



# Mediator's Break

*Monthly News & Updates*

May 2025



*"You learn much more from your mistakes than from your success."*

John O'Toole

## Events and Happenings at Cape Mediation



### Youth Program Annual Appeal

Think back to a time in middle school, high school, or college. Can you remember a time when you had a conflict with a peer, a coach, a professor, a teammate, a friend, or even a significant other? I think it's safe to say we've all been there. Speaking from experience, I know that when I was in high school (I know not that long ago!), I didn't have any real conflict resolution skills. I saw disagreements as battles to win, opportunities to prove someone else wrong, or as problems so big they could only end in broken relationships. And sadly, sometimes they did. Today young people face the same kinds of challenges, and often without the tools to handle them in a healthy, constructive way. Young people are the future leaders of our businesses, our courts, our sports team, and most importantly, our communities.

Cape Mediation's Youth Programs are designed to equip young people with the skills they need to face conflict head-on, not as something to fear or avoid, but as a chance for growth, understanding, and positive change. We want them to see that conflict does not have to divide, it can actually connect and strengthen relationships when handled well.

Cape Mediation launched our Youth Conflict Resolution Program in 2021 to help young people learn to face the challenges of conflict. Each year we reach out to the community for your help in supporting our Program. **Please visit us on the web at [CapeMediation.org](https://CapeMediation.org) to show your support. Thank you.**

### A New Face in the Orleans District Court

We are pleased to announce that Martin Webb has accepted the position of part-time Coordinator for our in-person Mediation program at the Orleans District Court,

beginning this summer. Martin has been an active volunteer with Cape Mediation since 2009, participating in both our in-person and remote programs. Martin is also a valuable member of our Partnership Program team. Martin inspires all those he works with and we look forward to working with him in his new role.



## **Margaret Drew Receives the 2025 Access to Justice Lifetime Achievement Award**

We are very proud to share that Margaret Drew, Associate Professor and Director of Clinics and Experiential Learning at the University of Massachusetts School of Law, and one of Cape Mediation's dedicated Conciliators, has been named the recipient of the Access to Justice Lifetime Achievement Award for 2025 by the Massachusetts Bar Association. This award recognizes attorneys who have dedicated their careers to advancing access to justice in the Commonwealth. The award

Ceremony will take place on Thursday, June 5, at the Sheraton Hotel and Conference Center in Framingham, MA.

## **Congratulations to Margaret Harris**

Cape Mediation congratulates Margaret Harris, our University of Massachusetts School of Law Intern, for passing the Massachusetts Bar Exam! Margaret has been an asset to the Cape Mediation team, assisting with program development, newsletter content, and administrative duties. Although we never once doubted her excellence, we are very impressed by her achievement. We are excited to see all that Margaret does in the future!



## **Conflict as an Opportunity for Positive Change**

We believe that when we use the right tools, we can empower ourselves and others to work through challenges together by harnessing the power of conflict to build stronger personal and work relationships, and to strengthen our community. As William Ury points out in his book, *Possible, How We Survive (and Thrive) in an*

*Age of Conflict*, "Facing challenges is how we as individuals and groups learn, grow and change." Conflict is an opportunity to grow new ideas and make positive change in our community. It is our goal to help bring people together at time when it feels like the world is pushing us apart. and to transform the conflicts around us by meeting it head-on. This month we were invited by the Universalist Unitarian Meeting House of Chatham to join them and share information about transforming conflict. We wish to thank Elizabeth Van Wye and Dawn Dinnon and all the wonderful folks at the Meetinghouse.

## **CCIAOR**

### **Building Bridges Workshop**

We were thrilled to return on April 29, 2025, to present



our Building Bridges Workshop to the Cape Cod and Islands Association of Realtors (CCIAOR) at their 2025 Leadership Academy. Thank you to Patricia Pry, CCIAOR Events & Partnerships Director, for inviting us back, and thank you to our amazing volunteers Karen, Maggie, and Sue for making it all happen. The engagement and discussion were outstanding and we are grateful to be part of such a thoughtful and committed community.

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## **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.

### **Marilyn is in the Spotlight This Month!**

This month we spoke to one of our most dedicated volunteers of the past 10 years, Marilyn! Marilyn enjoys traveling, walking on the beach, reading, and spending time with family! Marilyn's curiosity on a work trip with her husband in Michigan led her all the way to Cape Mediation. She told us that "wherever we went, I would look for the best chocolate in the area. I happened to stumble upon 'Confections with Convictions' which did, indeed, have wonderful chocolate." When she asked the owner about the name of his shop, he explained how he was a mediator for the local juvenile justice program. Through his work, he saw the need for these students to find greater structure in their lives, find something meaningful to do, and make money. He opened Confections with Convictions to help move them forward in a positive direction. When Marilyn returned home to the Cape, the inspiration she felt from the store owner led her to immediately search for that kind of work and booked the first class with Cape Mediation possible.

Marilyn has mediated with us in person and remotely, conducted interviews, and worked on our partnership program. The wide variety of help and the expertise she has provided us with over the past decade has been extremely valuable. She prefers in-person mediations the most, but enjoys helping the parties communicate and actively listen to each other no matter the setting. She takes pride in the mediator's role to provide the structure in which all parties can feel safe to express themselves and their opinion. Marilyn reminds us of some very important parts of the process, one of which being that "an agreement is welcome but the process is important regardless of the outcome." She emphasizes the need for listening without formulating a response while the other party is speaking and overall, how empowering the act of listening is! Thank you, Marilyn!

Thank you to Daisy O'Neil for your writing of this month's Mediator in the Spotlight!

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

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## *Books & Beyond*

**In Uncertain Times, Get Curious**, by Elizabeth Weingarten, April 27, 2025, Behavioral Scientist. "Questions flow from curiosity. If we want to live and love the questions of our lives...we must first ask them into conscious existence." Read the article at **In Uncertain Times, Get Curious - by Elizabeth Weingarten - Behavioral Scientist**.

**Possible, How We Survive (and Thrive) in an Age of Conflict**, by William Ury, HarperCollins, 2024. It can seem like there is nothing that we can do to stem the tide of division that is all around us. With the right tools, William Ury shows us we can.

**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](mailto:info@capemediation.org)!**

## *Happenings*



**Foster Client Agency Through Building Self-Advocacy Skills: A practical strategy for lawyers, advocates, and service providers.** To be presented on May 6, 2025 by the Right Question Institute. They will share a concrete strategy for helping clients understand decisions being made that affect them in their interactions with institutions — and how to make the connection to decisions being made elsewhere in our democracy. Register by following the link below:

**<https://us06web.zoom.us/meeting/register/z6M0fRncT6qrCFHUNm7dfw>**

## **The Board's Corner**

Cape Mediation's Youth Training Program has just completed a successful season. Revamped this year to provide conflict resolution and effective communication skills to team captains and other student leaders, workshops were provided to high school, college, and graduate school students in the fall, winter.

Funding to present these critical skills workshops is provided in part by grant funding, but Cape Mediation must raise the rest by June 30th each year. We are currently accepting donations specifically targeted to the Youth Program to help us fill our funding gap. If you believe in the importance of this work, please click below to make your tax deductible donation today, with our sincere thanks!

**[SUPPORT CAPE MEDIATION'S YOUTH PROGRAM](#)**





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## **May 2025**

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

**Thursday, May 1, 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, May 8, 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, May 8, 2025, 4:00 PM** - Discussion and Debrief. We invite all mediators and conciliators to join our discussion and debrief remotely on Zoom!

**Sunday, May 11, 2025** - Happy Mother's Day from Cape Mediation.

**Thursday, May 15, 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, May 22, 2025, 9:00 AM** - There will be no Orleans District Court In-Court Mediation.

**Monday, May 26, 2025** - Happy Memorial Day from Cape Mediation. Our office will be closed in observance of the holiday.

**Thursday, May 29, 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.

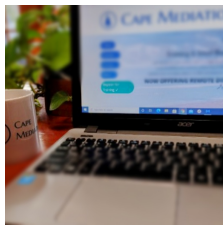
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## **DISCUSSION AND DEBRIEF SCHEDULE UPDATE**

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://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](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](mailto:info@capemediation.org) 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 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](mailto:info@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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## Stay Up-to-Date on Cape Mediation News and Events

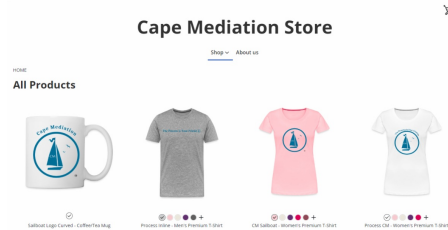
Stay up to date with news and information, articles and our calendar of events at Cape Mediation and in our community. [Click Here to View News and Events.](#)

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## 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](#)**

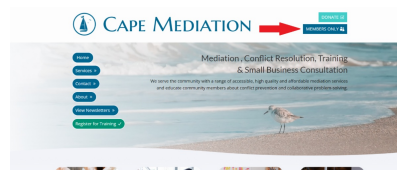
## For Cape Mediation Staff and Volunteers



### 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](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](#).

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## 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**.

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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 MAY AVAILABILITY**

**MY JUNE 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



## 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/](https://CapeMediation.org/About/)

### **National Association for Community Mediation**

Visit: [NAFCM.org](https://NAFCM.org)

### **Resolution Massachusetts**

Visit: [ResolutionMA.org](https://ResolutionMA.org)

### **Mass Law Libraries**

Visit: <https://www.mass.gov/orgs/trial-court-law-libraries>

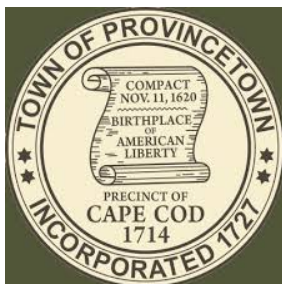
## THANK YOU TO OUR SUPPORTERS

### President's Circle

Lois Andre  
Jim & Michelle Duane  
Deborah Felix  
Kathleen Heffernan  
Ellen Kapinos  
Jane Lea  
John W. Lea  
Sydney Lea

Michael & Rob Normandy  
John O'Toole  
Scott Parr  
Allan E. Taylor & Kathryn F. Plazak  
John and Karen Townsend  
David Veach & Naomi Turner  
Karen Wallace  
Martin Webb

### Foundations and Businesses





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