



January 2020

# MV Mediation Program

## We Can Work it Out!

### Upcoming Events

#### 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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#### 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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#### Become A Community Conflict Resolver

March Series

4 Sessions

Saturdays

Learn to be Community Conflict Resolvers. This course is appropriate for those serving the public such as municipal workers, teachers, social workers and others who need to strengthen their conflict resolution skills

### MEDIATION MUSINGS



#### Building Community: Talking about our Conflicts at Work

Its a snowy, icy morning and the roads were difficult. Stomping the snow

off our feet we greet each other. "You made it!" "Get some coffee and warm up." " I'm waiting to hear what happened with that situation from last week." "How is your son feeling?"

The greetings come from the cohort members who have been meeting together every Tuesday morning before work. Its the seventh session of the course and the members have decided to add two extra sessions on. "We need all the help we can get. And I get a lot from these discussions," said one participant.

This group has built a supportive community, talking about a topic that many shy away from: workplace conflict. Every Tuesday, a member presents a case study focused on a conflict at their work. They describe the situation, suggest what kind of feedback they are seeking and listen to the ideas of the other cohort members. With kindness, participants point out conflict management tools that might be helpful, notice patterns, suggest rephrasing or improved body language. The case study presenter leaves with lots of feedback and ideas to try out.

These are all supervisors, managers, business owners or staff members who want to improve how they handle conflicts. We use a self help text

for use on the job and in their community work. Open to the public. Contact the MVMP office or Edgartown Library to register. Free of charge thanks to Friends of Edgartown Public Library!

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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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### **Feedback intensive**

March/April TBA  
How to provide feedback in the workplace and real life to resolve conflict, improve communication and develop a healthy workplace environment

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### **Workplace Conflict Workshops**

April/May TBA  
Four workshops focused on Conflict in the Workplace--Creating a Conflict Positive Environment.

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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.

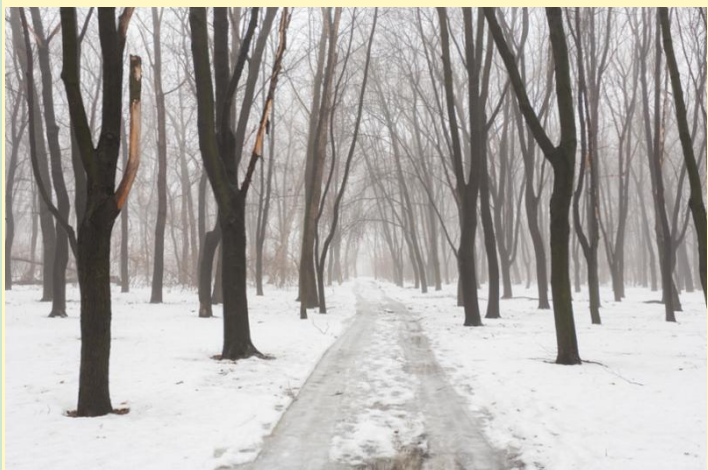
to pick up new ideas and I, as the facilitator, move things along and teach new concepts. But the glue that holds the whole thing together, is the individual stories and dilemmas that we all share with each other.

At the beginning of the course, we pledge confidentiality throughout the course and beyond, knowing that privacy is so important on this small island. Side conversations and partnerships arise. "Its amazing how, even though we are all in different businesses, we all are having the same problems," pointed out one participant.

This week one of our members shared their successes, following up on a situation described previously. "I kept quiet, I listened. I really tried to curb my judgement. And I didn't take it personally," The group gives lots of encouragement and congratulations. We know how hard it is to change habits and adopt new practices. And now we know its easier to do when you have a cadre of others who are working to do the same thing.

As the facilitator, I too gain new insights. I may have taught conflict resolution over many decades, but there is always so much more to learn and think about. Its an honor to spend my Tuesday mornings working with this group of Island leaders who are working to add more tools to their conflict resolution toolbox.

Sara Barnes  
Lead Mediator



### **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*

This internship can be great way to build your resume and work with some great people.

**education, outreach, mediation, conflict coaching and facilitation. Our secondary mission is to relieve congestion in the court system.**

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 22 & February 12 & 26, 2020.

**District Court Coverage:** We are covering District Court most Thursdays for housing cases (summary process). Mediators who want to participate, sign up.

## Our Year in Review

Christina Simmons, Board Member

With the year wrapping up and looking ahead to the future this is a chance to take a step back and reflect on all that we have accomplished. 2019 was a big year for MV Mediation Program. Part of our mission is to use education to encourage constructive dispute resolution. We are proud to have promoted our mission through education and in 2019 expanded our educational programs.

Our educational programs and trainings grow both in the number of trainings and also in the variety of trainings offered. We were able to offer seven programs and courses with most trainings taking place over the course of many weeks. We were also happy to co-sponsor many of these programs with other local organizations such as the Chamber of Commerce, the YMCA and local libraries. Here is a sampling of what we offered:



Register for Upcoming Events

**Introducing Resolution  
Massachusetts, the place  
where people build common  
ground**

· *Mediators Saturdays—Ongoing get together for mediators and apprentices to share best practices and build professional mediation skills.*

- *Conflict Coaching Training—A 15 hour qualification for new Conflict Coaches with an additional apprenticeship process.*
- *Introduction to Mediation Course—Offered in both the spring and fall each session was a 40 hour training and apprenticeship for MA qualified mediators.*
- *Spring and Fall Workplace Conflict Workshops Seven two-hour workshops to support employees, managers and others in creating a healthy workplace with positive approaches to conflict resolution.*
- *Fall Conflict Management Cohort Course—20 hour course for Supervisors and Managers to develop proactive approaches to conflicts in the workplace.*
- *Landlord Tenant Workshop—A two hour workshop for landlords and tenants to resolve conflicts and avoid problems with tenancies.*

We are working to develop programming for 2020 that meets the needs of our community. There are already an exciting array of offerings. Look above and register on our website or by calling our office.

Do you have an idea of what kind of educational topics we should be developing? Drop us a line and let us know what you would like to learn more about in the areas of conflict resolution and alternative dispute resolution.

**We in the Massachusetts community mediation centers are very pleased to be launching a new website:**

**[www.resolutionma.org](http://www.resolutionma.org)**

**This is a new website for a new year. We will be utilizing this site as new way to raise awareness about the services offered across the State through community mediation and alternative dispute resolution.**

**Resolution Massachusetts is a state-wide network of existing community mediation centers that promotes peaceful communities through free and low-cost mediation services. Our services are available to everyone and offered by highly trained practitioners who come from within the communities they serve.**

**Please help us spread the word by sharing the information and link with your personal and professional networks and on social media to help us reach our goal that everyone in Massachusetts understands the value and availability of Community Mediation Centers as a primary source of support and knows when and where to go for help.**

**Thank you and happy New Year.**



**MV Mediation Program | [mvmediation.org](http://mvmediation.org)  
508 693 2999**



**Visit our website**