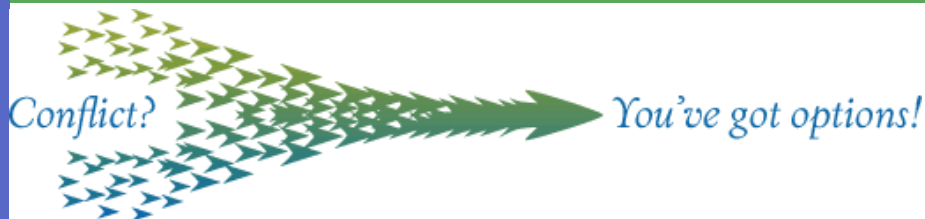


November 2011

Volume IX, Issue VI



Professionals Committed to Cooperative Conflict Resolution

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## Our Mission

The Maine Association of Mediators is a nonprofit organization of diverse professional interests seeking to broaden public understanding and acceptance of alternative forms of dispute resolution. The Association strives to enhance professional skills and qualifications of mediators, arbitrators, and other neutrals through training, educational development and promotion of standards of professional conduct.

Submission deadline for  
January issue:  
**December 15, 2011**

FMI: [bulletin@mainemediators.org](mailto:bulletin@mainemediators.org)

## The President's Message

By Peter J. Malia, Jr.

Membership and participation in this organization is proof that we all take our jobs as mediators seriously, and we are committed to improving our skills and becoming better mediators. Let's face it, it feels good when, at the end of a long, emotional mediation session, an agreement is reached and the parties are able to leave the mediation and put their dispute behind them. However, I was reminded recently that not every case can settle in mediation, although even without settlement, the mediation can be productive for the parties.

I have to admit that when I read the paperwork submitted to me by the parties in preparation of this particular mediation, I thought "this is a case that I should be able to settle." It was a consumer transaction which could have been, and really should have been, a small claims case. However, the lawsuit had been filed in Maine District Court, and the Defendant had filed a counterclaim. Basically the case began with only about a \$10,000.00 gap. In other words, the Plaintiff's best day in court would result in a judgment about \$5,000.00, and the Defendant's best day in court would result in a judgment for him (on his counterclaim) in the amount of approximately \$5,000.00.

However, sometimes as the mediation unfolds, barriers to settlement become apparent. For example, for some reason, the Plaintiff's attorney had not only decided not to file this case in small claims court (resulting in the defendant hiring an attorney and increasing the costs to both sides), he also took the case on a "contingent fee," meaning that the Plaintiff was not incurring any legal fees in the process. As mediators, we typically have a great deal of leverage when we ask the parties to try to set aside the emotions for a minute, try to set aside the belief that this case is "a matter of principle" and conduct a cost-benefit analysis. We ask them to consider how much money they will spend on legal fees from today (the day of mediation) to the end of a trial (additional discovery, trial preparation, the trial itself, etc.). In addition to the expense, think of the time and energy that will be consumed on this case, we tell them. However, when one side of the dispute is not paying his lawyer, that argument is considerably weaker.

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## The President's Message (cont.)

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Ultimately, it became apparent that sometimes the cases that arrive with a seemingly small gap are the most difficult to settle. For example, had this been a personal injury case with a Plaintiff's demand for \$100,000 and a defense offer for \$5,000, and if we had mediated to the point where the parties were only \$10,000 apart, the case would have been effectively over.

On the positive side, both of the parties and their lawyers left the mediation feeling like they had accomplished something. They came with numerous claims and counterclaims, and left the mediation having narrowed the case down to basically one claim having to do with a warranty issue. They learned a lot about each other, and they significantly narrowed the issues for trial. In fact, one of the attorneys indicated that following mediation he would be conducting additional research on the warranty issue, and he thought that the case might settle after mediation but prior to trial.

In the news recently, a high profile federal mediator, George Cohen, was unable to successfully negotiate a dispute between the National Basketball Association and its labor union. A news report from NBC Sports said that: "The reviews of the federal mediator George Cohen from both sides out of the 30 hours of NBA labor negotiations this week were positive. They said he was able to take the emotions out of the talks, made progress on smaller issues and tried to build momentum to big ones."

Cohen himself said: "A wide variety of issues were addressed in a professional, thoughtful manner, consistent with what one would expect to take place in a constructive collective bargaining setting. Regrettably, however, the parties have not achieved an overall agreement, nor have they been able to resolve the strongly held, competing positions that separated them on core issues. In these circumstances...no useful purpose would be served by requesting the parties to continue the mediation process at this time."

Therefore, as mediators, despite our best efforts, we are not always going to be able to settle the case. However, we can at least help the parties to learn more about their situation, narrow the issues, and perhaps lay the groundwork for an eventual settlement prior to trial.

In their book "Dialogic Civility in a Cynical Age: Community, Hope and Interpersonal Relationships," Ronald C. Arnett and Pat Arneson said: "General dialogue is open ended, in which neither party knows at the outset what the outcome will be. Dialogue offers the chance to answer the question 'why,' helps both parties to arrive at well-informed decisions, connect to each other, and helps to maintain caring relations."

I hope to see you all at an upcoming event. As always feel free to give me a call or send me an email if you have any suggestions regarding the Maine Association of Mediators.

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## “Peace Making in Maine” Focus for Annual Meeting

Notes and transcription by Paula Craighead

The Maine Association of Mediators (MAM) Board of Governors (BOG) and MAM members convened the 2011 annual meeting at the Holocaust and Human Rights (H&HR) Center on the University of Maine-Augusta campus on Thursday, November 3. President Peter Malia called the annual meeting to order, recognized and thanked various members for their participation including event coordinator and BOG member Stacey Mondschein Katz for the morning’s arrangements, and gave highlights on the past year’s many activities. A copy of the annual meeting minutes are available upon request through MAM’s administrator Lisa Fourné Flaim, who attended and was introduced to the members. Following a breakfast and business meeting, speakers **Richard (Dick) Romeo**, BOG member, mediator and facilitator at Seeds of Peace, and **Noel March**, presidential appointment as U.S. Marshall in Maine and an ambassador for community policing, offered presentations on “Peace Making in Maine.” Edited excerpts from their presentations, introduced by BOG member Todd Ketchum, follow.

**Dick Romeo:** In Maine, in Otisfield, we have a world class organization which was started in 1993 by international news reporter John Wallach. Over 4,300 young adults have come through the camp. You will see a visual presentation today that best explains it; and the only words I can give you to describe it is: *an extraordinary experience*. It has been recognized by, among others, President Clinton, Colin Powell, George Mitchell, Kofi Annan, Shimon Peres, the list goes on and on. Basically what we have is a summer camp where for three weeks young adults from all the conflict regions of the world come. Right now that means Israel, Palestine, Jordan, Egypt, India, Pakistan, Afghanistan and others, from time to time. Four years ago I was asked to come on as a consultant to design and facilitate a program for 16-18 year olds who had been to camp once and have now come back for a second time. They have a special role to play within the camp.

The camp’s mission is simple : to take young people from the conflict regions of the world and help them develop leadership and interpersonal networking connections so that we can advance the ideas of reconciliation and co-existence in their countries. [slide series shown of violent conflicts with young people in peril]. This is usually what they experience and it is so different from the world our children live in. Some of these kids were involved in the spring’s Middle East events and demonstrations. They came [to Seeds of Peace camp] with a real sense of purpose, with extraordinary stories, many with friends, mothers, sisters, brothers who were hurt or killed or blown up. It’s all part of a vicious circle where because of ignorance we develop hatred and from hatred comes violence. Someone once said to me “We tend to fear what we don’t understand, and we tend to try to destroy that which we fear.”

[Slide of a poster] This is a saying we have at camp: “*Treaties are made by governments. Peace is made by people.*”

[Slide of summer camp scene] This is where it happens. This camp is like many other summer camps in most ways: water activities, canoeing, water skiing, swimming, sailing, sports, soccer, tennis, soft ball, arts, painting, music. Music is a universal language: it doesn’t matter where these teens come from, what religion they have, music is their common language. What makes the camp different is that every day for ninety minutes to two hours, there are dialog sessions where hard work happens. They talk about issues, their lives and tell their stories. Hopefully, they develop skills to listen to each other’s stories. These are stories they don’t want to hear. The first couple of nights at camp are

## Peace Making in Maine (cont.)

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always difficult because they can't sleep. They are certain they are going to die because they now live with the enemy. It's very real for them. It's emotional and intense.

[Slide of cooperation on a ropes apparatus].

In addition to the "dialogues," we have "challenges," also called low impact ropes course which helps to break down some of the barriers. The last thing that happens each year is something called "color games" where the whole camp is divided into two groups. It really doesn't matter where you're from or what your religion may be: the only thing that matters is whether you're Green or Blue! Those are the teams. It is intense competition in every activity for three days. All that matters is whether Green wins or Blue wins. At the end of the three days, whoever has the high score walks into the lake, clothes and all, followed by the other team. There is a union there that is like nothing I've ever seen before. They realize at the end it doesn't matter what color your team was, what matters is that it was a group experience. I'll close with a special poem that we start each session of camp with. It was written by 13<sup>th</sup> century poet Rumi:

Out beyond the concept of  
Wrong-doing and right-doing  
There is a field.  
I'll meet you there  
When the soul lies down  
The world is too full to talk about words,  
Language, even the concept of each other  
Fades away.

**Noel March:** We are all in the same boat when it comes to our calling. We just watched the Seeds of Peace video and I don't think I was alone wiping tears of emotion after seeing the pain of these young people and appreciating the process of understanding that was unfolding with these teens and adults. As a heterosexual, white, Republican, male police officer from New England...when I think about building understanding, first seeking understanding, and the process of mediation... I think of crime prevention, addressing "social disorder" issues. How do we stop stuff from happening before it becomes...a punch or worse? Thirty years ago from when I entered the [law enforcement] profession has seen an evolution in me: today it's more about meet, discuss, build relationships based on competence, credibility and most of all, trust. That goes to the heart of community-oriented policing. [presents short history of police force creation beginning with Sir Robert Peel in England].

One of Peel's principles, back in 1829, is still true today: Police are the public and the public are the police. The police are only those members of the public that we pay to give full-time attention to the duties that are incumbent upon every citizen in the interest of community welfare and existence. Not every member of the public wants to wrestle with a drunk at 3:00 in the morning...or the other issues. These are all our issues, to look out for one another. We have a vested interest in 'getting each other's back,' something we used to say at the University of Maine-Orono where I was police chief for nine years. What a laboratory that was for me...to be with young people who were idealistic and unrealistic and very thirsty (not only for knowledge). Seventy four countries, forty-eight states, 15,000 people including faculty; there I came to learn this: that building relationships before problems develop makes all the difference when 'it' hits the fan.

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## Peace Making in Maine (cont.)

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When something [serious] happens, it just drops from the sky, that is not the time to meet each other and say “Hi, I’m a police officer, you can trust me.”

Most of Maine is very safe. Maine is the third safest state in the nation. North Dakota is the first, per capita. New Hampshire is second, Vermont is fourth. These New England states are a great place to live. My current interest is to reach into the new immigrant community in Maine, concentrated in Portland and Lewiston. Other cultures are coming to Maine, similar to the Franco immigration a few generations ago. Already the immigrant Somalia and Bantu are in conflict: there is that caste system where ever you go. When President Obama appointed me US Marshall eighteen months ago, it created an opportunity to engage this community in a way where police are partners in the community, not apart from it. These new Mainers [slides of smiling young children] are participating in Badges for Baseball. This is a program created by the Cal Ripken Sr. Foundation. . . The foundation supports programs that complement its core values of persistence, fair play, following the rules, looking out for your team mates, health and fitness. The Ripken foundation teamed up with the US Marshall Service a few years ago to create Badges for Baseball in Maryland where the principles were taught to police officers to use in their roles as community baseball coaches [presents short history of the US Marshalls/Ripken program, the program’s demise in Maryland, and citing connections to Maine HUD director Bill Birney, CEO Haywood “Woody” Talcove, and former Maine Secretary of State Matt Dunlap to start new, similar program in Maine.] We can use our relationships to make partnerships. Relationships matter, right? Who we know and how we make connections to get things done! I can’t ask for money but several Maine agencies worked together to make it happen. Six degrees of separation? Here in Maine, it’s two degrees, tops.

Right now I’m finishing a masters degree in Peace and Reconciliation from the program at Orono (great program that needs more publicity). We pulled it together to have a Badges for Baseball event a few weeks ago on September 24 at UMaine-Orono. We didn’t know if we could fill the 75 slots. Usually the feds aren’t there for community events, but they came. We had twenty five coach/mentors from a variety of law enforcement agencies. It was in that beautiful sports facility, Mahaney Dome. We hoped we might have some attendance because of the trust built in the Lewiston community, especially by Birney’s HUD staff. They signed up 35 kids. The morning of the event, 115 kids showed up! We decided we couldn’t turn anyone away... It was a challenge with the 115 kids. The day before, the Ripken folks came with 45 boxes of gear and stuff for 90 kids (hat, shirt, ball, gym bag, glove). So one staffer grabbed a credit card and took off to a sporting goods store to make sure each kid would leave with the free things. These kids are not like the UMaine students you see walking around with laptops and wearing hundreds of dollars in clothes. One kid said, “I didn’t bring money” and tried to hand the things back! There was a lot more going on that day than baseball. Somali girls and Sudanese girls, wearing *hijab*, flip flops and baseball gear! [slide of staffer showing how to throw and catch ball]. The kids rotated every fifteen minutes to another training station. At one point, one of the paramedics on call on the sidelines came up to me and said, “I’ve got kids coming up to me to ask about the stethoscope and our equipment. They are curious about how to learn to become paramedics! “ That wasn’t one of the standard rotations, but what a great teaching opportunity.

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## Peace Making in Maine (cont.)

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[slide of Congressman Michael Michaud]. Mike Michaud was there and threw out the first pitch. He had other appointments but he asked his staff person to cancel those appointments because he wanted to stay to see more unfold that day. Kate Braestrup of Maine Warden Service participated and had a girl in her group who listened intently as Congressman Michaud told them that he drove a forklift for years and now he was in Congress. The girl turned to Kate and said, "Michael Michaud? That's the answer to one of the questions on my mother's citizenship test! 'Who is your member of Congress? Michael H. Michaud.'" Think of the impression that must have made on her, to see him and later meet him. Most of the kids came away that day with some new impressions, new understandings and new skills. Maybe some new trust. They are high fiving the police and crawling all over the squad cars. It's the kind of day that can demystify or change old ideas of 'police officer' 'lights' 'sirens' and the whole deal.

A bonus that came out of this was something that happened after lunch. That afternoon, the UMaine baseball team was playing an exhibition game. We said to the group, "After lunch you can go see a baseball game or take a tour with Judy Martin, head of Multicultural Affairs at UMaine." Poor Judy, she was competing with an exciting baseball game. She's from the West Indies and had brought a cultural mix of Orono students to give tours. You know what? Fifty of the kids took the tour! Another Trojan Horse, meaning: look at the surprise inside! So many already excited about possibilities and going to college!

There are wonderful things occurring in Maine, relationships and friendships are happening. One police union president came up to us at the end of the day in Orono and said "This is the best day of my career as a police officer." We hope to replicate the Maine experience in the other 93 judicial districts in the country. A couple of police from Portland who were there told me a week later (my office is in Portland) that they recently had seen some of the kids. They came up to the officers with friends or siblings to introduce them, greeting them with "Hi Coach Chris! Hi Coach Dan!" We hope these relationships help with peace building. There are lots of opportunities out there, and I have found no lack of community partners willing to help. They need to know what's available. One of the reasons I'm grateful to speak here today with Dick Romeo is to be able to share another story about what is happening in Maine concerning peace making. There is much similarity, isn't there, among Seeds of Peace, community policing and the practice of mediation by members of the Maine Association of Mediators. We make the effort required for peace making. On behalf of the US Marshall Service and President Obama, thank you for having me today.

*For more information about Seeds of Peace, please visit the website at [www.seedsofpeace.org](http://www.seedsofpeace.org) For information about the Maine Badges for Baseball event see, <http://umaine.edu/news/blog/2011/09/22/umaine-to-host-badges-for-baseball-activity-saturday/>; for US Marshall Service see, [www.usmarshalls.gov](http://www.usmarshalls.gov)*

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## The Skill of Summary in Mediation

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By Chris Causey and Karen Grout

*The team of Chris Causey and Karen Groat, members of MAM's Board of Governors, explored "Mastering and Employing the Skill of Summary in Mediation" at the Opportunity Alliance headquarters (formerly Youth Alternatives Ingraham) in South Portland on Friday, October 21. The ninety minute presentation was introduced by MAM Program Chair Deb Belanger and included case studies, role-playing opportunities and frequent audience participation. It was held in conjunction with events during the week of International Conflict Resolution Day which takes place annually on October 20. The following are edited excerpts from a transcript of their well-attended presentation. –edited by Paula Craighead*

**Groat:** Ten years ago, during my first mediation course, I thought 'wow'; I felt connected. Here were people talking about the bigger picture and a sense of fairness, how to allow people [in conflict] autonomy and say. Although the profession right now may be without consensus on many things, we generally agree on the importance of values around self-determination, neutrality/ impartiality, conflicts of interest, competence, confidentiality. All of those things may come up today. Why we picked 'summary' came about when we asked each other: what is that mediators do? What kind of *interventions* do we do? *[the group is asked what are the intervention aspects of a mediation; responses include: "reflecting," "reframing," "slowing things down", "elaboration", "caucus", "summarizing", "offer alternatives", "silence"]*

**Groat:** One definition of "reflecting" is letting a person know what you've heard them say. "Reframing" is interpreting a statement using positive aspects of needs. Other examples? *[Examples from the audience on reframing are: when someone says the glass is half empty, reframe it as the glass is half full. Someone says "He's a liar " can be reframed as "So, you can't rely on what he says."]* On the topic of reflection, you can also reflect back not only what someone says, but also reflect back body language. *[audience example is when mediator says " I see that you moved away from the table" rather than imitate body language of a party].*

All our skills—reflecting, reframing, changing the pace of exchange and so forth—have a ' how,' 'when,' and 'why' we use them. That's a challenge of mediation—to remain free of prejudice, refrain from advice including legal advice—and assist the parties in self-determination all the while we are also doing this [reflecting, reframing and so forth]. When we talk about 'summary', it's really the piece that captures what the mediator does: to hold that space, to build that container, to demonstrate that we can effectively be impartial, that we hear the voices in the room, and help the parties feel safe.

*[Causey shows a slide of blind persons feeling an elephant]*

**Causey:** We've all seen parties who come into a room prepared to only see what they see. Like this slide, which is a familiar one, whether represented by counsel or not, the parties can't see the big picture. Sometimes they are so hyper-focused on their individual position they almost *refuse* to see the big picture. Organically, through the process of mediation, through exchange back and forth, there becomes an opportunity where you, as mediator, can summarize what's been put out at that point.

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## The Skill of Summary in Mediation (cont.)

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That includes interests, positions, places of hard feelings, potential options. By delivering that at one time, with one voice, you create the 'container' for the mediation. Of all of our skills, 'summarizing' is one of the most defining: not only in terms of what we're doing, what we're delivering, but what it does for the mediation itself. It allows the transition [for the parties] from all that conflict talk in the exchange to the 'elephant'; to the reason why they are there. . .

As Karen said, we have a how, when and why to intervention. Why do we 'reflect?' Why 'reframe?' Perhaps we try to show the silver lining by reframing. And by reflection, make sure that someone knows they are being heard. This allows people to see and hear both, or more, perspectives in an inclusive, helpful way. And you model it. Even if there are attorneys in the room who each deliver their own summary eloquently and perfectly, the other side is not going to view it in the same way as when the mediator does it. We're holding the neutrality, the impartiality, and really the optimism for a result out of the conflict.

**Groat:** How many people here have had the experience where parties come into a mediation and they are entirely suspicious, full of fear, thinking there's not going to be any change...and you've seen other things happen? We've all experienced this. How do we start to consider alternatives? Creating that 'container' is essential.

**Causey:** We wanted to address the 'why' first today. What is the purpose for summary? It's purpose is related to the internal piece for the mediator: paying attention [to the parties], gathering information and making a choice about when to intervene and what to include in a summary. Now we will move to the 'how and when.'

**Groat:** When there is a lot of talk at the table and you've only intervened with or addressed one party, it's important to realize that is not summary. When you summarize, you are addressing *both* parties. It is condensing a series of things the parties have talked about. The important part of summary happens after there has been exchange. Summary is inclusive, generally nothing is strategically dropped off or softened. That's one aspect. The things that you include in that recap of discussion might be the general topics, highlighting points of agreement and disagreement, options or offers that have been put out and, again, the purpose is to paint the large picture for all the parties in the room (sometimes there are parties not in the room that need to be included) so that people can create a vision of where they want to go next.

Participants now begin to change the details of their initial picture. Mediation is a very forgiving process.

**Causey:** Two days ago I had a mediation session where parties and their attorneys were talking about terms of a settlement. The ideas came out in almost stream of consciousness flow. I helped them organize the options in a way to 'see' their options but in a different view. I sketched out the terms in a menu format [Causey makes frames with his hands in the air for each idea], showing ongoing obligations as the main items and culling out other ideas as *à la carte* items. That [objective organization of the parties' ideas] in some ways relieves a lot of stress. It may be the first time the parties could look at their own options without stress. I see many of you nodding your heads so you've also experienced that.

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## The Skill of Summary in Mediation (cont.)

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*[Audience question: Things happen so fast in a mediation, did you literally write it out or did you sketch in the air with your hands as you did in front of us?]*

**Causey:** I did it just like that, but great question and topic. Other mediators use grease boards all the time. They do it for specific reasons: To orient people to the board rather to the other party and also as a way of capturing [ideas]. We'll talk later about notetaking and ways to do that, but it's one of the strengths of the mediator to use various tools to translate to the parties what's going on.

**Groat:** Parties process information differently. There is somebody who is very "I know how to get here, I know how to get there." [Groat draws a straight line on the chart with marker]. Another person processes this way [Groat draws a spiral]. It's helpful to put things up visually. It helps with focus.

*[Audience member asks about how to use summary to move parties away from judging each other.]*

**Groat:** Before we move to 'how', let's recap on 'when.' So, the 'when' is during times there is circling or you need to acknowledge someone in the room who seems to be getting lost or it could be that they've been through a long exchange or twenty ideas are in the air...you can use summary to slow things down.

**Causey:** 'How' do you announce you are going to intervene? Mediators do it different ways. Perhaps there has been a long exchange. Or maybe there is a dead spot. Or there is circling back into judging or conflict. Or you sense an opportunity and you want to identify that for the parties. A couple of ways to intervene: I lift my pen [Causey puts his pen into the air]. If it's quiet enough, I'll say "A lot has been said, to summarize..." or I'll just say "To summarize..." But I intervene with some physical gesture while also articulating what I'm doing, and make eye contact with each of the parties. I want them to feel that I'm hearing and summarizing what they *both* have said.

**Groat:** When you enter, or intervene, it can be a physical gesture (holding a pen up, making a timeout hand gesture) along with an introductory remark "You've said a lot of things, let's slow this down a moment...". *[Groat asks for and receives audience examples of how to intervene to conduct summary].*

**Causey:** The other thing these examples of 'how' to intervene are showing is that what you're doing as a mediator is transparent. You're letting people know exactly what you're doing. People are often fearful, many have never been in a mediation. They may not be in a courtroom but they may still be frightened to be in a mediation room. For practitioners, we're there all the time so it's not a scary place but for other people, they may be on heightened alert so you're letting them know what you do, you're doing it transparently. The next thing to realize is that you start out the intervention for summary purposes on a broad topic.

**Groat:** It depends on many things, including when you're intervening and why, but generally the practice of intervening for summary is to start broadly. It's a difficult skill to learn how and when to capture the themes for the summary process when there are so many things being said.

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## The Skill of Summary in Mediation (cont.)

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By naming different things, for example, saying ‘you’ve talked about x, then y, then z, ‘ you are showing that you are the container, that you are capturing what’s being said and you are giving it back to the parties to decide where to go next. One way to introduce the summary process is by stating what the themes are, according to what parties are saying. Another way is to move from the themes you have heard to a focus on where the agreements and disagreements are. If you have a really active group or a person who tends to monopolize the conversation, then you may not want to move too soon into details. You need to get the issues out first. However, if you are feeling there is a lot of confusion or a lot on the table or the parties are stuck, then you want to mention some of the details in your summary statement. Getting details out allows the parties to add, to see any connections and find where the point of real disagreement is so they know where to go next.

**Causey:** It helps to have a follow-up line that shows we are organizing [the information]. You could say, these are the issues, for example, in a construction claim about the roof over here, and you’ve got who is on the job, and, now, what was the price? [sketches on the chart]. The follow-up helps the parties see it isn’t really that chaotic. Also addressing the emotions can be extremely important, depending on the mediation. We may be passing some judgment on what to include and not include but as you deliver this, try not to filter out [topics.]

**Groat:** This is where the rubber hits the road. How is conflict avoidance operating in us [as mediators]? What about our own biases? Are we thinking there is a solution here that is best? By capturing points of agreement and disagreement, is our own judgment entering in? What about the topics [in the summary]? What are you saying and what are you leaving out? Have you ever been in a mediation where something really uncomfortable comes up? You may have attorneys in the room who don’t want that to be discussed but one party really does...these are the places where it’s challenging. Do you want to capture that [difficult topic] in summary? We would say yes. You don’t know what is the most important piece for these parties. You don’t know that.

**Causey:** Realize that after summary, we give the mediation back to the parties. It can be in the form of a question: “Do I have that or is there more?” or “Do you want to add more to that?” Our approach is that an intervention needs to express that you are addressing both parties, not just one; it’s starting broad and working narrow; it’s not filtering out, and then it’s giving the session back to the parties. Summary may be a transition or even the transformational point in the mediation. Or you may deliver three or four summaries during the mediation. Summary is meant to create opportunity for the parties to work together.

### **Save the Date!**

MAM Spring Conference  
Workshops on mediation practice in the fields of  
healthcare, employment, education

Includes plenary session with Ericka Gray and Melinda Garrison speaking on  
“Adapting Mediation Skills to Interpersonal Conflict Intervention”

DATE: Thursday, May 10, 2012

TIME: All day

PLACE: Hilton Garden Inn, Freeport, ME

Registration and program details provided closer to date

### Comings and Goings

Judge **Peter Goranites**, chair of the Maine Court Alternative Dispute Resolution Service (CADRES) oversight committee, has appointed MAM President **Peter Malia** to a three year term on the committee. CADRES is a major employer of mediators in the state. CADRES oversight committee responsibilities are detailed at [www.courts.state.me.us/committees/cadres.html](http://www.courts.state.me.us/committees/cadres.html)

Maine Foreclosure Diversion Program (FDP) Administrator **Lauren Weliver** has stepped down from the Office of the Court position to join Portland law firm of Perkins Thompson. **Laura O'Hanlon**, Court Counsel and Director of Court Services, is Interim FDP Administrator. Approximately sixty mediators participate in the state-wide program.

Mediator and longtime Board of Governors member **Deborah Belanger** has completed her term on the MAM Board of Governors. Belanger most recently carried out MAM duties as chair of Programs and Events. **Diane Edgcomb** joined the BOG for a three year term.

## MAM Board of Governors

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