

CCMO Quarterly



Winter 2010 Edition

December 2010

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Save the Date

CCMO Annual Meeting

Saturday, January 22, 2011

10am- 2pm

Castle Pines Executive Suites
7437 Village Square Drive, #210
Castle Rock, CO 80108

Message from the President



Reflections on 2010

What a year of success 2010 has been. Throughout 2010 I have seen your CCMO leaders rally and reflect on this organization that has served Colorado for over 25 years. Your energetic leaders (board members, staff and volunteers) are infusing new levels of professionalism and vitality into the organization.

We are especially proud of our networking and relationship building we have accomplished this year. We are building bridges across the state through connecting with RJ professionals in Colorado Springs, Supporting Conflict Resolution Month Activities, and outreaching to judicial and legislative connections.

Your leaders have worked tirelessly to improve standards like our newly adopted grievance and ethics policies. Staff continues to create more personal connections with our members and the public through increasing ease of availability: live answer phone assistance, increased features in our website for finding mediators across Colorado, and increased member connections through our web-blog community.

We continue to find focus and dream of a new vision where the public seeks mediation as an effective choice to resolve disputes and uses "Us" to connect to qualified professionals who are easily accessible and able to address the evolving needs of a diverse population across Colorado.

There is plenty of room to grow. You can see that we are devoted to spreading the message of mediation to the public. We are growing stronger with new board member recruitment and accountability structures.

I would like to express my extreme gratitude for the talent and commitment of the 2010-2011 board members and staff and have experienced much joy in leading this terrific team.

Special Thanks to: David Holland (Executive Director), Heather Casey (Administrator), Fonda Hamilton (Your 2011 Board President Elect), Brenda McChesney (Board Secretary), Janet Koin-Dampeer (Board Treasurer), Mike Maday, Ginger Matney, Brian Henry, Kennetha Julien, Christopher Sarson (New Board Member), Gregg Fisher (New Board Member), Judge Herb Galchinsky (New Board Member 2011), Amy Goscha (New Board Member 2011), Holly Panetta (New Board Member 2011), Dick Fullerton, Susan Demidovich, Carole Monge, Maggie Helseth, Trish Elledge, Janis McCubery, Terry Young.

-Pearl Bell, CCMO President

Court Mediation Services (CMS) Internship

Court Mediation Services (CMS) is a Colorado and Denver Bar Association program that provides mediation services at no or low cost to persons who are parties to civil lawsuits in the Denver County and Small Claims Courts.

CMS is looking for someone to serve as an intern and assist the Co-Chairs and Director of the program with running the program and moving it forward.

An intern with CMS has the opportunity to increase knowledge of alterna-

tive dispute resolution in our court system and will get actual hands-on mediation experience during much of the internship period. The intern will be exposed to many different areas and aspects of court mediation, and will gain experience in working with Judges, court personnel, attorneys, litigants and other mediators. In addition, the intern will assist us with strategic planning in matters such as expanding the program, increasing awareness of the program, developing training opportunities, and fundraising.

Ideal candidates should have a strong

interest in Alternative Dispute Resolution, good communication and organizational skills, enjoy working with people, and be a self-starter. The internship is 15 - 20 hours per week.

To apply for the position, please submit a resume and a one-page letter to:
Suzie Wagner at
wagner.635@gmail.com. The letter should include a brief statement of interest in serving as the intern and highlights of related experience and expertise.

Conflict Coaching: A Powerful ADR Tool

By Robin N. Amadei, Founder of Common Ground Mediation Center, LLC

Introduction

Conflict coaching is defined as a set of skills and strategies used to support people's ability to engage in, manage, or productively resolve conflict. In this process, the conflict coach works one-on-one with a coachee experiencing conflict with another person. Conflict coaching enables the coachee to talk about the conflict with a neutral third party (the conflict coach), consider options for managing the conflict, and design an approach to discuss the conflict with the other person. Conflict coaching can be used as a stand-alone process, or can be practiced with each of the parties in separate meetings during mediation.

Conflict coaching can be useful in a variety of circumstances, including conflicts in the workplace, divorce and post-decree situations, community disputes, family disagreements, or business conflicts. In such situations, the conflict coach can serve as a confidential listener, help the coachee to see the situation from all perspectives, support the coachee in considering options, and help the coachee to come up with a plan of action to deal with the conflict. In conflict coaching, the coachee, not the conflict coach, is responsible for the outcome. The conflict coach uses process skills to help the coachee develop more clarity about the situation, enabling the coachee to effectively and confidently make high-quality decisions to manage the conflict. Also, the conflict coach can help the coachee rehearse a conversation so that the coachee is prepared to more confidently enter into the conflict resolution discussion.

To demonstrate how conflict coaching might be implemented, let's examine the following workplace dispute: Bill and Jane are in the same department and often need to work on projects jointly. For the last couple of months, their working relationship has been fraught with conflict. Bill and Jane's supervisor, Charlie, told both of them that they need to work their differences out as the conflict was impacting the entire work team. Charlie told them that if they needed help resolving the conflict, they should consult with HR, as he had heard that HR has conflict coaching and mediation resources at their disposal. For several weeks, however, neither Jane, nor Bill took any initiative in resolving the conflict. The conflict, meanwhile, continued to simmer and worsened over time. The other day, Bill reached a frustration threshold and decided to visit with Lisa,

an HR generalist in the organization, who has received conflict coaching training. Bill agreed to engage in conflict coaching with Lisa serving as coach. These are the steps that took place over a period of two conflict coaching sessions of 1-1/2 hours each.

Step 1: Build Rapport

Lisa and Bill engaged in a bit of small talk, exchanged background information, and captured a sense of one another's communication style. Lisa noted that Bill was fairly concise and to the point, and perhaps needed to be drawn out through powerful questions. Lisa acknowledged Bill for asking Lisa to help him proactively work through conflicts with Jane.

Step 2: Overview of Coaching Process

Lisa described her role as conflict coach and asked Bill for his expectations regarding her role to make sure that these expectations were aligned. She described the steps of the coaching model and the types of questions she might ask Bill at each stage. Lisa suggested to Bill that coaching will be especially effective if Bill enters into coaching with an open mind, a willingness to look at the issue from all perspectives, focus, and an orientation to meet both his *and* Jane's needs. Also, Lisa reviewed confidentiality parameters, reminded Bill that he can discontinue coaching at any time, and discussed logistics. She then obtained Bill's commitment to enter into the coaching process.

Step 3: Identify Client's Goals

Lisa asked Bill to state his goals for conflict coaching generally and his goals for this particular meeting. Bill stated that his general goal was to improve his working relationship with Jane. His specific goals for this coaching meeting included talking through the situation with Lisa and looking at process options that would meet his general goal. Lisa reminded Bill that he could change his goal, or add additional goals at any time during the coaching process.

Step 4: Client's Sharing of Perspectives

In this stage of the process, Bill was in-

cluded to share his perspective on the incident or incidents that led to the existing conflict. At times, Bill reflected some emotional intensity and Lisa acknowledged his feelings. Lisa also asked Bill about his needs going forward. After asking Bill to

describe the situation from his own perspective, Lisa asked Bill to explore Jane's perspective. She asked Bill to articulate what Jane's feelings might be, and postulate on Jane's needs going forward. As Lisa asked powerful ques-

tions to help Bill deeply consider Jane's perspective, there was a perceptible shift in Bill's orientation. For the first time, Bill realized that there *could be* a different perspective, which was extremely enlightening to him and laid the foundation for productive conflict resolution.

Step 5: Explore and Test Options

After fully examining perspectives, Bill was ready to explore and test options. Options that Bill considered included: taking Jane to lunch to try to talk through the conflict, meeting in a business setting, having someone mediate a discussion, and sending Jane an e-mail. Lisa asked Bill to consider criteria to evaluate the options. His criteria included: simplicity, comfort, minimize chances of rejection, and enable a personal connection. Using these criteria as a backdrop, Lisa asked Bill to evaluate the pros and cons of each option. After doing so, Bill felt that meeting with Jane in a business setting was the best option.

Interim Step: Define Next Steps (for next coaching session)

Since Lisa and Bill were at the end of the 1-1/2 hour time period allocated for this conflict coaching session, Lisa asked Bill to reflect on any insights that he gleaned from the discussion thus far. She suggested that he write these insights down so that he would not forget them.

Then, Lisa asked Bill to do some 'homework' to prepare for the next meeting. She asked him to make a list of the specific things that he would want to say to Jane in their discussion. Lisa indicated that Bill would have the chance to discuss his ideas with Lisa at the next coaching meeting and practice the conversation.

Continued on pg. 4.

"Conflict coaching can be useful in a variety of circumstances, including conflicts in the workplace, divorce and post-decree situations, community disputes, family disagreements, or business conflicts."

How to Create and Share Parenting Schedules in a Snap

By Katherine Wells

Introducing Cofamilies.com - a new online shared parenting calendar you'll want to share with your clients. Designed by a five-time successful software entrepreneur and coparent, Cofamilies makes it simple and quick to create and share parenting time schedules. It's free and because it's online, schedules are accessible through any web browser, any time.

As a family mediator, you'll love this because it creates a "business only" environment for coparents to communicate and manage logistics with the intention of reducing emotional conflict. Keep your clients focused on civil conversations so they can continue to focus on raising great kids.

We've had terrific feedback from customers and mediators across the nation. "I have labored, and I mean labored, over a personal outlook calendar for scheduling the kids. Cofamilies is so easy and quick, and does everything I've been looking for - thank you!" said Cofamilies customer and coparent, Norm Aarmodt.

Get a brochure, online demo, or questions answered. Contact Katherine Wells at 720-221-7797 or kath@cofamilies.com. We look forward to speaking with you.

On right: example calendars from Cofamilies.com

Tom's Technology Tips: Spotlight on Skype

By Tom Davis

Imagine placing unlimited long distance calls to a friend or family member for free!

Imagine video conferencing with that friend or family member as much as you want for free!

Imagine all of this was perfectly legal and for real!

Well it is!

If you haven't heard of this marvelous service, it's called Skype. If you have, hopefully you are enjoying it and saving lots of money. If you are not using it, let's introduce Skype to you.

Skype, meet Financially Responsible Consumer. Financially Responsible Con-

sumer, meet Skype!

Skype is a voice over data network that permits two (or more) callers who have a Skype account and using the Skype software to have voice and video sharing sessions at no cost. If the people you are calling aren't Skype users you do pay about \$.02/minute, or you can sign up for unlimited calls to non-Skype subscribers for \$3.00/month. Call quality does fluctuate based on your, and the other party's, connection to the internet and can therefore range from not-so-hot to extremely good.

You can sign up for a free Skype account at www.skype.com. Once you have your account you can subscribe to call non-Skype folks and get your friends to use

it so you can both save money.

Once you have your account, you'll need the Skype software. The good news? You can download Skype for PC/MAC or most popular smart phones! That is convenient! You can download these apps directly from Skype.com.

Thinking about using Skype for your business? Well check out "Business" on the menu bar of the Skype.com home-page and learn about all the features Skype can bring to your business. Pretty Impressive.

Signing up for Skype is Free. Downloading the Skype software for your PC/MAC/Smartphone is free. Calling someone else who did the same thing is free. So why not give it try and see if it works for you? If you do, Skype Me at visionera1.

"...learn about all the features Skype can bring to your business. Pretty Impressive."

Conflict Coaching cont'd from pg. 2

Bill and Lisa scheduled the next meeting, to be held two days later and Bill went back to his office.

Step 5: Explore and Test Options, Continued

Lisa welcomed Bill back to coaching two days after the prior session. She checked in with him to see if there were any new insights, new developments, or if anything shifted in Bill's thinking since the last meeting. Bill was satisfied that things were still on the track that was established at the last coaching meeting. Bill had done a lot of thinking about what he wanted to say to Jane and how he wanted to say it. Bill reviewed his plan with Lisa. Lisa proposed that Bill practice his conversation, with Lisa role playing as Jane. Lisa asked Bill how she should play the role and invited Bill to recalibrate at any time during the practice conversation. Bill gave Lisa permission to interrupt to provide feedback on how his message was delivered and, if applicable, to suggest that he consider a different approach.

Bill and Lisa then went into the role play. Bill conveyed his perspective, carefully framing his message and monitoring his tone of voice and body language. Lisa made every effort to play the role of Jane accurately. At logical juncture points, Lisa stopped the role play for discussion and

feedback. She asked Bill how the conversation felt to him so far and gave him feedback on how some of his statements 'landed' on her. She then gave Bill an opportunity to 'replay' some statements to increase the likelihood that Jane would respond positively. Lisa also asked Bill what roadblocks could arise in the discussion and how he might handle them. The role playing lasted approximately 45 minutes. By the end of the practice discussion, Bill felt confident about having a conversation with Jane.

Step 6: Define Next Steps

After the role play was completed, Bill reaffirmed that he would like to proceed with the conversation with Jane. Lisa then invited Bill to map out an action plan going forward. Guided by Lisa's questions, Bill specified logistics and timing for initiating a conversation with Jane. He agreed to send Jane an e-mail when he returned to his office that day asking her if she would be willing to meet with him to discuss their communication and working relationship. Assuming Jane agreed, he would schedule the conference room on the first floor for their discussion. If Jane did not agree to meet, Bill would visit with Lisa again to determine possible next steps to manage that setback. Lisa asked Bill if he would send her an e-mail or visit with her in person after his discussion with

Jane to let her know how things went. Bill agreed to do so. Lisa reiterated her availability to support Bill in working to resolve the conflict. Bill left, empowered to go forward with his plan.

Conclusion

As illustrated above, conflict coaching can be a powerful tool to help manage conflict. The conflict coach helps the coachee think through multiple aspects of a conflict and consider options to improve the situation. The conflict coach serves an important role by asking questions, providing feedback, offering insights, and especially by active listening. Conflict coaching can be useful at any stage of a conflict, both formally and informally and should be considered when there is an ongoing working relationship or need to communicate.

Robin will be offering conflict coaching training on February 24, 25 & 26, 2011. Please contact her for more information at 303-604-1960 or ramadei@aol.com.

Robin Amadei is the founder of Common Ground Mediation Center, LLC.
www.commongroundmediation.com

Calendar of Events

Date: January 11, 18 and 25, 2011, 8:30-11:30 a.m. (Optional 11:30 a.m.-12:30 p.m. to brainstorm and network-bring a sack lunch)

Event: Optimizing a Mediator/Conflict Manager Career

Session I Aligning Passions and a Mediator/Conflict Manager Career

Clarify values and personal strengths

Explore diverse roles and opportunities for mediators/conflict managers

Mesh strengths with your career

Session II Designing a Mediator/Conflict Manager Plan for Business

Identify core capabilities

Create goals/objectives, resources, marketing and budget needs

Develop a time line

Session III Activating the Plan

Formulate action steps, follow-up and evaluation

Discover strategies to remain focused and motivated

Identify and create ongoing supports needed

Sponsor: Phoenix Strategies, Inc.

Trainer: Monica Lichtenberger

Location: 3730 Sinton Road Suite 150, Colorado Springs, Colorado 80907

Open to: Class size is limited to 12

Registration Fees: \$105 for all 3 sessions

Contact: Monica Lichtenberger at 719-266-8181, monica@phoenixstrategies.biz

Date: January 22, 2011 (10AM-12PM)

Event: Interested in Becoming a Mediator?

Sponsor: Phoenix Strategies, Inc.

Trainer: Monica Lichtenberger

Location: 3730 Sinton Road Suite 150, Colorado Springs, Colorado 80907

Open to: Class size is limited to 12 participants

Registration Fee: \$25

Contact: Monica Lichtenberger at 719-266-8181, monica@phoenixstrategies.biz

Date: Jan 22, 2011

Event: CCMO Annual Meeting

Sponsor: Colorado Council of Mediators

Location: TBA

Open to: All

Contact: Fonda Hamilton, 303-956-7468

Date: Jan 22, 2011, 8:30 AM - 4:00 PM

Event: Restorative Mediation Training

Description:

8:30 - 12:00 P.M. Managing the process, protocols and practice

12:00 - 1:00 Lunch provided

1:00 - 4:00 Facilitator awareness and skill development

Location: University of Denver, University Hall

Cost: \$55/half-day; \$95/full-day

Facilitators: Peggy Evans & Jarla Ahlers

Open to: All

Contact: Peggy Evans (303) 521-6566

Date: January 31 and February 1-4, 2011 (8AM-5PM)

Event: 40-Hour Basic Mediator and Conflict Manager Training Course #100

Sponsor: Phoenix Strategies, Inc. Private School of Collaboration

Trainer: Approved and Regulated by the Colorado Department of Higher Education, Private Occupational School Board

Location: 3730 Sinton Road Suite 150, Colorado Spring, Colorado 80907

Open to: Class size is limited to 8 due to video recording and individual evaluation

Registration Fees: \$895 (Additional \$50 book fee due the first day of class)

Contact: Monica Lichtenberger at 719-266-8181, monica@phoenixstrategies.biz

Date: February 15-17, 2011 (8AM-5PM)

Event: Restorative Justice Course #190

Sponsor: Phoenix Strategies, Inc.

Trainer: Approved and Regulated by the Colorado Department of Higher Education, Private Occupational School Board

Location: 3730 Sinton Road Suite 150, Colorado Springs, Colorado 80907

Open to: Eight participants

Registration Fees: \$395 (Additional \$25 book fee due the first day of class)

Contact: Monica Lichtenberger at 719-266-8181, monica@phoenixstrategies.biz

Date: February 19, 2011 (10AM-12PM)

Event: Interested in Becoming a Mediator?

Sponsor: Phoenix Strategies, Inc.

Trainer: Monica Lichtenberger

Location: 3730 Sinton Road Suite 150, Colorado Springs, Colorado 80907

Open to: Class size is limited to 12 participants

Registration Fee: \$25

Contact: Monica Lichtenberger at 719-266-8181, monica@phoenixstrategies.biz

Date: February 24, 25 and 26, 2011

Event: Conflict Coaching: A Three-Day Basic Training

Sponsor: Robin N. Amadei, J.D., Common Ground Mediation Center, LLC

Location: La Quinta Motel, Louisville, CO--902 Dillon Rd (off the Louisville/Superior exit from the Boulder Turnpike)

Open to: All--Class will be capped at 18 participants to allow for individualized skills development

Registration Fees: \$495 for registrations received on or before January 24; \$550 thereafter

Contact: Robin N. Amadei- 303-604-1960; ramadei@aol.com

FROM:



**COLORADO COUNCIL OF MEDIATORS
AND MEDIATION ORGANIZATIONS**

P. O. Box 11696
Denver, CO 80211

Phone: 303-322-9275
800-864-4317

Fax: 303-979-6094
Email: ccmo@coloradomediation.org

TO:

Tuition Assistance Scholarships

By Brenda McChesney

Recognizing the under-representation of minorities in the role of mediators, Colorado Council of Mediators and Mediation Organizations (CCMO) Multicultural Committee is offering tuition assistance scholarships for mediation training. The Committee has reserved six awards of \$400 per calendar year for minority scholarship candidates pursuing 40-hour mediation training. Calls for submission will take place three times each year in February, May, and September. For consideration, applications are due no later than the last day of the calendar month. Candidates who are bilingual and/or active in a minority community will receive preference. Please submit all applications to ccmo@coloradomediation.org.

Application essays should indicate the basis under which the candidate is applying for the scholarship and address the following questions:

Why are you applying for tuition assistance?

Why do you want to become a trained mediator?

How would you see mediation benefiting your community?

How would you implement or improve a mediation program in your community?

Do you have any special background or expertise that you bring to the field of mediation?

How do you plan to promote and / or use mediation after being trained?

Scholarship recipients may attend the training at a location of their choice, however all scholarship awards must meet CCMO's 40-hour mediation training guideline described in the Fundamentals of Education for Professional Mediators with CCMO. These areas include: Prevalent Conflict Theory and Dispute Resolution Processes, ethics and values, professional skills, relationships, information gathering, interaction and conflict management, and problem solving. These details are discussed more fully within [CCMO Professional Mediator Application Package](#).

Kindly circulate this information regarding CCMO's tuition assistance opportunity to any qualified and interested groups or individuals as soon as possible.

CCMO Legislative Committee Meeting: There Outta Be a Law! A Look Ahead at the 2011 Legislative Session

By Mike Maday

The Legislative Committee invites you to a conversation about mediation related legislation, including a Restorative Justice bill being introduced in the upcoming legislative session by Representative Pete Lee and legislation advancing mediation sponsored by Senator Linda Newell. Both Sen. Newell and Rep. Lee will attend to discuss their bills and other legislators, from both sides of the aisle will be invited. The conversation will take place 12:00-1:30 on Monday Jan 10 at Panera Bread, 1350 Grant Street, Denver. Bring your ideas and questions! Contact Mike Maday, Legislative Committee Chair resresco@att.net or 719.471.0970 to RSVP if you will attend. If most of us buy lunch, the room is free!