



# Northern Community Mediation

Where the Solution Is Up To You

Serving Emmet & Charlevoix Counties

**BRIDGES**  
Special Edition



## MESSAGE FROM KIRSTYN



I began my journey at NCM in December of 2015. I nervously walked up the stairs and heard the "ding-dong" that we all have grown to love, but also hate. Karen was the first person I saw once clearing the landing followed shortly by Jane. I tried my best to hide my nerves and repeatedly told myself to stop fiddling with my thumbs.

Jane started the interview by asking a few questions about myself. I'm quite certain that I rambled dreading the moment that she would ask the hard-hitting questions. I was almost positive that she would ask me questions that I would not have the right answer to and walk right back down those stairs not letting the "ding-dong" hit me on the you-know-what on my way out. Those questions never came, or if they did, I wasn't aware of them. Soon, Karen joined us in our discussion, and before I knew it, we were chatting as if we had known each other for years. It was in that interview that I first felt that I was home.

My first official day at NCM was January 4, 2016. I arrived to work thinking that I would simply observe Kristy as she navigated the small claims cases while simultaneously scheduling a handful of general civil cases. Much to my surprise, Jane asked if Karen, Kristy, and I would like to go out to lunch to catch up after the holidays. It was during that lunch while learning about my coworkers, that I felt like I was home for the second time.

The first few times I walked into a mediation room, I thought that I was way out of my league. In fact, when my family asked me how my new job was going, I very candidly told them that I didn't know if I had what it would take to be successful at NCM. They could have told me that I needed to believe in myself like they did until they were blue in the face and it would not have made a difference.

In May of 2016, NCM had its annual appreciation luncheon. I had the opportunity to meet many, if not all, of our board members as well as many of our mediators. It was during that luncheon that I knew that I was home.

Northern Community Mediation has been my home for nearly two years. This Friday, November 3rd will be my last day as a Case Manager. As I am writing this, I am tearing up. There are no words to describe how important and thankful I am to have had the opportunity to meet and work with all of you. What I have gained by working with all of you is completely immeasurable. When I walk out of the door on Friday afternoon, I will hear that "ding-dong" chime and know that I am walking out a better woman than I was two years ago. Thank you for allowing me to learn from you all. I am honored to have worked at NCM as a case manager, and am looking forward to wearing my new hat as a volunteer mediator.

And to Karen, Kristy, and Jane- please know that you have been three of the most extraordinarily influential women that I have ever had the pleasure to know. Thank you, a million times over, thank you.

Kirstyn

