



## FROM THE DIRECTOR'S DESK

*By Maralise Hood Quan*

Dear Volunteer Mediators,

Happy Summer! On a recent gloriously sunny day we had a visitor who was “getting to know PCCDR”. As we toured the center and described how our mediators volunteer to be in a room with two people upset enough to have a stranger help them talk. The visitor exclaimed: “What kind of saints volunteer to do that?!” I responded: “Amazing people, with the optimism to know there is a better way to resolve differences and the willingness to support that in our community.”



We share with funders and partners the nature of our rigorous training, continuing education and commitment to develop a professional community of conflict resolvers. These high standards of quality are inherent in every single mediator certified by PCCDR. Clients, the courts, the legal bar and policy-makers ask us: “Do you have quality standards for your volunteer mediators?” Our answer: “We invest time, energy and enthusiasm in continually learning how to improve our services --- along with our volunteer mediators. PCCDR exceeds the statewide standards for recertification. Our professional mediators choose to donate their highly valued skills to our community. As staff and board of PCCDR, we are honored to facilitate the connection of valued professionals and meet the needs in our community.”

Thank you volunteers for your commitment to high professional standards as mediators and to giving the best there is to our community. Together we can make a change in our community by resolving conflicts in a productive, respectful and peaceful ways.

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### JOIN US



## FROM THE TRAINING DESK

### Volunteer Mediators Meet Professional Standards

BY MARC STEINER

PCCDR staff are as committed to our volunteer mediators' quality service as the mediators are to the Center and our community. Our volunteers apply their professional skills to a diverse type of settings including neighborhood, contract, divorce, parenting plan modification, foreclosure, workplace, parent-teen, and small claims mediations. In 2011 PCCDR began applying new quality standards which includes biannual recertification. This process helps clarify expectations for a professional standards all mediators commit to uphold. The statewide coalition of DRC's and the Washington Mediation Association all have high standards, which includes continual measurement by regular recertification. Our certification standards meet and *exceed* the professional requirements of facilitative mediators. PCCDR has working relationships with many city, county, and state entities and private organizations that utilize our services. We are recognized by these clients as maintaining the high professional services. Thanks to the learning environment in which all our mediators regularly practice mediation and commit to ongoing education, our professional services continue to expand and grow as we anticipate further expansion of our mediation services to other arenas of need in our community.

"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

The Foreclosure Fairness Act is designed to help homeowners and their lenders explore possible alternatives to foreclosure and reach a resolution when possible.

## FROM THE FORECLOSURE DESK

By Jennifer Norlund and Maralise Hood Quan

The two year old Foreclosure Mediation Program has been an INTENSE challenge for each of the foreclosure mediators, our organization, the statewide network of dispute resolution centers and key policy stakeholders. Creating a program out of whole cloth is tough enough, but developing a new standard of a new type of mediation is a once in a life time experience.

At PCCDR the staff have been involved in developing our best practices of using mediation skills with the parties involved from the moment a case is referred to one of the PCCDR mediators. These cases take more time and mediator skills to get the parties to the table than other types of mediation. We have had the opportunity to brief and debrief each mediator as a way to distill what are our "best practices".

## FROM THE FORECLOSURE DESK - CONTINUED

We have contacted national organizations that evaluate mediation programs, other states with foreclosure mediation programs, spoken with our county and statewide stakeholders to find what is working and what is not. We have invested hours with our partners in other Dispute Resolution Centers to find ways we can all be more consistent to make the process more efficient and educate clients in “what to expect from mediation”.

Our mantra has been: “Deliver **consistent** and **predictable** mediation processes to allow for a **productive** and **unique** conversation between homeowner and the lending institution in every instance.” That has required deepening our understanding of the key standards for all mediators: impartiality, managing conflicts of interest and self-determination. For us, this has been a wonderful example of our organization being able to really fulfill the last professional standard: Obligation to the Field of Mediation. We continue to question how to ensure that the foreclosure mediation be a truly productive conversation and not just “checking off a box on the road to foreclosure.

In May the second statewide Foreclosure Mediator training took place. PCCDR shared our experience in the design of the interactive training (for 180 mediators in one room for 8 hours on a sunny day!), the Day 2 regional trainings and the Commerce Mediator approval process. We have learned about foreclosure mediation and we have learned a new methodology to develop a new practice of mediation. We look forward to using this methodology of “distilling best practices” to new types of mediation in the future. In the meantime, expect to hear more about foreclosure mediation and how it is changing the face of mediation in the state of Washington.

“The mediator received everyone well and facilitated the agreement, great people and great outcome. “

-Foreclosure Mediation  
Client

Celebrate our Foreclosure Mediators as the  
Pioneers they are!

**Congratulations to our newly certified  
Foreclosure Mediators!**

Lori Buchsbaum

Edryce Reynolds

### MEDIATORS LEARN FROM MEDIATORS

At PCCDR our diverse community of mediators offers unique opportunities to learn together, from each other and to deepen our exploration of the professional mediation field. This community of professionals committed to continuing education is essential to PCCDR's success in delivering quality service and supporting high quality mediators.



At a recent in-service we were honored when Noam Ebner, Professor and Israeli Attorney-Mediator, shared his knowledge and lead a lively and informative discussion on *Interpersonal Trust in Mediation*. He shared his knowledge about how “trust in the mediators is central ... crucially important and yet intangible. Trust is the currency mediators hold”.

To read Professor Ebner's recent publications go to [www.mediate.com](http://www.mediate.com)

This past quarter has offered plenty of continuing learning opportunities. In March, 12 PCCDR mediators and staff attended The Northwest Dispute Resolution Conference in Seattle. Also, four staff volunteered at the International Association of Conflict Management in TACOMA! in July. Staff members have participated in multiple experiences from Conflict Coaching to the Pierce County Coalition for Training Services (TRAIN June 2013). A Board member participated in the Washington State Non Profit Conference in Bellevue and 11 mediators attended the Statewide Foreclosure Mediator Training in SeaTac in May.

**You might be interested in planning future training opportunities beyond PCCDR, please remember to return and share at in-services, so all can learn from you!**

- **Northwest Dispute Resolution Conference**  
Spring 2014 (usually late March early April) [www.wsba-adr.org](http://www.wsba-adr.org)
- **Association for Conflict Resolution (ACR) Annual Conference: Making Peace Happen**  
October 9-11, 2013 Minneapolis ; <http://www.acrnet.org/annual2013/>
- **National Association for Community Mediation (NAFCM)**  
Ongoing webinars and regional trainings; [www.nafcm.org](http://www.nafcm.org)

## Board of Directors—The Vice-President

Dave began his mediation “career” in 2004, when a friend told him about the amazing training offered by the PCCDR. Dave took the BMT, got absolutely hooked and made the Center his second home. Mediation tied together his MA in Communication, his years of business experience (28 years owning Lakewood Gallery, seven years as a Realtor), and his belief that civility and listening skills are in short supply these days – and critically needed. Dave and Sue have two children and Tacoma’s smartest, most beautiful granddaughter. They have lived in University Place for 36 years, where Dave also volunteers two days a week as a Park Steward at Chambers Bay Regional Park.



## Save the date! Celebrate International Conflict Resolution Day with PCCDR!

We are developing the best ways to celebrate at PCCDR. Save the date for us. October 17, 2013 (Annual third Thursday of October). Please send us people you believe NEED to know about PCCDR; What we do, how we do it and how we can be a resource to them. Let staff know and we can set up a tour and introduction. We would like to become the “go-to-place for productive and peaceful conflict resolution rather than the “best kept secret in Pierce County!”



### UPCOMING EVENTS / IN-SERVICES

#### BASIC MEDIATION TRAINING:

JULY 15-19

OCTOBER 11-13/25-26

#### INSERVICE: USING TECHNOLOGY

Monday, August 12, 5:30 – 7:30 pm

#### INSERVICE: USE OF SHUTTLE AND CAUCUS

Tuesday, September 10, 5:30 – 7:30 pm

#### INTERNATIONAL CONFLICT RESOLUTION DAY WITH PCCDR

October 17, 2013

#### SETTLEMENT CONFERENCE MEDIATOR TRAINING

Thursday, October 17, 9:00 am - 1:00 pm

## Congratulations to PCCDR's newly Certified

### Facilitative Mediators!

Marty Lobdell      Janet Hedgepath      David Bastian

### Congratulations to our new Co-mediators!

Patsy Tyvand      Deb Josephson      Jenny Tenbrink  
Chelsea Paulsen      Rebecca Holmberg      Alex Maggioni  
Kevin Rundle

### PCCDR Staff:

**Maralise Hood Quan**  
Executive Director

**Jeanie Simmons**  
Director of Services

**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

**Arzmella Hammond**  
Office Assistant

### Did you know that.....

“To listen well is as powerful a means of communication and influence as to talk well.”  
- John Marshall

### 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:

#### 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

[Donate](#)



#### Mediation Rooms

Round wood tables (2)

#### Miscellaneous

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