

Getting Together

A Newsletter of the Lancaster Mediation Center

Spring 2009

Making a Difference

Over the past four months, the Board and Alyson Earl, our Executive Director, have spent many hours working on the future of the Lancaster Mediation Center. We have initiated a strategic planning process that builds upon our history and strengths and looks to how LMC will continue to make a difference in our Lancaster County community. We envision a community of neighbors who, though having diverse backgrounds and beliefs, have joined together to create a high quality of life for all residents. We envision a community that creates solutions to problems through effective collaboration. We believe that LMC can make a difference in our county's future by providing an effective process in a safe place that empowers people to re-

solve conflict.

We have identified three strategic goals for 2009 that are key to fulfilling LMC's mission, now and in the future: 1. To increase the financial stability and long term sustainability for the Center. 2. To provide high quality training for LMC mediators and others seeking training in mediation. 3. To build LMC's organizational infrastructure. We are grateful to the volunteers who have stepped up to support these goals who are making a difference. With the support of the Training Committee we have already developed a comprehensive training plan for 2009, adding a new 20 hour Communication and Conflict Resolution course and four new continuing education courses for our mediators. If you are interested in contrib-

uting in time and talent toward achieving these goals, please let us know. We welcome your help.

We also continue to make a difference in the lives of our mediation clients. Please see the story about a recent mediation "Mediation Works in the Workplace," inside on page 5.

We thank you for your continued investments in time, talents, and money in support of LMC's mission as we work together to make a difference in our Lancaster County community.

Bill Stratton
Board President



Bill Stratton

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Board of Directors

William M. Stratton, III, Pres.
Ann T. Roberts, Vice Pres.
Jared Miller, Treas.
John Huber, Sec.
Larry Bieber
Lucille Connors
Doris Cross
Rick Oppenheimer

Continuing Education for Mediators

At the strategic planning session held in November 2008, the Board of Directors recommitted the Center to providing high quality training for our mediators and others interested in learning about mediation. Executive Director Alyson Earl first met with John Huber (LMC volunteer mediator, trainer, and board member) to talk about how to accomplish that goal. They decided to form a training committee to plan and deliver mediation trainings. That committee, chaired by John, is comprised of Alyson, Mike Mastros, Larry Bieber, Doris Cross, Becky Davis, Jennifer Handke, Alexis Lake, Ann Roberts and Dan Shenk. The committee first met on December 23, 2008, and has met about twice a month since then. The LMC Media-

tion Model was the first document that the committee produced.

The committee identified goals for internal trainings as:

1. Build mediator skills,
2. Build rapport within the mediator volunteer group, and
3. Increase LMC exposure in the community.

There are four different internal training being offered this year. Each will be offered on two dates to accommodate the busy schedules of our mediators. The first training is entitled "*The LMC Mediation Model*" to be led by Dan Shenk and Mike Mastros. Training sessions are scheduled for Saturday, May 9, 2009 from 10:00 a.m. to noon, and again on Wednesday, May 20, 2009 from 6:00 to 8:00 p.m.

We are looking forward to seeing all of our mediators and board members at one of these trainings.

Throughout the rest of the year the Center will present "*Working together as Co-Mediators*" led by Becky Davis, "*Administrative Policies and Procedures at LMC*" led by Alyson Earl, and "*Ethics/Moral Dilemmas*" led by Mike Mastros.

Stay tuned for more updates from this hard working committee.

2009 Mediation Training

In 2009, the three goals for our external trainings are:

1. Train mediators for LMC,
2. Empower people in Lancaster County to resolve their own conflicts,
3. Increase the number of people in Lancaster who know about mediation

Four external trainings are being offered in 2009. In addition to the Basic Mediation Training (BMT) completed in January, two additional BMTs are being offered in June and October. For the first time, the BMT will be

divided into a stand alone training in Communications and Conflict Resolution followed by Mediation Skills Level 1.

Divorce and Custody Mediation Training will be offered in November. BMT is a prerequisite for the DMT.

Please call the Center or check our web site for more information or to register.



Lead Trainer Jennifer Handke and Assistant Trainer Larry Bieber at the January BMT.

January 2009 Basic Mediation Training

The following people successfully completed the 40-hour Basic Mediation Training between January 23 and February 1, 2009.

Edward B. Carskadon

Maria C. Coronado

Ernest Devlin

Nancy Kate Diehl

Sharon K. Hatzel

Elyse Jurgen

Krista Laudenschach

Dave Long

David D. Nesbit

David Kelly Phipps

Anthony Robalik

Penny Ayers Segarra

Melissa Shapiro

Kimberly Tucker

Congratulations to all!



Elyse Jurgen with classmates

We are also happy to have added a bi-lingual mediator to our roster. Maria Coronado is fluent in both English and Spanish.

Maria



January 2009 BMT

2009 Training Calendar

Please call the Center or check the website, www.lanmed.org, for more details.

Continuing Education

May 9 - The LMC Mediation Model

May 20 - The LMC Mediation Model

TBD - Administrative Policies and Procedures at LMC

TBD - Working Together as Co-mediators

TBD - Ethics and Moral Dilemmas in Mediation

Basic Mediation Training

June 12, 13, 14 – Communication and Conflict Resolution Skills \$450 (\$425 early registration)

June 26, 27, 28 –Mediation Skills Level I \$450 (\$425 early registration)

Communication and Conflict Resolution Skills is a prerequisite for this course.

Basic Mediation Training

October 9, 10, 11 – Communication and Conflict Resolution Skills \$450 (\$425 early registration)

October 23, 24, 25–Mediation Skills Level I \$450 (\$425 early registration)

Communication and Conflict Resolution Skills is a prerequisite for this course.

Divorce and Custody Mediation Training

November 17 – 21 \$1250 (\$1200 early registration)

Basic Mediation Training is a prerequisite for this course.

LANCASTER MEDIATION CENTER

Here are a few words about our new logo from the designer:

“The first drafts of the LMC logo were based on the concept of conflicting viewpoints resolving, of hot colors cooling, of blurred visions focusing, of ragged edges being smoothed. . . The concept

evolved to convey a community coming together. More specifically, errant shards align in an organic way to build a small world. The colors are earthy by design and the slight transparency of the type allows the world's facets to show through. The intention of the design as a whole is to communicate a sense of tranquil construction.”

Dave Strauss
Creative Director
3FoldDesign

“The concept evolved to convey a community coming together . . .”

Office Volunteer Spotlight: Sue Hess

Editor's note: We asked Sue to talk about her experience volunteering in the office at LMC. We depend on volunteer mediators and office volunteers to do much of the work of the Center. Sue chose to organize the information used in planning the Peacemaker Celebration held in 2007. Sue told us:

While looking at volunteer opportunities on the United Way's Community Solutions website, I came across the Lancaster Media-

tion Center. I had not previously known about this organization, but when I went to their website, I realized that the Center's goals were very much in line with my work and beliefs.

I help others to become empowered, find answers within, and understand / release the painful situations in their lives in order to move forward. Everyone wants to have a voice, feel heard and understood, especially during times

of conflict.

I have enjoyed learning more about the organization and what it offers to the Lancaster community. It is my hope that the work I am doing will provide a valuable resource for future planning.



Sue Hess

¿Lo Que Es la Mediación?

La mediación es un proceso de resolución de conflictos en el que mediadores ayudan a la gente a arreglar las problemas entre sí. Esta mediación no envuelve ninguna investigación y no es como casos de arbitraje, porque las personas envueltas deciden la solución. La mediación es confidencial bajo la protección de las leyes.

Mediadores son imparciales. Los mediadores no juzgan sus clientes o la disputa. Los mediadores no dan consejos legales ni apoyo psicológico. Los Mediadores proveen de una atmósfera controlada para negociar. Ellos ayudan los participantes a generar opciones para llegar a los acuerdos. Ellos preparan acuerdos por

escrito que clarificana los participantes sus opciones futuras.

Gifts: December 1, 2008 - March 31, 2009

Your gift to the Lancaster Mediation Center allows us to continue our mission of promoting peaceful conflict resolution through mediation and training.

Monetary Gifts from Organizations

Gibbel, Kraybill & Hess, LLP

John Frederick Steinman Foundation

Turkey Hill Dairy

Monetary Gifts from Individuals

Carol & John Pyfer

Caroline S. Nunan

Charles & Millicent Holzinger

Daniel & Carol Neff

Daniel Shenk

Donald and Rebecca Cargas

Ivan & Mar Ellen Leaman

Jared Miller

John E. Huber

Jon & Terry Singer

Larien & Nancy Bieber

Larry Martin

Lawrence A. Rupley

Linda & Samuel Rice

Lois & Grayfred Gray

Luke Wenger

Lynette & Gerald Meck

Mary Steffy

Pamela Bazella

Ralph & Lori Taber

Rick Oppenheimer

Sam & Nancy Neff

William Stratton, III

In-Kind Gifts

Lancaster County Commissioners

Millersville University

Brown Schultz Sheridan & Fitz

LMC values every gift we receive. We sincerely apologize if your name has been listed incorrectly or unintentionally omitted. Please notify us at 717.293.7231 We will correct any mistakes.

A copy of the official registration and financial information for Lancaster Mediation Center may be obtained from the Pennsylvania Department of State by calling 1.800.732.0999. Registration does not imply endorsement.

Mediation Works in the Workplace

Dear Lancaster Mediation Center,

I recently was involved in mediation at the Lancaster Mediation Center and the overall experience was very beneficial and educational. The two mediators, a male and female, were extremely professional but very warm and encouraging to the two of us participating in mediation.

It is important for each person to go into mediation voluntarily and with an open mind and be open to learning something about oneself. It may not be what you wanted to hear.

I was in mediation due to a long standing, unresolved conflict between myself and another person. We shared an office but not much else and we only communi-

cated when it was absolutely necessary. The atmosphere was most unpleasant, cold as well as stressful, and did not make for a working environment that was conducive.

"I would strongly encourage anyone facing unresolved conflicts to mediate . . ."

We participated in mediation for a total of three hours on two separate occasions; the outcome was that we discovered we have a number of commonalities in both our organizational and personal goals. We also learned some new insights into

each other's personalities which will help us in working together in our collegial organizations.

I would strongly encourage anyone facing unresolved conflicts to mediate, not to let the issues fester, but to be willing to talk about them openly and be willing to move forward in peace.

Best regards,

A very satisfied participant

(Names are omitted to preserve the confidentiality of the mediation).

Lancaster Mediation Center

Resolving Conflict. Building Community.

Phone: 717-293-7231
Fax: 717-390-7783
E-mail: info@lanccmed.org

Find us on the web at
www.lanccmed.org

Office hours:
Monday-Friday
9:00 a.m. to 12:00 p.m.
1:00 p.m. to 4:00 p.m.
Mediations by appointment

Alyson Earl
Executive Director

Linda Strauss
Mediation Coordinator

Since 1981, the Lancaster Mediation Center has provided high-quality mediation for resolving disputes between neighbors, friends, family members, tenants and landlords, employers and employees, businesses, individuals and institutions, and members of organizations.

The Center also provides basic and advanced mediation training and communication and conflict resolution skills training.

Our mission:

We promote peaceful conflict resolution through mediation and training.

LANCASTER MEDIATION CENTER
225 WEST KING ST
LANCASTER PA 17603

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