



December 2019

# MV Mediation Program

## We Can Work it Out!

### Upcoming Events



**Dine to Donate**  
**Thursday**  
**December 12**  
**5-9 PM**  
**The Wharf**  
**Pub, Edgartown**

**Come out and support MVMP and have a great meal while doing it. On Thursday December 12th the Wharf will be hosting a Dine to Donate event with a portion of all proceeds going to MVMP. We will also be hosting a 50/50 raffle as well as a chance to win some Chilmark Chocolates.**

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#### **Conflict Management Cohort Course**

**Supportive, helpful, realistic connection with other Island managers/supervisors.**

**10 weeks January 14-March 17**

**Tuesdays 9 am-10:30**

**Call/email to register**

**Co-sponsored**

**Chamber of Commerce and YMCA**

**\$50 Chamber members \$100 others**

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### MEDIATION MUSINGS

**MVMP is part of a network of Massachusetts Community mediation programs--MOPC Massachusetts Office of Public Collaboration. Our Program Director wrote the following:**

Hi everyone,

It has become something of a tradition now for me to send out a note of thanks to mark this peculiarly American and wonderful holiday of Thanksgiving. I am thinking particularly about things to be grateful for and the importance of valuing those around you.

So with that in mind I want to acknowledge an amazing year of progress and transition for many and also the extreme amount of hard work put in to manage these changes. For those interested in such things:

- 3330 mediations 72.68% of which reached agreement
- Outreach carried out to 19,310 at 449 outreach events
- 35 basic mediation trainings and 219 specialized trainings
- 93% of participants happy with the process and 90% would recommend to someone else
- Nearly 50% of participants reporting thought that mediation had built their skills, improved communication and reduced conflict/stress
- 3 new centers were brought into the re-entry program
- A new Probate and Family Court pilot was begun
- We conducted a successful conference with

## Become a Conflict Coach

February Series

15 hours plus apprenticeship

6 sessions

Wednesdays and Thursdays

Work 1:1 with clients who want to improve their approach to conflict.

\$100 already trained mediators

\$250 others.

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## Introduction to Mediation

Course Part 1

April 2- April 28

(no workshops April 21-23)

6 sessions

Tuesdays and Thursdays 3-6 pm

Vineyard Haven location

Up to 30 PDP's available for teachers

Initial training or re-qualification

Call/email to register

## Introduction to Mediation Part 2

for MA Court Qualification

April and May TBD.

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## Youth Mediation Course

Become a mediator and earn a \$150 stipend. Next 15 hour course with lots of fun activities and great people begins the end of February. Youth ages 13-21  
Email [info@mvmediation.org](mailto:info@mvmediation.org) to apply to become a Youth mediator.

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## Internship Available

Martha's Vineyard Mediation is looking for a part time intern facilitator. This position has a stipend. Duties include participation in the Youth Mediation program and organizational support. This internship can be great way to build your resume and work with some great people.

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Parents  
We provide child custody, child support and parenting mediation.

Part of a Commonwealth program, MVMP mediation sessions can be low or no cost to parents. Call us.

the Trial Court

- Many were trained in conflict coaching and are now offering services

I could go on and on, but for those less interested in numbers and more interested in the feeling the work generates, you can know that everything that was achieved was done in collaboration and friendship.

While you are sitting with your turkey, nut roast or protesting against the holiday as a colonialist relic, I hope you are not thinking about work. However you can bask in some of the successes of the past year and be grateful for your role as peacemakers. Thank you so much for everything you do.

Yours in solidarity

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Rosalind Cresswell,  
Program Manager, MOPC



## MISSION MINUTE

*Our mission is to encourage and assist all residents of Dukes County—full-time, part-time, and seasonal—to resolve conflicts through mediation and other constructive dispute resolution tools. We do this by providing education, outreach, mediation, conflict coaching and facilitation. Our secondary mission is to relieve congestion in the court system.*

This month, our work has made some good progress in reducing congestion in the Dukes County Court. We have provided mediation services for a number of Small Claims, District and Superior Court cases. It is an empowering process when parties work together to resolve their conflicts. Parties meet in our confidential offices in Vineyard Haven, avoiding some of the stress involved in going to court. We have a very good track record with helping disputants come to a mutually agreeable solution. Mediation works!

## Become A Community Conflict Resolver

Sign up with MVMP or Edgartown Library to be one of 25 folks who will learn to be Community Conflict Resolvers. This 10 hour course held on 4 Saturdays in March, is appropriate for those serving the public such as municipal workers, teachers, social workers and others who need to strengthen their conflict resolution skills for use on the job and in their community work.

Contact the MVMP office or Edgartown Library to register.  
Free of charge thanks to Edgartown Public Library!

Visit our website

You can support MVMP with a donation.

Make MVMP your charity when you use Amazon Smile.

## FOR MEDIATORS AND APPRENTICES

**Mediator Saturdays:** Roster mediators, apprentices & trainees. Third Saturday monthly 10:00 am. Next session Saturday February 15, 2020. RSVP to info@mvmediation. Roster Mediators should remember to keep track of your 6 hours of continuing education for 2020 and submit to the office.



**Small Claims Dates:** January 8, 22 & February 12, 2020.

**District Court Coverage:** We may begin to cover court on Mon, Thurs or Fridays. If interested call office or email info@mvmediation.org.



### The Gift of Donation

Christina Simmons, Board Member

As the holiday season kicks into gear and everyone is busy preparing and shopping we are thankful for the continued support of our donors. Consider how supporting local non-profits can be a meaningful gift that supports the community. Here at MV Mediation Program we never want to have to turn

### Estate Conflict?

Are you having trouble sorting out an estate or inherited property? MVMP has helped a families to make thoughtful decisions and move forward with fairness and mutual trust. Call us and we will do our best to help.

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### Conflict Coaching Free Service for our Community

Take advantage of our Conflict Coaching program. in two one-hour sessions our Coaches can help you to rethink your approach to conflict situations. You will leave with a realistic plan to move forward with your life and become a more effective

someone away because of their finances.

Here is how your generous donations have supported MV Mediation Program:

#### *Workplace Conflict Workshops*

- \$ 100 pays for each member of a 10-week confidential cohort course for managers and supervisors
- \$ 250 pays for a workshop on conflict management

#### *Family and Divorce mediation*

- \$180 pays two mediators for one session
- \$1000 trains one divorce mediator

*Conflict Coaching: A new service available through generous support of the Newman's Foundation. Two one-hour sessions of free 1:1 Conflict Coaching are available for any community member.*

- \$ 50 pays one conflict coach per session

#### *Consultative and facilitation services*

- \$ 400 pays for a two hour consultation

#### *Conflict Resolution Courses*

- \$ 600 pays for one student to be trained as a mediator
- \$ 250 pays for one student to be trained as a conflict coach

#### *Youth Mediation*

- \$225 pays for one youth mediator to be trained



**conflict resolver. Call us and make use of this free service. We can help you!**

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### **Asking the Right Questions: Conflict Resolution Strategy Number One** **Sara Barnes, Lead Mediator**

Not sure how to solve a conflict? Put some effort into asking the right question. Here are few types of questions that might help to resolve a conflict.

**Open Ended Questions:** These show you are interested in finding out what the other person is thinking or getting more insight into who they are. Open ended questions can't be answered with yes or no or a discreet piece of information. They ask for the person to reveal their thinking. *Can you tell me more about that?* is an open ended question. Or *I was wondering what your reaction is?* or another *What are your thoughts about that?*

**Use questions to open communication:** Instead of an accusation, *You didn't pick up your socks because you know it annoys me.* Try asking a question, *I am wondering if the reason you didn't pick up your socks is because you know its upsetting to me?* Asking a genuine question opens the possibility of working together to solve problems. Try turning an accusation into a true inquiry into what happened and why.

**Use questions to identify needs:** Try: *What can we do about it?* or *What would you like to see happen?* or *What do you need from me?* or *Why is that important to you?* or *Why does that matter to you?* When you show interest in what is meaningful to the other person you are building a communication bridge.

**Problem Solving questions.** The idea with resolving a conflict is to change it from a battle and turn it into a shared project. Ask a question that shows you are willing to work with the other person. *How would you see us solving this together?* or *What would be your solution?* or *What do you suggest?* or make use of your knowledge of the other's needs *What can we do so you get (your need) and I get (my need)?*

Using questions to help resolve conflicts is connected to your vocal tone and stance. Try opening up your torso to the other person, keeping your tone calm and kind and use the best tool in your toolbox, a real and honest question. If you are stuck and can't remember any other questions, remember this one. *What can we do to resolve this conflict? Do you have any ideas?*

Then use your other number one tool. Listen. Then listen more. And keep listening.

Here at MVMP we have various services that can help. We hope to be able to ask the right question. And we are GREAT listeners.

MV Mediation Program | [mvmediation.org](http://mvmediation.org)

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Visit our website