



March 2020

# MV Mediation Program

## We Can Work it Out!

### Upcoming Events



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## Become A Community Conflict Resolver

**March Series**  
**4 Sessions**  
**Saturdays March 7, 14, 21 & 28**  
**11:30-1:30**  
**Bring your lunch!**

Learn to be a Community Conflict Resolver. This course is open to all and particularly 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. Open to the public. Free of charge thanks to Friends of Edgartown Public Library!

If you are interested in becoming a mediator, conflict coach, financial conflict coach or group facilitator, this is a great place to get started with your learning.

Contact the MVMP office or Edgartown Library to register or follow this link:  
<https://conta.cc/36Rn76c>

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### MEDIATION MUSINGS

## Conflict Coaching Can Work for You

Sara Barnes, Lead Mediator

Over this past year we have been building our Conflict Coaching service. MVMP has our own model called CLAMSHELL. In two hours of 1:1 coaching, participants can review a conflict scene, analyze many aspects of the conflict and develop a personalized plan for the future.

Who benefits from Conflict Coaching? Our clients are diverse. Some are:

- a divorcing mom who wants to not shut down when dealing with her ex partner
- a public official who wants be more effective when confronted with anger
- a mother of the groom to who wants to better handle an upcoming family wedding
- a wife who gets angry whenever she and her husband discuss an ongoing topic
- a supervisor who finds herself reactive to the actions of a particular employee

These conflicts are the stuff of everyday life. Our clients come to us seeking self improvement. They work with a caring and qualified coach who leads them through the coaching protocol.

The CLAMSHELL letters stand for the steps that happen sequentially as the coach and client move through the conflict coaching process.

- Clarify Goals
- Listen to conflict story
- Ask to understand

## **Elder and Aging Issues**

### **Mediation, Facilitation, Family Meetings and Conflict Coaching**

**Friday March 13  
12-1:30**

#### **Edgartown Council on Aging**

Come learn about the services that MVMP can offer to elders and families of elders. Conflicts are hard to resolve on your own. Our mediators, coaches and facilitators can help.  
Free and open to the public.

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### **Introduction to Mediation Course Part 1**

April 2- April 28 3:00-6:00 pm  
(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 or follow this link:

[Learn mediation](#)

### **Introduction to Mediation Part 2 for MA Court Qualification**

**For those who have taken their first 20 hours in order to be qualified to provide court derived mediation.  
April and May TBD.**

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**Register for Upcoming  
Events**

## **MISSION**

***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.***

- Map the internal & external
- Survey mutuality
- Heartcheck & Reflect
- Explore Options & Rehearse
- Lock it in
- Look for Pearls

We have learned quite a bit over the last year from our Conflict Coaching clients. The close bonds between coaches and clients open up reflective dialogue. Here are a few important findings so far:

#### **1:1 time**

Just the process of sitting for two one hour sessions with another person, being listened to and treated with kindness has great value. For many clients, taking a break from busy lives, and focusing inward has powerful benefits.

#### **Pick a conflict scene**

Our process asks clients to set a goal and then pick a specific scene to review. The concise nature of picking one important conflict scene helps clients and coaches to focus in a targeted way. In two hours no one can change everything, but focusing closely on a well-defined incident has the benefit of helping the client to zoom in on the underlying forces behind the conflict.

#### **Two sessions**

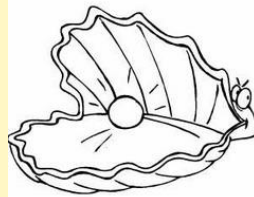
The time between sessions provides time for participants to think things through and develop new perspectives. The second session is often the session where clients have revelations about conflicts in their life.

#### **Mutuality**

The beginning of the second session is when the coach leads the client to walk in the other person's shoes and to use the concept of mutuality. This tool is new ground for some people. Our coaches are excellent at helping their clients use this tool as a way to understand their own conflict situation.

If you know someone who you think could benefit from CLAMSHELL conflict coaching, please send them our way. Throughout 2020 we are providing the first two sessions free of charge, thanks to a grant from Newman's Own Foundation.

We can all use a assistance in dealing with conflicts--Conflict Coaching can be that helping hand.



## Parent Mediation Program

Parents, do you need professional assistance with talking with each other? We are part of the Statewide Parent Mediation Program (PMP) that provides parents--married, unmarried, divorced or separated--with up to 4 hours of free mediation. The purpose of PMP is to support effective and productive discussions between parents. MVMP Family and Divorce mediators can provide you with mediation sessions to discuss parent custody schedules, financial decisions, communication or to renegotiate existing plans. Please contact the office to schedule an intake call or an initial visit. We are here to help.



# Bowling

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**Sunday, March 15<sup>th</sup>**

**The Barn Bowl & Bistro**

**13 Uncas Avenue, Oak Bluffs**

**Choose from 2 Sessions**

**12:00-2:00pm or 3:00-5:00pm - Prior Registration Appreciated**

**MVMP** MV MEDIATION  
PROGRAM

**SIGN YOUR TEAM UP TODAY!**

**Contact us at [info@mvmediation.org](mailto:info@mvmediation.org) or call [508.693.2999](tel:508.693.2999) or**

**Register Day of Event**

Visit our website

You can support MVMP with a donation.  
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## FOR MEDIATORS AND APPRENTICES

**Mediator Saturdays:** Roster mediators, apprentices & trainees. Third Saturday monthly 2 pm. Next session Saturday March 21, 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:** Wednesdays Twice a month

**District Court Coverage:** Three Thursdays a month

## Why I Mediate.

### Mediator Spotlight: Elaine Miller

*I worked as a Realtor on the Island for over 27 years. My most important role was to help people understand the condition of the market and how it fit into their perception of the market. The next most important role was to assist in mediating between a buyer and seller. As my activity as a Realtor slowed down by choice, I wanted to apply my skills to helping others find that neutral place to a solution. It's all about listening and helping people listen to themselves and others.*

Volunteer Mediation

## Benefits of Volunteer Mediation



by **Kayla Matthews**  
February 2020

Reprinted excerpt from Mediate.com

Becoming a mediator... might seem like a stretch. Rather than choosing a side, the mediator works for both parties. Families, professionals and even strangers seek mediation, and it's the mediator's job to listen to the issue at hand. Then, they help highlight the best course of action... More specifically, here are four of the biggest benefits that come with the gig:

### 1. Helping Others is Rewarding

The millennial workforce has made it clear that they don't want to work for the sake of it. Instead, according to the Stanford Social Innovation Review, they want to do good with the skills that they have acquired. As it turns out, mediation can be just as rewarding of an outlet for those in the legal profession and those outside of it, too. Many volunteers find the sense of accomplishment post-successful mediation to be extremely gratifying. Their efforts mend relationships and bring families back together. The focus on bettering people makes mediation an important and worthwhile task.

## 2. Mediation Keeps Cases Out of Court

You can feel good about becoming a mediator not just because it helps people, but it also keeps the court's workload in check. Of course, not all mediation sessions will end in a happy compromise... Still, the fact that mediators can help solve some disputes before they end up in court means that judges' workload decreases. In some places, mediators have been successful **a whopping 70 percent** of the time. Their work relieves the courts minor cases, leaving judges more time to preside over more difficult or pressing matters.

## 3. You'll Learn to Listen and Speak Thoughtfully

If you work in the legal field, you have effective communication skills. In this role, you can't mince words — you must be clear with your clients so that they know what's at stake and what they can do. You also must be careful not to cast judgments, either, so adopting neutral language will be vital to your success in the role. It's not a bad skill to hone and have up your sleeve, especially if you want to work as a paralegal or mediator. On that note, plenty of volunteer mediators say that the job has helped them improve their listening skills. Indeed, a mediator can't always jump into a conversation — they especially can't when parties are sharing their thoughts and opinions. Instead, they listen, and that quiet time helps them to come up with poignant things to say that will guide both parties to a resolution.

## 4. Mediating Makes You a Better Person

Once you learn how to be a professional mediator — most states have a training program for volunteers — you can apply the same skills to your personal life. You're likely to find that you have more patience for those with whom you're in disagreement. Plus you'll be more willing to compromise and find a solution. Any mediator will know just how valuable it is for people to be agreeable, and they will probably end up being that way in their own lives, too.

On top of that, volunteering always makes us feel good about ourselves. Dedicating time and energy to a cause builds self-esteem by increasing our interactions with others and creating a sense of purpose.

### Mediate For Everyone's Sake

The job requires plenty of listening and thoughtful speech, but those who do it find that the hard work is worth it in the end. The courts appreciate it, too — successful mediators keep their caseload down. You can be a part of all of this goodness by enlisting in training as required by your state. After that, you'll be on the case in a new way — finding a solution so that everybody wins.



Thank you for the amazing support of our donors and sponsors

and to Cape Cod 5 and Cronig's Market for their continued support.

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