

[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

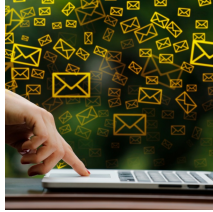
Cape Mediation's Advanced Dispute Resolution Practice Training Program is for newly trained neutrals and for neutrals that wish to gain additional advanced hands-on experience. This program provides an invaluable opportunity to practice mediation and conciliation skills, and is held remotely by Zoom. 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.](#)



VISIT THE CAPE MEDIATION STORE!

Show your passion for The Process!

Wondering where to get a Cape Mediation t-shirt, mug or more? Visit the Cape Mediation store for all things Cape Mediation. Proceeds support Cape Mediation services in our community.

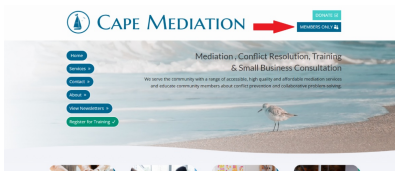
[Visit the Cape Mediation Store](#)

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.



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 NOVEMBER 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 NOVEMBER 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](https://CapeMediation.org)



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Massachusetts Office of
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