



**NEIGHBORHOOD
MEDIATION CENTER**
200 Ridge St., #230 ■ Reno, NV 89501

The Mediation Monitor

Issue 10

October—December 2015

Empowering people and organizations with alternative methods for resolving

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A Christmas Poem

Every time a hand reaches out
To help another...that is Christmas
Every time someone puts anger aside
And strives for understanding
That is Christmas

Every time people forget their differences
And realize their love for each other
That is Christmas

May this Christmas bring us
Closer to the spirit of human
understanding
Closer to the blessing of peace!

~Anonymous



**We wish everyone a
Happy Holiday
Season
And a Peaceful New
Year!**

**The Board, Staff, and
Volunteer Mediators
of NMC**

Beginning Mediation Training

***April 19-23,
2016***

***UNR
Redfield
Campus***

Trainers Claudia Wahl
and Monica Kales

Training Redfield Cam-
pus 18600 Wedge
Pkwy, Bldg. "A", Rm.
221 April. 19 - 23,
2016 (Tue. - Sat., 8
a.m. - 5 p.m.) Units:
4.0 CEUs Notes: Early
Registration \$1,150
through March 18,
2016. Registration fee
after March 18, 2016 is
\$1350. Deadline to
register for course is
April 8, 2016. Please
call Extended Studies
(775-784-4062) after
April 8 to ensure there
are still seats remain-
ing. \$20 fee assessed
for optional CEUs.

Beginning Mediation Training



The Neighborhood Mediation Center and UNR Extended Studies offer community members an intensive skill-based, 40-hour training in Facilitative Mediation.



Learn how to analyze, address and manage conflict effectively by gaining a valuable education in mediation and conflict resolution.

Mediators come from a wide variety of backgrounds and use their skills in business, education, counseling, law and law enforcement, social services, ministry and as conflict resolution professionals.

You can find the link to register for the Beginning Mediation Training class on the NMC website under the training tab www.mediatenmc.org.

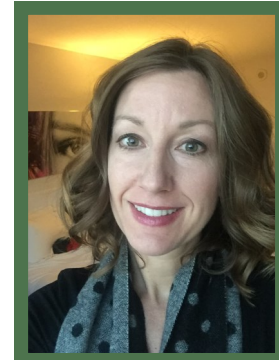
NMC Mediator Profile: Gwen Hullman

Gwen Hullman has been a volunteer mediator in Reno since 2008. Her educational background includes a BA in Communication from Ohio State University, a Master of Applied Theory and Methodology from Cleveland State University, and a PhD in Communication Studies from Kent State University. She also completed a 40-hour certificate in mediation. She teaches interpersonal communication, conflict resolution, alternative dispute resolution and listening classes in the Department of Communication Studies at the University of Nevada.

The Department of Communication Studies focuses on relational dynamics, public advocacy and civic engagement. They will be accepting applications soon for their MA in Communication Studies Program, which focuses on Conflict Management for Social Action. This program will prepare students for many careers with foundational level peace and conflict theory, as well as practical skill and application of conflict management across many contexts. These contexts include interpersonal relationships, organizational relationships and social movements. Gwen and her colleagues are quite excited to begin this newly focused program.

She explained that she has always been interested in maintaining harmony among people, even as young child, and that mediation seemed to be a natural avenue for her to apply her academic work in conflict resolution. Some of her work focuses on the ability of people to adapt their communication to different types of people and relationships, the importance of allowing reflection as part of the mediation process, and how people can change their goals over time in conflict situations.

These avenues of research inform students in her classes. "Some conflict resolution strategies require interaction with the other person, and some require cognitive work on the part of each individual. Some strategies can be learned quickly and applied immediately. Others take much practice." Gwen enjoys sharing what she has learned through life experience and research with students at UNR, and with the Reno community.



Gwen has lived in Reno since 2004 with her husband Jamie. They have two daughters, Anna and Clara, and a little dog named Duke. They take advantage of the many outdoor activities in this area, and are happy to call this area their home.

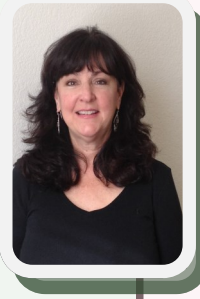
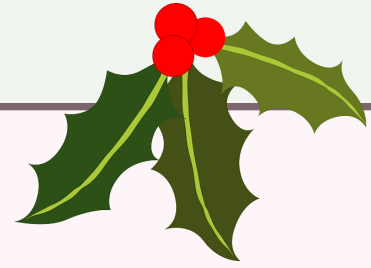
ACR Conference

The ACR Conference this year in Reno was a real bonus for those of us who have had to travel long distances to attend past conferences.

The raffle to help ACR and NDRC fundraise was a success thanks to Monica Kales and her skill in coordinating the event from start to finish. Thanks to all of you for donating such grand raffle prizes.

A big thanks to all the volunteers who gave their time to make this conference a big success and to all presenters for sharing their knowledge of and enthusiasm for the field of mediation and peaceful conflict resolution.

Stay tuned for
the next ACR
Conference at the Lord
Baltimore Hotel in
Baltimore, Maryland
September 28 to
October 1, 2016



*From the Program Director's
Corner.....*

Non-profit organizations generally don't exist without a dedicated base of volunteers. I'd like to dedicate this space for this edition of the newsletter to NMC's dedicated cadre of volunteers!

In March of 2015, NMC embarked on a pilot program partnership with Reno Justice Court to provide mandatory mediation to parties seeking help in Small Claims Court. We project that the number of mediations provided to the court will have increased by 167% by the end of the fiscal year 2015-2016 over the prior fiscal year (400 cases mediated vs. an average of 150 cases prior to the mandatory program.) This accomplishment would have been impossible without our volunteers.

Mediation is challenging work. It involves "getting in the middle" of other people's "stuff." *Why do we do this? Why do they allow us to?* One of the quotes that stays with me from one of my trainings is, "People in conflict are desperate for structure with flexibility." This is what we do. We endeavor to help parties create their own structure for moving through and out of conflict. It can be as simple as developing payment plans or as complex as working through long-standing interpersonal disputes layered with multiple issues.

Conflict is heavy. Through the process of mediation, and with their permission and cooperation, parties have an opportunity to release themselves and each other from conflict and move on with their work, their relationships, their lives. Mediation doesn't always work but when it does, it's a beautiful thing to watch the weight of conflict lift.

It's a privilege to be allowed into what are often very personal situations. Individuals seem to be drawn to this work for a variety of reasons; some are natural born peace-makers, some are "middle children", some are frustrated with other forms of conflict resolution that just don't seem to work, some come to it with experience in working through their own conflicts. Whatever the reason, I have found that the field of community mediation (the only mediation I have been involved with) is filled with the kindest, brightest, most patient people! That is absolutely the case with the volunteers at NMC.

*Thank you, Volunteers! May you all have a Holiday Season
and New Year that is blessed, peaceful, happy and fun!!*

*Neighborhood Mediation Center Participant Feedback
July—December 2015*

What did you like best about the mediation?

