

From: Cape Mediation <info@capemediation.org>
Sent: Wednesday, April 2, 2025 10:53 AM
To: annetessier@capemediation.org
Subject: April 2025 Mediator's Break



Mediator's Break

Monthly News & Updates
April 2025



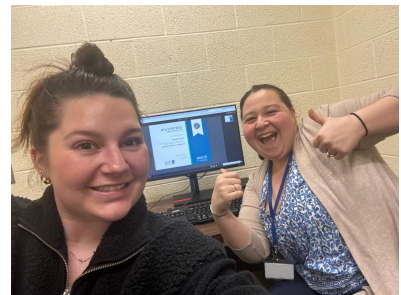
"Every great and deep difficulty bears in itself its own solution. It forces us to change our thinking in order to find it."

Niels Bohr

Events and Happenings at Cape Mediation

Cape Mediation's Board Clerk and Program Specialist Complete Grant Writing Course

The generosity of all of our supporters has enabled Cape Mediation to provide our Conflict Management services at no charge for more than 30 years to people in our communities that face legal actions in the District Courts on Cape Cod. Our staff and board members work hard so that we have the funding needed to continue our work. On Tuesday, March 4, 2025, Cape Mediation's Board Clerk, Courtney West, and Program Specialist, Allyson Rogers, successfully completed an online Grant Writing Course offered through Cape Cod Community College. Thank you to the Cape Mediation



Board of Directors for their commitment to continuous professional development and to Courtney and Allyson for their drive to ensure success for our programs.

Cape Mediation Pop-Up: Revisions to the Small Claims Rules

Cape Mediation volunteers and staff met over zoom on March 12th to discuss the recent changes to the Massachusetts Uniform Small Claims Rules. On February 3rd revisions were enacted to the rules with the intent of protecting low-income parties. A special thank you to Anne Tessier for hosting this workshop and to our staff for guiding us through these changes, we are led by the absolute best! If you are one of our volunteers and were unable to attend this session, please be on the lookout for the next pop-up session coming soon!

The MOPC Prepares to Launch New Case Management Software

On March 19th Cape Mediation staff members attended an introduction to new case management software developed by the Massachusetts Office of Public Collaboration (MOPC). The new software will soon be available to mediation centers supported by the MOPC throughout Massachusetts and is uniquely designed to assist in managing client interactions and data reporting.

Introduction to Mediation and Conciliation Presented at the University of Massachusetts School of Law



On Monday, March 17th, Anne Tessier and Allyson Rogers presented our Introduction to Mediation and Conciliation workshop to the University of Massachusetts School of Law's Family Law class, at the invitation of Prof. Margaret Drew. The workshop highlighted the Conflict Resolution Process and students had the opportunity to actively participate in a variety of interactive activities that showcased the real-world applications of mediation and conciliation.

The students' feedback was overwhelmingly positive, with many expressing how much they appreciated the hands-on nature of the workshop and the chance to learn about mediation and conciliation in a practical setting. We were delighted to be joined by Prof. Drew and one her students, 2L Kennedy, (pictured here) to talk more following the workshop. The engaging environment offered participants the opportunity to experience firsthand how effective Alternate Dispute Resolution (ADR) can be in resolving conflict.

We are grateful to Prof. Drew, who is not only a learned educator, but also a talented Conciliation volunteer with Cape Mediation, for inviting us to be a part of her class. It was a fantastic opportunity to collaborate with future legal professionals and share our knowledge of ADR methods that help bring lasting, peaceful solutions in times of conflict.



LEADERSHIP TRAINING

Cape Mediation offers leadership and communication training to community schools and organizations. Every workshop is uniquely tailored to meet their needs.

Cape Cod Community College Fundamentals of Managing Workplace Conflict

On March 19th and 22nd Cape Mediation returned to Cape Cod Community College's Introduction to Business class to once again present our Fundamentals of Managing Workplace Conflict workshop, instructed by Cape Mediation's Board Clerk, Courtney West. Building on the success of our workshop presented to the fall classes, we were thrilled to be invited back to teach valuable conflict resolution and leadership skills to two more groups of students. The interactive sessions focused on resolving conflicts and developing strong leadership skills essential for success in today's business world. The students were highly engaged, participating actively throughout the workshops. We look forward to continuing to work with Cape Cod Community College in the future. and are grateful to have the opportunity to make a positive impact on the next generation of business leaders.

Nauset Regional High School Spring Team Captains Workshop

Cape Mediation continued its leadership series, Fundamentals of Managing Team Conflict, at Nauset Regional High School (NRHS) on Friday, March 28. This workshop is presented at the beginning of each season to student Team Captains at NRHS to help students learn to manage conflict, improve communication skills, and to be prepared to effectively cope with issues they are most likely to face in their leadership roles.

**SERIES:
VOLUNTEER IN THE SPOTLIGHT**

Our Volunteer in the Spotlight series is our way of expressing gratitude to each of our Cape Mediation volunteers for their dedication and hard work. Every month, we feature a different volunteer, showcasing their contributions to Cape Mediation and giving you a chance to get to know the incredible individuals who make our work possible.

Martin is in the Spotlight This Month!

This month the spotlight is on Martin, a long-time mediator with Cape Mediation since his first involvement in 2009! Martin has always been inspired by not only the intellectual challenge of the process but the belief that helping people achieve agreement and compromise is exceedingly valuable. Looking for a temporary replacement to his usual winter activity of volunteering as an attorney with a Legal Aid organization, Martin went on an idiosyncratic journey to find the Cape Mediation office to inquire about volunteering. After venturing to the old office location, finding the correct one but with no one present, and going on an impromptu apartment tour because he had been mistaken for a prospective tenant for the second floor, he finally had the opportunity to speak with the small claims coordinator at the time, Debby. Martin went on to complete our basic mediation training and has been an active volunteer ever since.

Using both his inherent and learned skills to be an in-person and remote mediator, Martin is an asset to the Cape Mediation team. He mediates small claims and summary processes, was briefly part of the conciliation program, and is a vital part of our partnership program. He is naturally analytical and deems that very important in mediation, while giving credit to co-mediators for learning how to improve his intuition and empathy during sessions.

Martin gets great satisfaction from cases where parties begin mediation clearly not speaking to each other, participating only because of the magistrate's instruction and yet eventually leave with an agreement, chatting to each other and with a former relationship restored. He also believes what we say in our introduction to mediation participants – that a compromise you can live with may be better than an arbitrary decision by the magistrate – and that such agreements are most likely to be complied with. Summary Process cases that could lead to families becoming homeless are for Martin the most stressful, although if the landlord agrees to time for the tenant to find new accommodation our process is rewarded. Martin also enjoyed his recent participation in a Partnership Program project which demonstrated that our interviewing and mediation skills can be very effectively applied to complex organizations as well as court cases. Martin also emphasizes what a privilege it is to work with, and learn from, his fellow mediators.

If you would like to be featured in the "spotlight," please contact Allyson Rogers at allysonrogers@capemediation.org for more details.

A banner with a blue background. In the center, there is a rectangular image showing a row of books with various colored spines (green, blue, orange, red). Overlaid on this image is the text "Books & Beyond" in a white, cursive font.

Books & Beyond

The Four Agreements by Don Miguel Ruiz. This is a powerful book that discusses practices and principles that are greatly aligned with mediation. He provides a framework that fosters self-growth, healthy listening, communication, and relationship building. Ruiz's perspective demonstrates how to foster a peaceful and constructive environment in any conflict.

Thank you to Daisy O'Neil for sharing *The Four Agreements* 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!

A banner with a blue background. In the center, there is a rectangular image of a coastal scene with waves, a sandy beach, and a few people walking. Overlaid on this image is the text "Happenings" in a white, cursive font.

Happenings

CONNECTING WITH THE DISPUTE RESOLUTION COMMUNITY - Sponsored by the Massachusetts Bar Association's (MBA) Dispute Resolution Section. The MBA is hosting a new Dispute Resolution Roundtable, once a month, on Zoom, on the first Thursday of every month, from 4:30 PM -5:30 PM. The first discussion will take place on April 3, and the discussion will be around managing difficult conversations during a mediation. To register and learn more **CLICK HERE** or please visit www.MassBar.org/DRSeries.

The Board's Corner

**James Duane Elected as a Trustee to the
Massachusetts Bar Foundation**



Cape Mediation is proud to congratulate James Duane, Cape Mediation's Board of Directors Vice President, on his election as a Trustee to the Massachusetts Bar Foundation (MBF) at their Annual Meeting held on March 11th at Suffolk University School of Law. Jim's commitment to ensuring access to justice is inspiring. Jim was joined at the Annual Meeting by Cape Mediation's Executive Director, Anne Tessier, as the MBF highlighted community members doing remarkable work, elected new Trustees, and marked another impactful year for the Foundation. Featured speakers included 2025 Great Friend of Justice, **Hon. John D. Casey**, Chief Justice of the

Massachusetts Probate and Family Court; **Jessica Pelletier** of MBF grantee organization **Ascentria Care Alliance**; MBA President **Victoria Santoro**; and MBF President **G. Perry Wu**.



April 2025

Our Discussion and Debrief sessions will now be held once each month on the Second Thursday of the month.

Thursday, April 3, 2025, 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, April 10, 2025, 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, April 10, 2025, 4:00 PM - Discussion and Debrief. We invite all mediators and conciliators to join our discussion and debrief remotely on Zoom!

Thursday, April 17, 2025, 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.

Sunday, April 20, 2025 - Happy Easter from Cape Mediation.

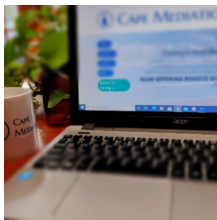
Monday, April 21, 2025 - Happy Patriot's Day from Cape Mediation. Our office will be closed in observance of the holiday.

Thursday, April 24, 2025, 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.

DISCUSSION AND DEBRIEF SCHEDULE UPDATE

Cape Mediation's Discussion and Debriefs will now be held once each month on the second Thursday at 4:00pm. We invite all Cape Mediation Mediators and Conciliators to join us! We hope to see you there!

[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.



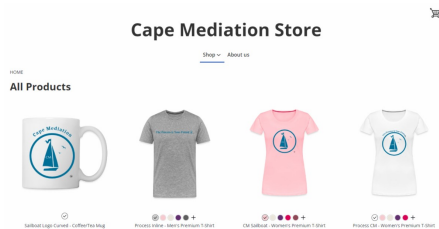
Mediator's Break is Online

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.

[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.**

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 APRIL AVAILABILITY

MY MAY 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.

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>

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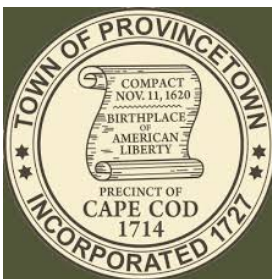
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 David Veach & Naomi Turner
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 Martin Webb

Foundations and Businesses



NATIONAL ASSOCIATION FOR COMMUNITY MEDIATION



CAPE 5 COD 5

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Massachusetts Office of
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