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A FEW WORDS
from Maralise Hood Quan, Executive Director

We’ve made a few changes here at the Center for Dialog & Resolution, and we couldn’t be more excited about them! Although change can be scary and overwhelming at times, it also provides new opportunities for growth and development.

This month’s big news is that the CDR has officially moved to the 717 Building on Tacoma Avenue South. As custodians of this beautiful historical building, our commitment is to create a gracious space that is conducive to helping people explore differences and reach agreements. Our new building offers free street parking, ADA access, lovely mediation rooms, large windows, and a warm community room for both dialog and training sessions.

The location couldn’t be more perfect. Our neighbors are also our partners! The Crystal Judson Center is downstairs, the Northwest Justice Project is literally right next door, and we are a couple buildings down from Safe Streets, Volunteer Legal Services, Tacoma Public Schools, and of course the Courts and county government. Talk about a prime real estate location!

We look forward to continued and strengthened collaborations to help meet the needs of our community. Please stop by and visit. We’d love to give you a tour of our new digs!

And, as always, feel free to inquire about our upcoming trainings if you’re interested in becoming a mediator, or consider using our services to help support you through a tough conversation. We’re excited to hear from you!

Maralise.

Board Spotlight

Clark’s Commitment

Our board members play a crucial role behind the scenes of the organization and the work they do is a priceless asset to our mission. That’s why we’d love for you to get to know them! This month, meet Clark Stevens.

Clark is a business intelligence analyst and database administrator who loves to enable data-driven decision-making by turning raw data into information and action steps (wow!). He currently runs business intelligence at a technology startup company in Kirkland, and also teaches Data Mining and Business Intelligence courses at Renton Technical College.

Clark’s commitment to the CDR comes from his passion for making our community a more civil and enjoyable place. “The value of the services we give continues far beyond the actual mediation, as the tools our clients and volunteers learn can be applied to many life situations,” says Clark. “A child whose divorced parents learned how to better resolve conflict will benefit for the rest of his childhood. A family that can stay in their home as a result of foreclosure mediation will benefit for years afterward.”

Clark is passionate about the mission of the CDR and its impact on the community. He currently serves as our treasurer, and has been a member of the board for the last four years.

Thank you, Clark, for all that you do! We appreciate your service and commitment!

Quotable Quotes

“All great changes are preceded by chaos.”

– Deepak Chopra

“If we don’t change, we don’t grow. If we don’t grow, we aren’t really living.”

– Gail Sheehy

“Change always comes bearing gifts.”

– Price Pritchett
THE RIPPLE EFFECT

Have you ever dropped a pebble into a pool of still water... and watched as the ripples from that action spread outward, expanding toward the furthest reaches of the pool? If you have, then you’ve seen the ripple effect.

The ripple effect is the notion that a single action has an impact on several other things. Like the effects of the ripples that span out over the water, even perhaps reaching the water’s edge and nearby plants and wildlife, our individual actions can impact others in ways of which we may not even be aware. The question is this: how are we going to use our own personal ripple effect? Hopefully, the results/significance/outcomes of our actions and behaviors will build up others and leave the world around us a little bit better than we found it.

The ripple effect has a lot to do with what we do here at the CDR, which is why we’ve chosen it as the theme for our annual fundraising breakfast (see page 5 for more information). What we do and the tools with which we equip our clients can change their individual lives in profoundly impactful ways. But, once our clients walk out our doors after their mediation, they often apply what they’ve learned to their own lives and daily interactions with bosses, employees, spouses, friends, and children. These secondary recipients may then apply the same notions and concepts to their lives, and the domino effect continues. Do you see how one mediation meeting can make dozens of individuals better listeners and stronger communicators? It’s pretty amazing!

These stories from previous CDR clients demonstrate how the work we do has a ripple effect in the lives of individuals, families, and communities:

Lauren Walker, Director of the Fair Housing Center of Washington, attended the first 40-hour mediation training class in 1994 and has continued to implement the communication and impartiality skills she learned in that class and apply them to her daily life. She uses them as the director of an agency whose goal is to ensure equal access to housing, and in her former role as a city council woman. She told us, “Learning to truly listen so the other person knows you’ve heard them and will act upon what you learned from them is one of the most critical pieces of wisdom I learned at my CDR training. I use this skill in a multitude of settings!” As an advocate and educator for housing fair practices, Lauren deals with hundreds of people every single week. Can you imagine the listening skills that others have learned from her, and likely applied to their own interactions? It’s the ripple effect in action!

James Boyan is a professional security guard and a criminal justice graduate from Tacoma Community College who says his life has been drastically impacted by the CDR’s mediation services. When James and the mother of his child were experiencing conflict over their parenting plan, they came to us for help and guidance. After his mediation, James said, “I was able to profoundly reflect on both sides of the situation. For the first time, I was able to listen and understood the mother of my child, and appreciate her parenting goals, wants, and needs. The mediation really helped me turn my ignorant switch off!” Three years later, the two of them continue to co-parent their child with pride, joy, and acceptance. The life of this child will now be forever impacted, as she has parents who model respect, love, and agreement, rather than discord and resentment. We imagine that this child’s life would look much different had her parents never made the decision to seek out professional mediation.

How are you currently handling the conflict(s) in your life? What effect is your “ripple” making in the waters around you? When you toss that pebble into the pond of your relationships, is it a pebble of kindness and compromise, or a pebble of anger and stubbornness? We hope you’ll take the opportunity to lead by example, listen well, acknowledge the feelings of others, and make your community a better place while you’re at it. Your communication habits have a bigger effect on the world around you than you may realize!
The Big Move

If you haven’t heard already, the Center for Dialog & Resolution has some big, exciting news. **WE’VE MOVED!** Thanks to our supporters’ passion to invest in resolution and positive dialog within our community, we’ve moved up the hill into a bigger, better location. Our new building gives us more space, which will enable us to provide more resources (fully-stocked resource center to come!), trainings, and mediations, as well as strengthen our current connections with area partners.

Our new location—the historical 717 Building on Tacoma Avenue South—features free parking, a brand new ADA entrance, remodeled and well equipped mediation rooms, an inviting conference room, large offices, and a big, beautiful space that we will use as our training center, not to mention the lovely historical built-ins and fireplaces! The best part about this new building, however, is its location. We are just steps away from the Court House and county government, and neighbor other impactful partners such as Volunteer Legal Services, Northwest Justice Project, Tacoma Public Schools, Safe Streets, and more! We cannot wait to see how this big change will allow us to better meet our clients’ needs, inside and out of the center.

As always, it is through community support that we’ve been able to take this big step. We are so grateful for all the time and resources that have been invested! We also know that through continued support, we’ll be able to overcome the current challenges we are facing, as well as finalize our move by furnishing the center. Right now, our biggest need is in obtaining technology gadgets to complete each room (i.e., TV screens for the mediation rooms, keyboards, printers, etc.), as well as furniture (office chairs, seating for clients, etc.). For those interested in contributing, we’ve included a list of current needs, as well as an [Amazon wish list link on page 6](#).

We are polishing our creativity skills as we learn how to navigate seeing clients while in the middle of a large move. We can’t wait to get settled in and continue to impact individuals, families, neighborhoods, and communities with positive communication and, most importantly, resolution. Drop by and see us sometime! We are always glad to see community members and are grateful for your support and participation.

**Our new address:**

**717 Tacoma Avenue South**  
**Tacoma, WA 98402**  
**253.572.3657**
4 Steps to Productive, Joyful Meetings

Meetings (work-related or otherwise) can be such a drag. They usually take too long and often go off on tangents. You may feel like your voice is never heard (or you find yourself biting your tongue), and, once the meeting is finally over, you find yourself wondering, what was the point of that, anyway?

But imagine this type of meeting: you get to sit next to the smartest people you know, and they actually care about what you have to say. They recognize and appreciate the specific skills you bring to the table, and check in to ask for your expertise or opinion during discussions. They provide you with specific end goals and action steps, and hold you accountable to yours. Doesn’t that sound like a much more enjoyable meeting?

Around Pierce County, thousands of meetings happen every single day. They include parents planning the week’s activities, non-profit organizations coming up with next quarter’s development plan, teachers discussing curriculum changes, city officials working with citizens over potential big changes... the list goes on. These meetings can be a significant time commitment for all involved. If there are 10 people at a two-hour meeting, that equates to twenty hours of time! But if nothing comes of the meeting except frustration and negativity, what kind of economic, social, political, and cultural environment are we creating?

One of the biggest reasons meetings can get off-track is that goals are not clearly outlined at the beginning. Are you meeting with someone to get to know him or her? Are you meeting because you are disagreeing and need to come to a compromise? Are you meeting to discuss ways to increase productivity? Are you meeting to brainstorm?

The second biggest reasons meetings can go haywire (or simply be boring or pointless) is that many people lack the skill of understanding different perspectives. No one wants to be judged and/or talked at! We all have an intrinsic desire to be heard and understood.

Here at the CDR, facilitating meetings is one of our specialties. We more than moderate—we prepare, keep the focus clear, and make sure everyone is heard. Our aim is to make sure every meeting is joy-filled and productive for all parties involved.

Here are a few tips to ensure your next meeting is efficient and effective (and enjoyable):

- **Prepare.** Know what you’re going to talk about, and have the documents you need printed and in front of you. If it’s a big meeting with a big decision at the end, we recommend a minimum of two hours preparation time for every hour of meeting time.

- **Set an agenda.** Even with the best preparation, meetings can still go haywire if there’s not an agenda that’s been committed to by all parties. Designate talking points and even consider setting time limits for each topic. Share the agenda ahead of time so participants can be more prepared. This will make the best use of everyone’s time.

- **Listen, and listen well.** Be conscious of the fact that just because someone feels differently than you does not mean his or her feelings or opinions are invalid. Make sure that if people have something to say, they get a chance to say it.

- **Set clear action steps.** Many of the frustrations and disagreements that take place in professional arenas stem from expected actions that are never realized. Assign someone to record a solid document outlining all proposed action steps, end goals, and decisions made. Make sure all attending parties receive the document, as it will provide accountability for everyone.

We hope this helps, and that your next meeting is more productive, effective, and enjoyable. We believe that good communication and positive outcomes lead to joy. *May your next meeting be a joyful one!*
The Ripple Effect Annual Breakfast – Thursday, October 20th, 7:30 am

5-day Mediation Training – October 28th – 30th, November 4th & 5th

In-service Day – Monday, November 7th @ 5:30 pm

Settlement Conference Mediator Refresher – Thursday, November 10th, 9 am – 1 pm

New Settlement Conference Mediator Training – Thursday, December 8th, 8 am – 1 pm

In-service Movie Night – Tuesday, December 12th, 5:30 pm

*Call 253-572-3657 or email info@centerforresolution.org for more information

Ways to Help

Are you interested in supporting PCCDR, but don’t have the time to volunteer? Gifts-in-kind are tax deductible donations that help keep our center running smoothly. Since we’ve made our big move, there are several items we need to make the center complete. You can find a list of current needs below, as well as a link to our current Amazon wishlist.

https://www.amazon.com/gp/registry/wishlist/23TNAY070IVP/ref=cm_sw_su_w

- Portable Dishwasher
- Compact laser printers
- Clocks
- 28” or 50” TV screens
- Computer Carts
- Surface tablets
- Trash cans
- Dry erase markers
- Projector with Wi-Fi capability
- Portable/movable SMARTBoard
- Computers/monitors
- Lamps
- Gift cards from: Office Depot/Office Max, Best Buy, Costco, Amazon
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Will you be the sponsor of our next edition of Discourse?
Email itcom@centerforresolution.org or call (253) 572-3657 for more information on becoming a sponsor.

Sponsor Recognition

This could be you:

The Center for Dialog & Resolution is adding more than just mediation rooms! PCCDR welcomes a new Mediation Services Coordinator, Tamara “Tammy” Maddox this month. Tammy is a native of Anchorage, Alaska and relocated to the area last year. You can read more about Tammy in our volunteer spotlight on page 8.

Funding Partners

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Will Henderson, Mediation & Office Assistant

Editorial Staff:
Inspira Literary Solutions, Gig Harbor, WA

Design:
CarrotStick Marketing, Gig Harbor, WA

Staff Update:
The Center for Dialog & Resolution is adding more than just mediation rooms! PCCDR welcomes a new Mediation Services Coordinator, Tamara “Tammy” Maddox this month. Tammy is a native of Anchorage, Alaska and relocated to the area last year. You can read more about Tammy in our volunteer spotlight on page 8.
Staff Spotlight

Tammy Maddox

Tammy is a native of Anchorage, Alaska, and recently moved to the Pacific North West as part of a military relocation. She has a BA in Political Science and an AA in Criminal Justice. She is passionate about politics and social justice, as well as working with youth. Tammy volunteered for the foster care system for several years.

Tammy wanted to be a part of the CDR because she loves problem solving; she believes in healthy debate and positive communication. She knows that every human being wants to be valued and understood, and felt that she could help uplift others by being a part of CDR’s mission. Tammy says she is truly rewarded by her time spent working with us.

Tammy, thank you so much for your passion, dedication, and selfless service! You truly do make our world a better place.