



FROM THE DIRECTOR'S DESK

By Maralise Hood Quan

Dear Mediators,

Joy to the world and peace on earth are more than nice thoughts once a year for you. Every hour you volunteer, you are pragmatically and concretely making peace in our community one mediation at a time.

It is a powerful thing – mediation. Have you shared what you do with your family and friends? Find the time this holiday season to share what happens when you mediate. You invite two divorced people, who very well may dislike each other so much they can barely look at each other or have a civil conversation. They walk into the session as two divorced people unable to communicate, yet leave as a divorced couple working together to co-parent their children the best they can. And you, the mediators, witness that moment when those two angry people who refused to ride the same elevator up, now ride it down together. You can imagine what will be different in that family as a result of their agreements.

Maybe not all mediation sessions end with a total transformation of the relationship, yet you do experience the de-escalation of conflict, new ways of communicating and greater empathy for the human being on the other side of a conflict. That is an amazing feat in and of itself, worth sharing.

You create peace in Pierce County through your commitment to mediate and to participate in our continual learning community. You bring joy to our community because one of the most powerful byproducts of a mediated solution is increased communication between the parties, even if it means agreeing to disagree!

Joy to the world and peace on earth are more than platitudes for you and for us. Every staff person, Board member, AND your fellow mediators deeply appreciate your continued devotion and passion to this work. As the Director, I have the opportunity to talk to many leaders and community members that are in awe of anyone willing to step into a room with two people in conflict and help them--much less volunteer those hours!

Thank you!



INSIDE THIS ISSUE

1. From the Director's Desk
2. From the Foreclosure Desk
3. From the Services Desk
4. From the Training and Practicum Desk
5. Events Calendar

JOIN US



FROM THE FORECLOSURE DESK

By Jennifer Norlund

PCCDR Foreclosure mediations “Provide **predictability** and **consistency** in the mediation process that allows us to hold a **unique** and **productive** conversation in every instance.”

Our 10 Commerce-approved foreclosure mediators have spent this year working hard to define what our success looks like; how we can be more consistent in our delivery of service; and what are each parties’ expectations when they come to our center.



In September, we hosted a mediator-housing advocate conversation to help us better understand each other’s perspectives. Northwest Housing Justice Project presented a very thoughtful power point presentation on the areas where we

needed to have a deeper understanding. SouthSound Outreach helped us better understand the role of the housing counselor.

Our October Bank/Service/attorney – mediator conversation was even more insightful as we listened to a panel of speakers from 3 of the high-volume law firms, and special guest Donna Hughes, the VP of Client Services Mediation Program at Chase Bank. Many of the same themes from the September in-service came through: the need for mediators to be artfully impartial, facilitate tough conversations, listen, promote empathy, reframe/redirect adversarial behaviors, and recognize the limitations on both sides. Very powerful statements when coming directly from the lender attorneys!

“I came into this very confused and feeling alone. I’m leaving feeling that I have a voice and chance of keeping my home. I’m well informed now and thankful for my mediators.”
- Foreclosure client

Our final in-service was Dec. 10th and we heard from a number of policy and stakeholder perspectives. The panel consisted of Rep. Tina Orwall, Columbia Legal Services, Washington Bankers Association, Department of Commerce, and mediators.

Lastly, a HUGE thank-you to our “Foreclosure Mediators Pioneer Practicum”. We have greatly welcomed the additional support and knowledge of Edryce Reynolds, Norm Minarsich, and Lori Buchsbaum. Training has included: online and live seminars, role plays, thorough knowledge of the law and the changes, in-services, and observations/co-mediations.

Pierce County still continues to be a challenge in the high number of foreclosures that never touched the

“Discussion is an exchange of knowledge; argument is an exchange of ignorance.”

- Robert Quillen

mediation process. There is a multi-agency goal this next year to be able to get more homeowners access to the resources they need. We are hopeful that this will result in more resolutions earlier in the process and that homeowners never feel alone. This will greatly help the mediation process and our ability to better balance the room.

FROM THE DIRECTOR OF SERVICES DESK

We are very grateful to those who have chosen to support PCCDR with monetary donations. The friendly Santa elves have gifted us items that make the Center an even better place to volunteer and work. A new copier machine, new clocks for the rooms, new silverware, cushions for chairs, monitor stands, a new shredder, and hundreds of coffee K cups are just a few examples. Many hours of time has been donated as well, for electrical work (overhead lighting now works!), painting, and maintenance work around the center. A warm thank for your generosity.

Merry Christmas and Happy Holidays,
Jeanie

Please help our Center Grow! Your donated gift-in-kind will help to support the many ways we are serving our community. Your tax-deductible cash donations help us continue to deliver high quality services—even when the fees do not cover costs. Thank you in advance for choosing to give to PCCDR this holiday season.

Ways to help by making a gift:

IT Components

Computer desktop workstation—tower, monitor, keyboard
Laptop

Daily and Event Support

Decorations for events
White or blue table cloths
White serving bowls and platters
Silverware
Snacks and beverages - -

Mediation Rooms

Round wood tables (3)

Miscellaneous

Vacuum cleaner
Electric hand drill and allen wrench attachment
Magazine/newspaper subscriptions
Office paper supplies

Gift Cards are always appreciated from the following businesses: Office Max, Costco, Office Depot, Best Buy, and



PCCDR very much appreciates the generous financial contributions of the following foundations:

THE GOTTFRIED AND MARY FUCHS FOUNDATION



Thank you for your friendship and support.

FROM THE TRAINING AND PRACTICUM DESK

By Marc Steiner

2012 has been a successful year! We averaged around 20 attendees to each BMT and were able to welcome about a third of those into our practicum. We now average around 20 attendees to our in-services (our November in-service had 35 attendees!). I'm very excited about our November showing as it was an experiment as a topic, so expect more interesting and perhaps obscure topics now and then. I continue to receive your suggestions and try to respond in kind.

A head's up to those who have been trained here in Parent/Teen mediation. We have a new collaboration with Diversion at the Juvenile Justice Center, and in anticipation of a grant mid-year 2013, I hope to have a few p/t mediation referrals in the next months as preparation for more regular referrals. Stay tuned and perhaps we'll do a refresher in p/t if anyone needs that?

For those who LOVE teenagers, feel free to ask me about supporting the local alternative high school as they continue to develop their peer mediation program. We continue to offer them our support. A special speaker might be fun for them!

We currently have:
34 volunteers in our practicum working towards certification and
2 newly certified mediators. They are:

Cheryl Robbins Berg
David Springer

Congratulations to them all! What stands out for me is how many of these folks are mediating in more than one arena (parenting plan modifications, foreclosure, settlement conference) and offer so many more hours doing other things for our Center. Of course, that is true of most of our volunteers. But even meeting the minimum re-certification requirements means your involvement has been the support we need at our Center, and the ability for each of you to continue building on your skills - - - the essential piece of being an active mediator.

See you all in 2013! (if not before)

Marc

"I found this class a great inspiration, both personally and educationally."

- BMT participant

BASIC MEDIATION TRAINING

2013: MARCH 8-10/22-23
JULY 15-19
OCTOBER 11-13/25-26

Learn incredible strategies & skills for professional and personal development:

- This experiential 40-hour, 5 day training that includes a comprehensive Manual
- 37.75 CLE credits (7.75 ethics) *Registration fee: \$700*
- 37.5 Clock Hour credits, *Early bird registration: \$650*
- 37.5 CEU credits. *Special group rate: \$550 per person for 3 or more from the same organization.*

Registration forms available on our website: www.pccdr.org

PCCDR Staff:

Maralise Hood Quan

Executive Director

Jeanie Simmons

Assistant Director

Amanda Starr-Smith

Executive Administrative Assistant

Marc Steiner

Training Coordinator

Jennifer Norlund

Settlement Conference,
Small Claims and Foreclosure
Coordinator

Patricia Frazer

Facilitative Mediation Coordinator

Pam Robertson

Mediation Services Assistant

Jenny Tenbrink

Development Assistant

PCCDR offers room rentals. We have mediation rooms and a community room for mediations and groups.

All room rentals include: hospitality, refreshments, white boards, public access WI-FI, tables and comfortable chairs. The community room rental includes all of the above plus the LCD Projector and screen. Rates start at \$200.

Did you know that.....

Criticism is just a badly worded request. The best formula is “XYZ”. “When you did X, it made me feel Y, and I’d rather you did Z instead.”

- Haim Ginott

UPCOMING EVENTS / IN-SERVICES

INSERVICE:

Tuesday, January 8, 5:30-7:30 pm

VOLUNTEER APPRECIATION & INSERVICE:

Monday, February 11, 5:30-7:30 pm

INSERVICE:

Tuesday, March 12, 5:30-7:30 pm

BASIC

MEDIATION TRAINING:

MARCH 8-10/22-23

JULY 15-19

OCTOBER 11-13/25-26

INSERVICE:

Monday, April 18, 5:30-7:30 pm

INSERVICE:

Tuesday, May 14, 5:30 – 7:30 pm