



Mediator's Break

Monthly News & Updates
July 2025



"I find {the mediation process} so important and unique, it is a process that works for every type of conflict and person."

- Daisy O'Neil

Listening and Learning – Family Road Trip Challenges

By Leif Thesen, Summer Intern

In my role as a summer intern for Cape Mediation, in training to provide technical support for remote mediations, I've attended some of Cape Mediation's recent online mediations. In these sessions, I've been impressed by the skill and tact of the mediators and coordinator in diffusing potential conflict and helping the parties effectively communicate to improve understanding and reach an agreement. What particularly stood out to me was the insight the volunteers gained from truly listening to each party. Rather than making any assumptions, they were careful to understand the particular interests of each side, and through this, empathize and authentically validate the emotions that arose. Continually, I've been in awe of how the Cape Mediation volunteers listened to the parties and each other –deeply and with intention– which, for their purpose, made them much more effective.

Recently, I went on a 14 hour road trip with my family, where I was graced with many opportunities to improve my own ability to listen deeply and with intention. As it turns out, being confined in a hot car with family members for a long period of time provides excellent practice for strengthening conflict management and communication skills.

While, when attending mediations as tech in-training, I was removed from the conflict, with my family, our sometimes-dysfunctional patterns of interaction are deeply ingrained and quite personal. In the car however, the practice of truly listening, which I observed during the mediations, proved just as effective and valuable.

When I found myself caught up in our squabbles or taking on stress from my sister or parents, I worked to take deep breaths to calm my own emotions and open myself up to non-judgmentally understanding their perspectives. Diffusing my personal frustration, I was able to actually hear where they were coming from, which inherently caused me to empathize and helped us come to agreement quicker and with fewer hurt feelings. Whether in a mediation session or a car with family, authentic listening opens space for understanding and collaboration. I'm grateful for the exposure to our skilled mediators at work and am looking forward to improving my own skills—in my personal life and beyond!

Events and Happenings at Cape Mediation

BASIC MEDIATION TRAINING IS BACK FOR FALL!

We are excited to announce that registration is now live for our **Fall Basic Mediation Training!**

In our Basic Mediation Training Course you will learn mediation theory and skills and practice these through live role-playing simulations. This training course is highly interactive and exceeds the requirements of Rule 8 of the Massachusetts Supreme Judicial Court's Uniform Rules on Dispute Resolution.

If you are interested in signing up for the training, you can **[REGISTER BY CLICKING HERE.](#)**

To learn more about our training and how it can benefit you click **[HERE.](#)**

JULY 30TH VOLUNTEER EVENT: Introduction to Listening Circles

We are inviting volunteers as well as those interested in the wider community to **[join us for a free introductory class on Listening Circles!](#)**

Daisy O'Neil will lead this in-person workshop on listening circles, providing context and history in the first part of class, then using the second half of the class to actively engage participants in a listening circle.

Listening circles rooted in restorative justice have a long and complex history of being used all over the world, stemming from Indigenous nations in North America and the Maori of New Zealand. They are used for rehabilitation after a conflict and place a huge emphasis on healing relationships and communities. Listening circles instill healthy communication, active listening, and validation, no matter what the topic!

We use listening circles in our Youth Program to facilitate productive conversations and teach important life skills, and want to open up this as an opportunity for others to experience them as well.

This event will be in-person at the Cape Mediation office, on Wednesday, July 30th, from 10-11:30 am. Space is limited so please RSVP ASAP.

[RSVP HERE.](#)

NEW MONTHLY EVENT

"Neutral Grounds" Coffee Chats

We welcome employees, volunteers, Board Members, and community members to gather at a different local coffee shop once a month, across the Cape for informal, engaging meetups. These monthly chats are a great chance to connect with others, share ideas, and learn more about our programs!

Our first meet-up will be Monday August 4th from 8:30-9:30am at the Hole in One in Orleans.

Whether you're new to Cape Mediation, looking to get involved, or a past volunteer hoping to reconnect, we'd love to see you there!

[PLEASE RSVP HERE](#)

COMING THIS FALL

Cape Mediation's 2nd Annual Movie Night at the Chatham Orpheum!



In celebration of Conflict Resolution Month we are excited to host our 2nd Annual Movie Night at the Chatham Orpheum! This event will take place this fall, on the 30th of October. We invite you to bring your family and friends for a movie night you can't miss and a chance to support our mission through this fundraiser. October is mediation month and we plan on celebrating the whole time! Mark your calendars for the 16th and stay updated on the newsletter for further information. Movie and timing to be decided.

To see pictures of last year's movie night when we showed Captain Phillips, and stay updated on other Cape Mediation events, please follow us on Instagram,

Facebook and LinkedIn!

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.

Daisy is in the Spotlight This Month!

This month we are changing the scope of our Volunteer in the Spotlight Series to recognize Cape Mediation's year-round intern and Mediator, Daisy O'Neil. Thank you, Daisy for all of your handwork and dedication to Cape mediation.

Hi everyone! My name is Daisy, and I have been involved with Cape Mediation for over three years now. My journey began my junior year of high school, when some members of Cape Mediation came into a class I was taking at the time to teach us about the principles of mediation. Immediately, I realized I had no idea what mediation truly was! After a few classes, I realized it was something I was looking forward to every week, and I was learning skills that came very naturally to me. With the training I had received, eight students and I began Nauset Conflict Resolution in 2022, an after-school program that offered peer mediation as an alternative to administrative punishment. Students not referred to us by administration were also welcome to come take advantage of either mediation, listening circles, or one-on-one conflict coaching. This was one of the best and most fulfilling experiences I had in high school, as even though it was on a small scale we could really see the difference we were making in our community.

That same year, I began my internship with Cape Mediation's Youth Program Director, and together we worked with various schools across the Cape teaching our "Pathways to Peace" class. I will always be so grateful for my time with Cape Mediation while I was still in high school.

After my first year at university, I really missed being involved in this kind of work, so I immediately reached out to Cape Mediation to see how I could get involved again. I was so fortunate to have been rehired as a Youth Program intern, both in-person in the summers and remotely over the winter. Additionally, I had the opportunity to complete the Basic Mediation Training in 2024, and have completed the Advanced Practice Program. I love going into the courts, whether it is for mediations or to hear the call of the list; I just feel as though I learn so much from simply being there. I am excited to continue my journey as a mediator while strengthening my skills of creating programming for students!

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



The Magic in Mediation: A Search for Symmetries, Metaphors and Scale-Free Practices is a relatively recent book by Kenneth Cloke. This book discusses the 'magic of mediation'; the art and science beneath the surface, and has an emphasis on meaning and mediation's metaphorical qualities. This aspect, rather than relegating his writing to the theoretical level, frees the 'magic of mediation' to be seen and used across disciplines and in many different scenarios, offering practical real-world applicability. Going beyond the conventional boundaries of conflict resolution, Cloke proposes skills and practices, scalable to any level of conflict. Available on most major platforms including amazon.

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!



At 1pm on July 18th at the Osterville Village Library, Heather Freeheart will again be leading a wellness workshop, "Habit Change & Embracing a Healthier Lifestyle' Wellness Workshop. This in-person session will offer holistic strategies and skills for changing lifestyle patterns and setting goals. It will also discuss how increased self-awareness and active listening skills—vital skills for mediation—are beneficial in one's everyday life. This event is free and open to the public. You can learn more about this public event [here](#).



JULY 2025

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

Thursday, July 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.

Friday, July 4, 2025 - Independence Day. The Cape Mediation Office will be closed in observance of the Holiday.

Thursday, July 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.

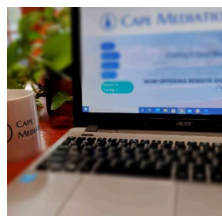
Thursday, July 10, 2025, 4:00 PM - Discussion and Debrief. We invite all mediators and conciliators to join our discussion and debrief remotely on Zoom!

Thursday, July 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.

Thursday, July 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.

Thursday, July 31, 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.

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](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

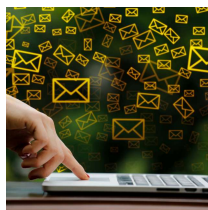
Cape Mediation's Advanced Dispute Resolution Practice Training Program is for newly trained neutrals and for neutrals that wish to gain additional advanced hands-on experience. This program provides an invaluable opportunity to practice mediation and conciliation skills, and is held remotely by Zoom.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



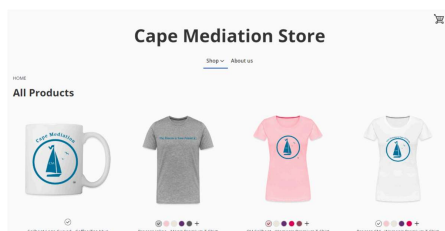
Mediator's Break is Online

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](#)

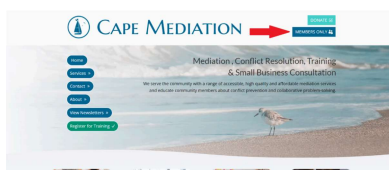
For Cape Mediation Staff and Volunteers



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 JULY AVAILABILITY

MY AUGUST 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. [Vise](#)

Donate Today



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



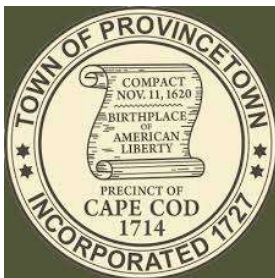
THANK YOU TO OUR SUPPORTERS

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Foundations and Businesses



Massachusetts Office of
Public Collaboration (MOPC)





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