



## FROM THE DIRECTOR'S DESK

*By Maralise Hood Quan*

Happy Spring to all of you!

Where were you in 1994? Time flies when you are having fun and this year the Center for Dispute Resolution celebrates 20 years of serving our community with peaceful resolution of differences.



How do we commemorate this occasion? Each and every day we thank our volunteers' enthusiastic donation of time, we commend the clients who choose more peaceful ways to resolve differences when they use our services, we rejoice in our community partners, and we applaud the amazing professionals who take our basic mediation training class. We will celebrate all year long toasting our amazing past, powerful present, and our exciting future.

Although some of our founders, such as George Nazarian and Daisy Stallworth are no longer with us to celebrate how far we've come this year, we know that they would be proud of where we are headed. The years leading up to our incorporation included the efforts of the American Leadership Forum Class I who initiated the project to create our Center. The Founding Board members of PCCDR launched us in September of 1994. And we thank them for their vision and fortitude.

We plan to make the next twenty years just as great as the last twenty; with a few well-placed adjustments along the way. Our future includes continuing to offer our high quality mediation services to the community at affordable cost while branching out into the consulting services for companies and governments. We are pleased that so many of you are with us on this journey to make PCCDR the best that it can be.

If you have any memories of when you were first introduced to PCCDR, we'd love for you to share them with us. Drop us a card, send us an email or even share it on Facebook! In this newsletter you'll read about Pete Donor who has known us since the beginning as well as our latest Volunteer Appreciation night and upcoming In-services.

We thank and recognize our volunteers who help us continue day-to-day to make a difference in the lives of those who choose our services. Some of you are new, and some of you have been with us since nearly the beginning and we thank you for your commitment to high professional standards as mediators and for donating your highly valued skills to our community.

### INSIDE THIS ISSUE

1. From the Director's Desk
2. Volunteer Appreciation
3. Board of Director
4. Upcoming Events  
In-Service Book List
7. Nuts and Bolts

### JOIN US



**In recognition of PCCDR’s 20th Anniversary year, we wanted to honor those who have helped us along the way. Without your dedication and passion, we wouldn’t be able to say that we have some of the best mediators in the area. Thank you for your service to PCCDR.**

**MEDIATORS OF THE YEAR 2013:**

**Edryce Reynolds      Rob Dudra      Joe Loran**

The guest speaker at our Volunteer Appreciation night was “[The Listening Lady](#)” Marcia McReynolds. Throughout the night, she guided us to explore our listening techniques and gave us tips and tricks on how to really listen. Thank you to Marcia for making the event fun, informative and entertaining!



**We would also like to recognize the following mediators for receiving the Multi-Mediator of the year award for 2013:**

Lori Buchsbaum—Facilitative, Settlement Conference, Small Claims and Foreclosure

Edryce Reynolds—Facilitative, Small Claims and Foreclosure

*“I really value feeling safe and validated in everything that I said. I felt heard and like how helpful the mediators were when we got stuck in the process.”*

*- Facilitative Mediation Client*

**VOLUNTEER SPOTLIGHT:**

**Pete Donor**

After meeting the Pierce County Center for Dispute Resolution’s founder George Nazarian at a Human Rights conference in Tacoma, Pete Donor realized the power and magnitude of mediation. 20 Years ago, he began volunteering in the office helping to get the center on its feet; even creating some of PCCDR’s first mediation training materials. Through his involvement over the first few years of PCCDR, he knew that being a mediator was who he naturally was and had always strived to be. Seeing the potential in the community to be peaceful, he became a certified mediator with the intent to help create a community with strong conflict resolution capabilities. While Pete is no longer a volunteer with PCCDR, he continues to use his experience and training in group, church and elder mediation in his current position to create peace and harmony among his peers.

*“Mediation requires imagination”*

**BOARD OF DIRECTORS**

**President**

Pamela Peterson-Smith

**Vice President**

Roseanne Buckner

**Secretary**

Dave Burgoyne

**Treasurer**

Greg Uhl

**Board Members**

Anthony Harris

Beth Boggs

Clark Stevens

Derek Collins

**President—Pamela Peterson-Smith**

Pamela Peterson is a retired State Farm Agent and Police Sargent from California. She received her B.A. from Fresno State in Criminal Justice Administration, one of her M.A. from Chapman University in Criminal Justice Administration and another from Pepperdine University in Organization Development. During her time at the Visalia Police Department she moved her way up the ranks to become Sergeant of the police department and then decided to resign which is when she decided to start her own business and work as a State Farm agent. During her time with State Farm she went into management and took a hands on roll in working with other agents and their management to roll out new projects and worked closely with the Vice Presidents there. She retired and moved to Washington State where she is very active in rotary, the Planning Commission of Gig Harbor and PCCDR as a volunteer mediator. She went through the Basic Mediation Training in 2011 and has loved working with PCCDR because she loves that we are offering people a way to achieve solutions by way of peaceful means. She assumed her position as Board President January 1, 2014 . In her free time she enjoys Golfing and spending time with her friends.



*“The art of communications is the language of leadership.”*

*James Humes*

## UPCOMING EVENTS / IN-SERVICES

### BASIC MEDIATION TRAINING:

JULY 14-18

### INSERVICES:

**Monday, April 7**, Parenting Plans

5:30 – 7:30 pm

**Monday, May 12**, Cultural Sensitivity

5:30 – 7:30 pm

**Tuesday, June 10**, Mediation in Prisons

5:30 – 7:30 pm

### FORCLOSURE MEDIATOR IN-SERVICE

**Tuesday, June 4**, 5:00pm—7:00pm

Topic: TBD

### 20TH ANNIVERSARY CELEBRATION & CONFLICT RESOLUTION DAY 2014

**Thursday, October 16, 2014**

### COMMUNITIES IN CRISIS/MOVIE NIGHT

**November 11th, 2014**

## IN-SERVICE BOOKLIST

**February 11th:** *Just Listen: Discover the Secret to Getting Through to Absolutely Anyone* by Mark Goulston M.D. and Keith Ferrazzi

**March 10th:** *The App Generation: How Today's Youth Navigate Identity, Intimacy, and Imagination in a Digital World* by Howard Gardner

*The Big Disconnect: Protecting Family and Childhood Relationships in the Digital Age* by Steiner-Adair

**April 8th:** *Getting to Yes* by Fisher and Ury

**May 12th:** *Quiet: The Power of Introverts in a World That Can't Stop Talking* by Susan Crain

**June 10th:** *The Power of Habit: Why We Do What We Do in Life and Business* by Charles Duhigg

**Congratulations to our new Certified Mediators!**

**Barb McMahon    Rebecca Holmberg**

**Julana Hansmeier    Holly Gray**

**Congratulations to those who became Practicum interns in 2013:**

**Lyndsey Minaglia    Marcie Osborn    Sydney Barry**

**Barbara Boisvert    Chelsea Paulsen    Richard Elfers**

**Viral Shah    Margaret Kennedy    Laura Fine-Morrison**

**George Richter**

**PCCDR Staff:**

**Maralise Hood Quan**

Executive Director

**Jeanie Simmons**

Director of Services

**Amanda Starr-Smith**

Executive Administrative Assistant

**Jennifer Norlund**

Settlement Conference,  
Small Claims and Foreclosure  
Coordinator

**Patricia Frazer**

Facilitative Mediation Coordinator

**Karin Arnold**

Office Coordinator

**Victoria Dunn**

Communications Coordinator

To effectively communicate, we must realize that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others.

– Tony Robbins

**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 \$100.

**Ways to help by making a gift:**

**Daily and Event Support**

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

**Mediation Rooms**

- 2 Small Round Wooden Tables (to replace current rectangle and oblong tables.)
- Floor Lamps

**Miscellaneous**

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

**Donate**



**Gift Cards** are always appreciated from the following businesses: Office Max, Costco, Office Depot, Best Buy, and Target or our local merchants.