

Dispute Resolution Center of Yakima & Kittitas Counties

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Yakima, WA
Permit # 352

DRC Mission Statement

The DRC of Yakima and Kittitas Counties provides mediation services, training and other ways for people to peacefully solve disputes themselves.

DRC 2011 Training Calendar

May 19 th 5:30 PM-	In-Service: Mediator Roundtable- Apology	October 7,8,9	40 Hour Basic Mediation Training Part I
June 16 th 5:15 PM-	Volunteer Appreciation Party	October 20 th 5:30 PM-	In-Service, Topic TBA
July 21 st 5:30 PM-	In-Service, Topic TBA	October 21,22,23	40 Hour Basic Mediation Training Part II
August 18 th 5:30 PM-	In-Service, Topic TBA	November 17 th 5:30 PM-	In-Service, Topic TBA
September 15 th 5:30 PM-	In-Service, Topic TBA	December 15 th 5:30 PM-	In-Service, Topic TBA

Interested in a workshop for your workplace or other organization? Contact Meredith to design a workshop to meet your needs at 453-8949 or coordinator@drcyakima.org



Donate your Wedding Dress to the DRC

Yes, that is correct, we are collecting wedding dresses. In an effort to raise funds for the DRC, Meredith and Mary are collecting wedding dresses and putting together a dress extravaganza to sell them and raise money for the DRC. We have big plans for this, but we need dresses. The age or era of dress does not matter, retro is in!

You know you will never wear it again, so get it out of storage and bring it in! We are accepting the various accoutrement as well, such as veils, wedding jewelry, shoes, hair accessories etc.... Our goal is to raise \$5000 from this effort, and we need your help.

So Spring Clean, and make room in your closet, and help a bride to be to have a beautiful dress, a la you, at an affordable price! Call Mary or Meredith with any questions at 453-8949.



Dispute Resolution Center of Yakima & Kittitas Counties

D.R.C. Newsletter

Issue 9- January 2011 - May 2011

Director's Message

Dear friends and supporters,

There continues to be a lot of activity here at the Dispute Resolution Center as you will read in the other articles in this newsletter. We have efforts underway to expand our services to more couples needing help with marriage dissolutions, people at risk of foreclosure on their homes and businesses which could benefit from our mediation, facilitation and training services in their workplace and with their customers and suppliers. All these potential growth areas are enhancements of our core mission: to help people peacefully solve disputes themselves. Let us know how we can work with you to make these new ventures a success.

Speaking of successes, I want to send out a huge "THANK YOU" to everyone who made our Yakima Mediation: A Path to Peace event such a success in March. We had great support from area businesses who partnered with us to sponsor the event including Tamaki

Law, Peace Partner at the \$2,500 level, Elliott Insurance Service and Abeyta Nelson Injury Law, Mediator Partners at the \$1,250 level. Attendees responded to the moving stories of our speakers to support our mission very generously. With their contributions and those of people unable to attend the event, the DRC realized over \$18,400 net proceeds to support our important work. Thank you!

These contributions are vitally important in the face of declining district court civil case filings. In 2010, between Yakima and Kittitas Counties, the filing fees to support the DRC dropped just under \$13,000. With the drop in filing fee revenue, our board, staff and volunteers will be finding creative ways to engage our communities in supporting the DRC's mission over the next several months. We hope you can be a part of these efforts.

Thank you for your support of the DRC.

Matt Fairbank

Foreclosure Mediation Program Coming to Yakima & Kittitas Counties



The Washington State Legislature recently passed a bill to permit homeowners facing foreclosure to request mediation with their lenders prior to foreclosure action. Resolution Washington, the Statewide organization of Dispute Resolution Centers, in conjunction with the Washington State Department of Commerce, is working to train mediators and develop programs to enable homeowners to utilize DRC services for purposes of foreclosure mediations.

The DRC of Yakima & Kittitas Counties will send a group of mediators to

attend the content intensive training to enable them to mediate foreclosure cases in Yakima and Kittitas Counties. We are very excited about this program and the opportunity to broaden our services in the community.

Washington is a non-judicial foreclosure state, meaning that lenders are not required to follow a judicial process to foreclose upon a home. Washington will now be the third non-judicial state in the nation to have a mediation program. One of the goals of the program is to assist homeowners and lenders in reaching agreements in order to keep homeowners

in their homes.

We expect the training to be intensive and content heavy in the area of foreclosure law and procedure. We have 17 interested mediators, and 3 staff who will attend the training. We hope to begin offering foreclosure mediation in August of 2011.

If you are a homeowner who needs assistance, or you know a homeowner who needs assistance, you may contact the DRC for more information. Services will not be available until late summer, but we look forward to working in this area.

Issue 9

January 2011- May 2011

DRC CONTACT INFORMATION:

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Dissolution and Employment/Workplace Mediation at the DRC



The DRC recently completed its first separate Dissolution Mediation training with our volunteer mediators. Historically we offered this training as part of our Family Mediation Training. Two years ago we decided we needed to focus more on the development of parenting plans in our family mediation training, and that in order to do justice to the other dissolution components of family mediation we needed a separate training. We held that training over two nights in March and April. We had a total of 22 Mediators attend this training.

During the course of dissolution mediations we regularly refer people to experts to obtain the information they need to make informed decisions about tax matters, financial planning, retirement issues, child support. We stand firm behind the ability of clients to make their own decisions, so long as they are informed, about how to handle the dissolution of their marriage. Our case load in dissolution cases has risen of late. In addition, Yakima County Superior Court is considering implementing a rule which would require mandatory mediation as part of the dissolution process. We look forward to serving our community in this area in the future.

The DRC is also exploring how we can expand our services in the realm of employment and workplace mediation. We have always offered mediation services in workplace and employment disputes. We also provide training to individuals and organizations to assist them in developing the skills to help resolve these conflicts themselves, and hopefully to deter those conflicts from ever arising. These trainings are tailored to each individual organization and its needs.

However, we feel we could do more in this area. We are now developing a workshop series on several key topics that can be of use to all businesses, employers and their employees. We know that conflicts arise in businesses and workplaces on a weekly, if not daily, basis, with customers, suppliers, and between employees. We want to help people address those conflicts in a constructive and proactive way. We hope to start coming directly to those businesses and workplaces with this series of workshops.

If you are interested in bringing these workshops to your business and workplace please contact Matt or Meredith to discuss how we can serve you and your organization.

Finally, we are also developing training for our volunteer mediators in workplace/employment mediation. The skills used in these situations are the same skills used in other types of mediation, but we will be highlighting and discussion how power dynamics and interests vary in the workplace setting. The training will likely be available this coming winter.



The C.A.R.E. Model of Conflict Resolution.

There are many ways to approach the conflicts in our lives. The C.A.R.E. model provides a structure to your responses that may help you work through a conflict in a constructive way. It goes like this:

Consider: When a conflict arises, stop and consider for a moment how it began. Conflict often arises through miscommunication, unmet needs, or fear—**consider** what the other person is saying at face value—**consider** for a moment what the other person wants—**consider** how you might feel if you were that person.

Ally: During conflict most of us can see only the differences between “you and me” or “us and them”. As diverse as people are, we also share many similarities and commonalities—**Ally** yourself to the other person by searching for something you have in common.

Relate: Conflict is an emotional process for us all. Try to **relate** to the other person on an emotional as well as an intellectual level and let them know you understand how they feel, like “That sounds kind of scary for you..” or “I think I can understand why you might feel that way...”

Engage: After Considering, Allying and Relating you have worked to diminish some of the threat that causes fear, set the ground rules for communication, and let the other party know that you understand their needs. Now its your turn to let the other person know where you are coming from in the current conflict situation. **Engage** with them in civil discourse, and stay focused on solutions and the future. By **engaging** civilly we show respect for the other person, and that we value our relationship with them.

Next time give C.A.R.E. a try.

-Modified from Swartout 1993

Volunteer Appreciation Party: June 16, 2011



We want to show all of our volunteers how much we appreciate their time, dedication and determination on behalf of the DRC and mediation. This year we will be hosting a party in honor of our volunteers on Thursday June 16, 2011. We will be gathering at 5:15 at the condominium clubhouse of our Board President, Jim Kramper, to socialize, eat, drink, be merry, and thank our volunteers for their service.

Food will be varied including burgers and sausages, lots of pasta and other salads and sides, beverages of all kinds, and dessert. Awards and certificates will be distributed, along with door prizes and other fun stuff. We look forward to seeing all of our volunteers there! Call Meredith with any questions. Invitations should arrive in volunteer mailboxes soon!



Patience and Conflict

We are told Patience is a virtue, and many of us try to be virtuous in that way, attempting to be patient when the car in front of us sits at a green light, or when our computer zips along at the speed of a turtle, or when our teenager can't seem to get out of bed in the morning. We are patient with our spouses and their quirky little habits, we are patient with our bosses and co-workers, or at least we try to be. Patience eludes us all at times, for some more often than others.

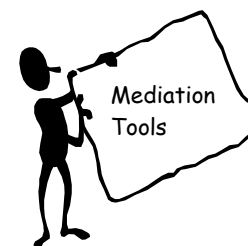
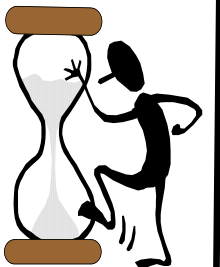
But in a perfect world, where everything goes our way, we would have no need of patience. And, without the need of patience we would not know patience. In order to be learned and practiced, patience requires conflict, strife, or something to try us. Without that annoyance, that trying circumstance, we would never know the beauty and simplicity of patience. And so we should embrace those who try us, the things that annoy us, and the things in our life which cause us strife, because these are the things that also teach us.

“Patience is a most necessary qualification for business; many a man would rather you heard his story than granted his request.”

~Lord Chesterfield

So Patience and conflict go hand in hand. Although we don't call it that, we teach patience to our mediators. Patience to listen to others, patience as they work through issues of the past, patience as we coax them toward a solution to those problems, and patience, sometimes, when it all falls apart again later.

So patience is more than just a virtue, it is a skill. It requires practice and awareness. Become aware today, or tomorrow (I can wait), about how well you use your skill of patience, and bring mindfulness to your responses to the things that annoy and try you. Patience may be your best tool in avoiding or resolving a conflict in your life. Learn to utilize it well.



Share Your Expertise with DRC Mediators at an In-Service Seminar-Third Thursday Themes!

We are looking for presenters for our Third Thursday Themes (TTT), our monthly In-Service Training initiative. The goal of these Triple Ts is to provide learning experiences for our mediators to help them expand their skills, knowl-

edge base, and commitment to the work of mediation.

We are hoping to help further educate our mediators in areas such as mental health, substance abuse, family systems theory, elder issues, children and divorce, how the court systems work, the grief cycle, the art of nego-

tiation etc...

Do you have expertise in an area and are you willing to share that with our mediators? Please contact Meredith to discuss your availability and how you might help us meet the goals of the TTT initiative.