

Upcoming Events

Basic Mediation Training:
March 5-7 & 13-14

When the Public Attacks:
March 24th & 25th

Tough Conversations:
May 6th & 7th

Annual Breakfast:
May 14th



Conflict at Work? CDR can help!

Do you ever stop to wonder how much time people spend in conflict at work?

According to a national survey, the answer is an average of nearly three hours per week. That means employees spend at least 7% of their time in unproductive ways – navigating through unclear expectations, misunderstandings, personality clashes, unhealthy group dynamics and a host of other unfulfilling activities.

Many people avoid dealing with conflict, yet doing so can damage your organization and the people within it. It can escalate to worst-case scenarios — employees leaving the organization, getting sick, not showing up for work, and engaging in verbal and physical fights.

Conflict avoidance results in managers spending more time focusing on employee discipline

rather than employee productivity and success.

If your organization has conflict, we can help.

We developed a community facilitation program so businesses, government agencies, nonprofits and other organizations have a place to go when conflict exists – whether it has just started brewing or when it is boiling over.

As a third party, we help people come to a place of shared understanding. Our facilitators (who are trained in mediation and conflict resolution), rely on mediation and group dynamic skills to foster positive interactions that help people and teams get along.

Facilitation makes it easier for a group of widely different individuals to work together for a common goal. That's the ideal scenario, isn't it?

Praise from Congressman Heck

Thanks to Congressman Denny Heck for praising CDR's work, noting:

“Too often, we're talking at each other, talking past each other and not hearing what is actually said...so if we can avoid a shouting match or stepping into a courtroom, shouldn't we try to do that?”

This is exactly what CDR does every day.

Thank you for your many years of civil dialog. We wish you well!



The Delight of the Silver Linings Gala

It was a night Center for Dialog & Resolution staff will forever remember: The room buzzing with energy. The hum of conversation. Flowing dresses and colorful ties. An auctioneer with long, black hair and tall, white boots.

More than 200 people gathered at a gala Oct. 18 to celebrate the Center for Dialog & Resolution's 25th Anniversary. 25 years finding silver linings in conflicts offers our community the opportunity to learn, grow and be more resilient.

"We called it the Silver Linings Gala, and it truly lived up to its name," said Maralise Hood Quan, executive director. "We got to spend time with many of our favorite people while raising money to foster civil dialogue in our community."

The event, which included a silent and live auction, netted nearly \$90,000.

"We are so humbled, so grateful – and truly in awe – of our friends' generosity," Maralise said. "We also greatly appreciate the event sponsors. Without them, the gala would not have been possible."



Aaron Unger proudly displays his table's Silver Linings cake

Thank you to our sponsors!

Gold Level



Silver Level



Bronze Level



Facilitation Spotlight: Tacoma Citizen's Forum

Tacoma City Council members faced a major challenge in 2017: Could they give Tacomans an opportunity to share their opinions, thoughts and questions at public meetings without yelling, profanity and bullying?

The Center for Dialog & Resolution helped the City of Tacoma answer that question (spoiler alert: the answer is yes).

After receiving pushback on a resolution to modify Citizens' Forum - a monthly item on the Council's agenda, where people could speak, on camera, for up to 3 minutes - the Council asked the Center for Dialog & Resolution to lead a public outreach process.

"It was important for the City Council to understand how to engage the public and give people what many Council members view as democracy in

action," said Council Member Keith Blocker, who began serving on the Council in 2016.

"We chose the Center for Dialog & Resolution because they are known in this community as skilled mediators and facilitators who know how to bring people together, even in the most difficult situations."

The Center for Dialog & Resolution first wanted to understand public perception. The team conducted one-on-one interviews, created online surveys and exchanged emails with people in Tacoma. To understand people's observations of Citizens' Forum, they asked attendees to compare the rules of participation with what they witnessed at the meetings.

"CDR's process provided insight that would have been very difficult to obtain otherwise" Blocker said.

"They were able to ensure people feel heard, and brought feasible recommendations designed to meet the needs of the people."

The Center for Dialog & Resolution's recommendations were rooted in its mission: committing to civility.

To the Center's staff, civility means listening so others feel heard and speaking in ways others can hear.

"Working with the Center for Dialog & Resolution helped me better understand the perspective of the people I represent. They want a voice, they want us to hear them, and they want the opportunity for others to hear their perspective," Blocker said. "Through this process, we know that can happen in a respectful, civil way."

Meet Nate Jacobi!

Nathan (Nate) Jacobi has faced many narrow bridges in his recent past: Moving from Sunnyvale, CA to the Pacific Northwest, attending the University of Puget Sound, and pursuing a career in conflict resolution. Those bridges led Nate to the Center for Dialog & Resolution, where he now serves as the business development associate.

"The whole world is a narrow bridge, and the essence is not to be afraid."
- Rabbi George Gittleman

With Rabbi Gittleman's quote as his mantra, Nate has become more aware of his own fears and how to manage them. As the coordinator of the facilitation program, he witnessed firsthand how recognizing fear could propel a group forward.

"In my first meeting as an observer of CDR's facilitation, Maralise recommended I pay close attention to group dynamics," Nate said. "It was remarkable to see how much tension there was in the room. There seemed to be many competing interests, yet everyone had one thing in common - they all wanted to get the job done and do a good job.

"I was most impressed that Maralise spoke to their fears. Through her facilitation, people felt heard and they let their guard down. They were more receptive to others' ideas. The process literally made people perk up in their chairs."

Nate's role as business development associate at CDR will lead to more people perking up in chairs. Organizations looking for facilitation help will talk to Nate first, and he will

administrator the contracts for facilitation.

"Looking back, I've been in a lot of meetings I thought went well, but maybe didn't. It may have

felt comfortable because we were avoiding conflict," Nate said. "CDR's facilitation program helps people understand how to handle conflict in a healthy way."

Armed with a bachelor's degree in politics and government, CDR's basic mediation training, and a strong desire to help people get along, Nate is ready to face conflict head-on and help others do the same.



Nate Jacobi

Invest in our Civility Scholarship and receive an exclusive 253 decal!

Our goal is to provide 25 Civility Scholarships in 2020 by raising \$10,000 by December 31. The 25 Civility Scholarships will provide tools to hold tough conversations for community members who traditionally haven't accessed our trainings. Civility Scholarship recipients will commit to use the tools

they gained to support the inclusion of ALL community members to create a more civil community.

Your investment can be made online at www.CenterForResolution.Org/Donate, or by mailing to 717 Tacoma Ave. S., Tacoma, WA 98402. Thank you for your support of a creating a more civil community!



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