

June, 2010

Special points of interest:

- A Note from our Founders Bill and Carol Knebes
- New Offices for PDRC.
- New Mediator Progression Program
- New Facilitation Training
- New Look to the PDRC Website
- New In-service trainings

A Call to All Mediators



Remember the thrill you felt when resolving your first dispute? Do you recall the satisfaction you saw in the successful disputants as they peacefully resolved their conflict? Now, more than ever in our war-torn world we need you to renew your valued skills as a trained mediator.

PDRC has grown over the years, not only in our number of cases, but in stature in the eyes of our community. The agency is now a respected and sought after alternative to the courts. We are growing. Plans are afoot to relocate our office and possibly add a new staff person to work directly with volunteers.

New Offices for PDRC

Our office was in a building near Wal-Mart in Port Angeles for over 8 years. This space has served us well physically and financially. The downsides (1970's look, musty smell and limited accessibility because it is on the second floor) just didn't trump the price for the space.

Now, however, we are adding a position dedicated to focusing entirely on our

But we need more mediators now, especially men. That male/female balance that is integral to so many of our cases is lacking due to too few trained male mediators willing to take on cases.

If it has been awhile since your last mediation, consider taking one, two or three cases this year. Your efforts will pay countless dividends to this community.

Bill and Carol Knebes

PDRC IS GROWING AND CHANGING!!!!

Change is inevitable—except from a vending machine.

Robert C. Gallagher

greatest asset; our volunteer mediators. This is an area that has needed more attention for quite some time. Because of this growth, we need more space.

Bill and Sandy Lindberg of Lindberg & Smith Architects are generously giving PDRC a 50% discount on our new space with a 3 year lease. This puts us in the heart of the business district, across

As you will see in this newsletter, we are adding in-service trainings, advanced trainings and redefining our practicum and mediator program. So many new things to see and be a part of. **KEEP READING.**

We are branding ourselves as PDRC.



It is easier to say and remember. Towards that effort

we redesigned our logo, changed our emails and will start answering the phone as PDRC, instead of Resolution Center. Help us spread the word!

laura@pdrc.org
marie@pdrc.org
trudi@pdrc.org

the street from the courthouse in a beautiful, professional, first floor space. Our new physical address is 319 S. Peabody, Suite C in Port Angeles. Our [mailing address](#) will continue to be PO Box 1034, Port Angeles, WA 98362. Stop by and say hi.



Look for your Common Interests Newsletter three times a year!

New Mediator Progression Program

PDRC is establishing a new Mediator Progression Program. This program is much like other Dispute Resolution Centers in our state and it focuses on the growth and goals of the individual mediator. We so appreciate our mediators and we know what we want from you, but we have not focused enough on what you need from us. Our hope is that this new structure will meet your needs and desires for your mediation careers.

Mediation Levels

Practicum Student: Student has completed the 40 hour Basic Mediation and Conflict Resolution Training and successfully passed the test. Student has filled out a volunteer application, turned it in and has been invited into practicum with PDRC.

Certified Mediator: Mediator has completed the items above, received their letter and certificate stating their certification is complete. Certified Mediators can mediate with non-certified mediators if needed, but are strongly encouraged to mediate with other certified mediators or mentor mediators.

Mentor Mediator: A Mentor Mediator is a certified mediator who has taken a 20-hour Advanced Family Mediation Training, and successfully completed the 6-hour "Mentor Mediator" Training. Mentors mediate with practicum students and newly certified mediators, debrief cases with students and newly certified mediators, coach at trainings, assist and teach at trainings when appropriate. Mentors may lead 'case study' work groups with practicum students and certified mediators. Mentors may also develop curriculum outlines to present to Executive Director for trainings they would like to present to PDRC volunteers.

Advanced Trainings

Mentor Mediator 6-hour Training:

This training consists of a thorough review of specific skills used in mediation, discussion of two complicated case studies, coaching techniques, modeling and mentoring techniques, process review and a question and answer period.

The PDRC Speakers Bureau 4-hour Training:

Successful completion of the Speakers Bureau Training as well as demonstration of public speaking ability and a thorough understanding of PDRC and its mission will allow certified and mentor mediators to represent PDRC by speaking to civic and social groups about PDRC and our mission.

Advanced 20-hour Family Training:

This training consists of a study of family systems, the grieving process, emotional stages of ending a relationship, emotional ripples of divorce, resource summary, dissolution paperwork and the majority of time is spent on teaching mediators how to assist their clients in developing a durable parenting plan.

In-Service Trainings:

These 2 hour trainings are available a minimum of 8 times per year so that mediators can easily and locally fulfill the 10 hours per year of continuing education as required by PDRC. These classes are open to all mediators and volunteers of PDRC and to the general public.

These trainings may consist of:

Skill building on one or two of the following topics per training (reframing, dissecting the story, clarifying, summarizing, agenda building, dealing with heavy emotion, etc.). **Mock mediations** where mediators can practice and perfect their skills in a controlled environment. **Case study exploration** where mediators can bring cases to dissect and discuss.

Special guest speakers and presentations.

Anxiety is the experience of growth itself... Anxiety that is denied makes us ill; anxiety that is fully confronted and fully lived through converts itself into joy, security, strength, centeredness, and character. The practical formula: Go where the pain is.

- Peter Koestenbaum
Philosopher

Professional Facilitation Training

PDRC is adding Professional Facilitation Training to our curriculum. You need not be a mediator to attend and it is open to the public.

If you want to improve your skills in managing meetings, learn to lead groups through challenging situations and design and lead processes for collaborative decision making this is the training for you!

Taught by veteran WSU faculty member, Kay Haaland, this course emphasizes practical decision making tools and techniques.

This training combines a little theory with a large dose of "best practice" techniques and actual practice. Upon successful completion, participants will be able to:

-Assess, design, prepare, lead and conclude meetings.

-Facilitate for consensus, problem solving and decision making.

-Deal with conflicts

-Implement "what to do when" strategies.



Trainer: Kay Haaland, an educator, facilitator, mediator and consultant, has served as a Washington State University Extension faculty member since 1984. She specializes in leadership, public issues education, collaborative problem solving, community development and alternative dispute resolution. Kay works with individuals, public agencies, interest groups and communities to build leadership skills, solve problems, make decisions, understand public issues, resolve multiparty conflicts and plan and implement new policies. She holds a Bachelor of Science

degree from California State University, Fresno and a Master of Science degree from Washington State University.

Date: Nov, 4,5,6 and 19,20
For more details see the events tab at www.pdr.org.

Suzanne Evich-Gibson passed away this month. We were so honored to know her, have her on our board and serve the community along side her. We wish her family and friends peace.

Get more information about these upcoming trainings at www.pdr.org under the events tab.

- *Getting to Yes!* Revisit and discuss this classic.
- *This I believe* is an international project engaging people in writing, sharing and discussing the core values and beliefs that guide their daily lives.
- *Advanced Family Training*
- Case study dissection and discussion.
- *Conflict Personalities*
- *How did that happen?* Communicating for Safety

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We thank outgoing board member David Morris for his years of service and thank him for continuing to serve his community as a mediator.

Wish List

The number one item on the wish list is to have more mediators. We need more folks (especially men for balancing the power in family cases). This will be accomplished by each of us spreading the word about our need and encouraging people to take the Basic Mediation and Conflict Resolution training in October.

Approximately 35% of people who take the Basic Training go on to become mediators.

What does this mean? This

means that people take this training for reasons other than becoming a mediator. Maybe they are the one person that everyone seems to turn to in their family, work, or friendship circle. They need more tools. Attorneys take the training because we offer CLE credits. (Continuing Legal Education) Most report to us that this training was nothing like what they learned in law school and it will really help their practice. Counselors take the training to give added value to their

clients.

Many people take the training simply for personal growth and to boost their communication skills.

Most people have no desire to be mediators when they come into the training but many leave thinking "I would really enjoy being of service to the community in this way". They move into practice (see page 2 for details) and become mediators.

Then there are those few who want to become mediators

and take the training strictly for that purpose. Lucky us! Will you help spread the word?

Other wish list items:

- Postage and more postage
- Easels (table top and floor models) to hold flip chart paper pads
- Flip chart paper pads
- "Post it Notes" Flip Chart Paper Pads

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We help people resolve conflicts.

We can help you.



The Mission of PDRC is to promote and provide for the peaceful resolution of conflict through modeling, facilitating and teaching mediation in Jefferson and Clallam Counties.

www.pdrc.org

