

# Mediator

NEWS & NOTES

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“Ring out the old, ring in the new,  
Ring, happy bells, across the snow:

The year is going, let him go;  
Ring out the false, ring in the true.”

-Alfred Lord Tennyson



**HAPPY NEW YEAR TO ALL CDRC VOLUNTEERS**

“On New Year’s Eve the whole world celebrates the fact that a date changes, let us celebrate the dates on which we change the world.”-Akilnathan Logeswaran

# UPDATES



## TOP 19 MEDIATION MOMENTS OF 2019

In the beginning of January, I kept listening to all the top 19 songs Of 2019 on my Sirrius Radio. It got me thinking about mediations and what we do here at CDRC. Here is my Top 19 mediation moments of 2019:

**19-**In court mediation, a landlord who didn't want to lose good tenants, but needed to receive rent payment, was able to work out a payment plan around the tenant's paydays.

**18-**A young adult and her parents were able to create an agreement in mediation that would allow her to move back into the family home with responsibilities that she would keep.

**17-**A service provider and an executrix were able to communicate with each other during an in court mediation and settle a payment issue.

**16-**In small claims court with an in court mediator, a callege student and her father were able to resolve an issue with a security deposit.

**15-**A father was surprised that they got to an agreement in a parenting plan with the child's mother. He gave all the credit to the mediators.

**14-**A landlord and tenant were able to work out an agreement & payment plan in regards to thousands of dollars of back rent in an in court mediation.

**13-**In a parenting plan mediation, parties were able to create a visitation schedule that would work for the father's 3<sup>rd</sup> shift working schedule.

**12-**An in court small claims mediation allowed a landlord and tenant to set up a payment plan which took into consideration the hard times the tenant had fallen on and allowed the landlord to get his rent money.

**11-**Mediation allowed a homeowner to get his money back from a painting contractor, whom he had been trying to get it from for 3 months.

**10-**In a Lemon Law Arbitration, clarity was gained when the consumer realized that two employees at the dealership had the same 1<sup>st</sup> name.

**9-**Parties who were having difficutly creating a detailed, specific holiday plan were able to in mediation.

**8-**A homeowner was able to get his full refund from a contractor after a mediation.

**7-**Mediation helped parties just by getting them in the same room, and getting them talking to each other which led to their visitation agreement.

6-Mediation in school between two students after a lunch altercation allowed them to go back to class with their own agreement to no longer be friends, but agreeing to be nice to each other.

5-A parenting plan mediation allowed parties to gain a sense of security by coming up with an agreement that was signed.

4-Parties make an agreement in an in court mediation on a dispute about a Volkswagon Jetta and realize they can also use CDRC to help them with a custody dispute.

3-Housemates gained clarity around cleanliness and a chore schedule through mediation.

2-An arbitrator steps out of the mediation room before starting the hearing, and the parties settle the case.

Let's hear a drum roll . . . . .

**The number 1 Mediation Moment:** Two roommates experience acknowledgement shifts and are able to communicate better with each other through mediation.



## CELEBRATING ANNIVERSARIES

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24 years  
Satomi Hill  
Tompkins Mediator

13 years  
Darlene Barlela  
Chemung Mediator

10 years  
Mary Newhart  
Erica Marx  
Tompkins Mediators

4 years  
Lydia Dempsey  
Tompkins Mediator

1 year  
Michael Nyre  
Schuyler Mediator

Thank you to all our volunteers for choosing to make a difference in the lives of people experiencing conflict.



## CDRC'S ANNUAL REPORT

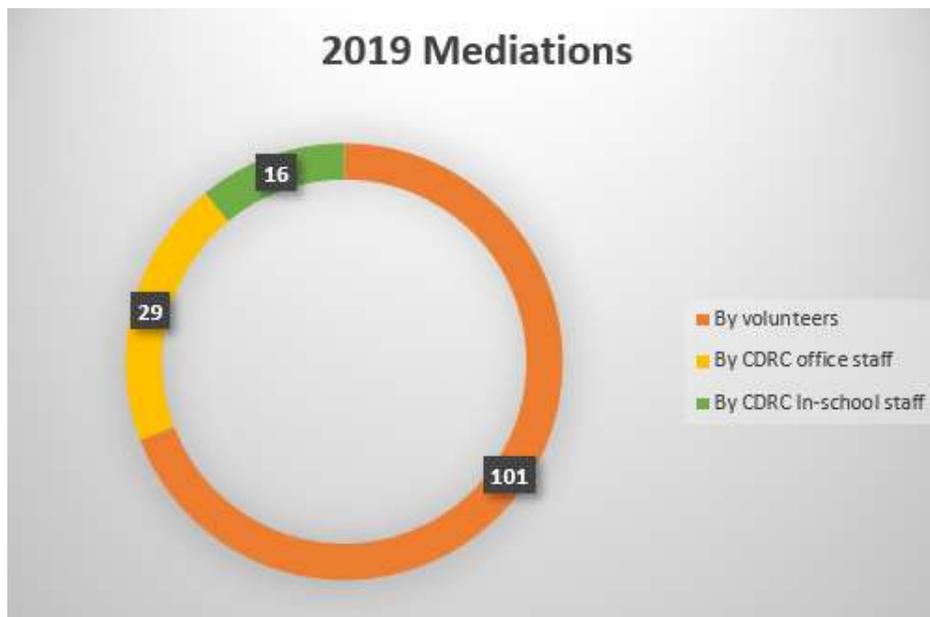
Look at CDRC's Annual Report and see what great things CDRC has done!

<https://www.cdrc.org/uploads/7/4/8/9/74898211/cdrc-ar-2018-19.pdf>



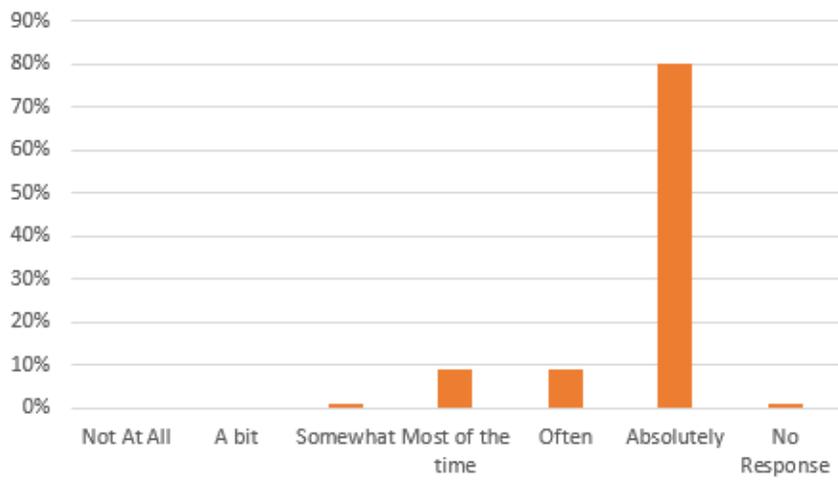
## LOOK WHAT VOLUNTEERS HAVE DONE!

CDRC staff are busy preparing reports and getting data from the year 2019. We thought you would enjoy seeing some numbers and what you, our volunteers, have done in the year 2019. This was the year we started our Presumptive Mediation Project with Tompkins Family Court. We have seen an increase in mediations in Tompkins County based on that new project.

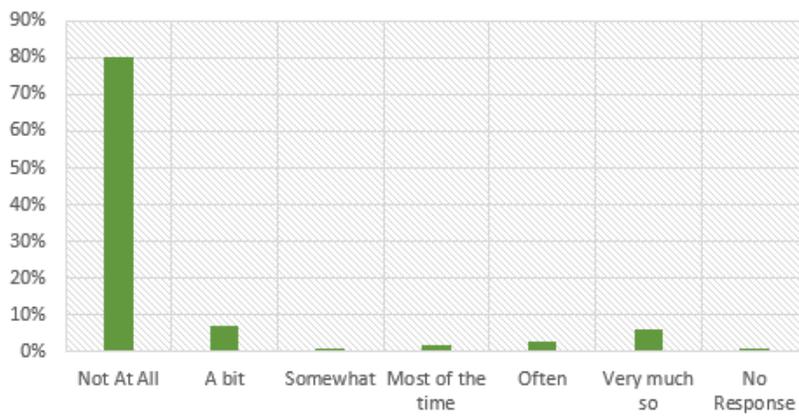


# SURVEY SAYS...FEEDBACK FROM 2019 MEDIATION SURVEYS

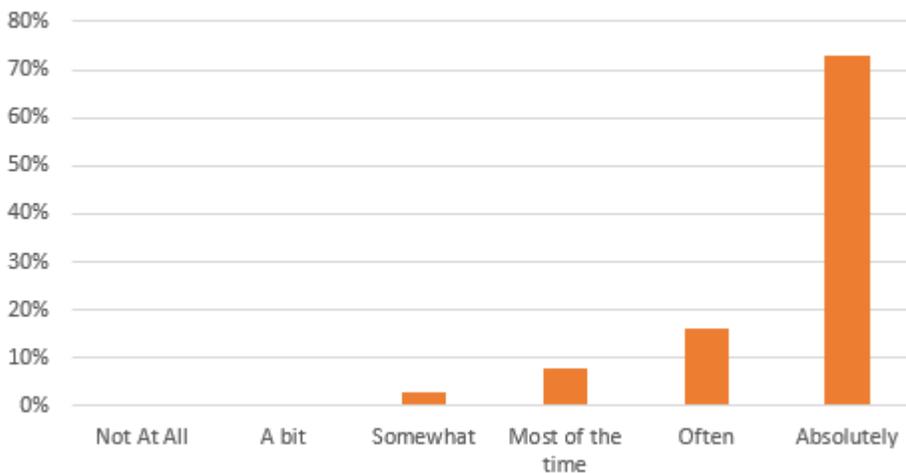
## Mediator Acknowledged your Wishes, Opinions, Needs



## Mediator Favored One Side Over Other



## Did you trust the mediator?





## HELP CDRC RECRUIT NEW VOLUNTEER MEDIATORS

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CDRC is looking for a few good people to volunteer as mediators. With our current pilot in Tompkins county with Presumptive Mediation, we are experiencing a large amount of cases that are going to mediation. Our current mediator pool is struggling to keep up. At times we have had to cancel a mediation, due to our inability to fill the slot with mediators. Some of you may have been asked to mediate solo as we were unable to find a co-mediator available. Right now, we do have 4 agencies that are nearing the end of their apprenticeship. However, with the Presumptive Mediation starting in Chemung County in February, we are aware of our need for more volunteers.

We are looking into the possibility of holding a Basic Mediation training in the Spring of 2020. Immediately following the Basic Mediation Training, we will hold a Parenting Plan Training (Visitation/Custody). Our largest number of cases in Ithaca right now are coming from Tompkins Family Court.

If you could help CDRC recruit new volunteers, that would be greatly appreciated. Take some time to think of those you know, who would make great mediators. Or maybe there is someone who you told about your volunteer experience and they were very interested in it. Please direct them to email me at [williams@cdrc.org](mailto:williams@cdrc.org), or refer them to the volunteer page on our website: <https://www.cdrc.org/volunteer.html>

Here is some basic information about volunteering at CDRC that we share:

CDRC mediators help people reach their own agreements. Our training is based on the transformative framework of conflict intervention, first articulated in *The Promise of Mediation* by Robert A. Baruch Bush and Joseph P. Folger.

Mediators learn to:

- Understand conflict as a crisis in human interaction.
- Listen well and deeply to what people are saying.
- Reflect and summarize what they hear, helping people hear themselves and each other.
- Support those caught in conflict in making the best decisions they can given the situation they face and the perspective of others involved.

Mediators make a commitment to volunteer for at least two years after completing their apprenticeship.

**CDRC's volunteers participate in a three step training program:**

### **1. Attend an orientation session.**

At the orientation session, staff will discuss CDRC's approach to conflict intervention, the mediation services offered, the agency's relationships with the courts and the community, the agency's commitment to its volunteers and what we ask in return. They are scheduled for two hours. At or soon after the orientation, we will let you know if you are accepted as a volunteer.

## **2. Complete the two-part Mediation Training.**

The first 35 hours of the training includes principles of transformative conflict theory, the mediator's role as an intervener in conflict, skills for responding supportively and opportunities to practice skills. Coaches provide feedback during small group role plays.

The second 16 hour training include information related to Parenting Plan mediations, CDRC's relationship with Family Court, co-mediation, state ethical standards and agency policies. Additional role play practice allows volunteers to refine skills with feedback from coaches. Near the end of the training, each volunteer is videotaped mediating a role play session.

## **3. Apprenticeship under the supervision of a coach/mentor.**

The first step of the apprenticeship process is an assessment of skills. Volunteers complete a detailed self-assessment based on the videotaped role play. A trainer or coach does a separate assessment. They meet to discuss the tape and the volunteer's readiness. If skills are insufficient, targeted skill practice and additional role plays may be arranged. Volunteers then move on to observations.

Apprentices attend one or more sessions that describe CDRC's intake and case coordination process, agency policy and procedures, and details on staff-mediator interactions.

Apprentices observe at least three mediations, completing a written observation form after each session. They discuss their observations with the mediators observed and then meet with their coach/mentor to discuss what they saw.

When apprentice and coach agree about readiness, apprentices then co-mediate with their coach, an experienced mediator for at least two sessions, getting feedback from their co-mediator/coach. At this point a volunteer is certified\* as a CDRC mediator.

\*In New York State, mediators are certified by the Centers for whom they mediate, not by the state. Centers are responsible for maintaining quality assurance through apprenticeship, continuing education and observation.