



# Northern Community Mediation

Where The Solution Is Up To You

Serving Emmet &  
Charlevoix Counties

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For more information contact Jane Millar at 231.487.1771

## Dealing With Difficult People: Is It Me or Is It You?

At its October board meeting, Northern Community Mediation (NCM) was presented with a check for \$1200 from the Charlevoix County Community Foundation. NCM was awarded this money for the purpose of revising the curriculum from a pilot project it had conducted in collaboration with the Charlevoix Police Department.

In response to a request from Chief of Police Dennis Halverson, Kathy Lame from Northern Community Mediation, developed the material for two, two-hour workshops which she conducted for the Charlevoix police officers in February. The purpose of this pilot project was to assist law enforcement officers in the development of additional skills in building relationships and partnerships with the citizens of their community.

Upon completion of the workshops, the officers felt that their involvement had been worthwhile. They did, however, make some constructive recommendations. In order to incorporate those suggestions into the curriculum, Northern Community Mediation sought funding from the Charlevoix County Community Foundation.

Now that the revision has been completed, NCM is ready to provide this training to other law enforcement agencies.

The purpose of this continuing education opportunity is to help improve the skills of law enforcement officers in the areas of conflict theory, communication skills, anger management, de-escalation of conflict, and problem solving. By working together to solve community problems, prevent crime, and promote public safety, community members and law enforcement staff have an opportunity to build better relationships and use community resources more effectively. This concept of community-oriented policing is particularly pertinent considering today's emphasis on homeland security. Every member of a community is responsible for contributing to the security of its citizens.

Anyone interested in learning more about "Dealing With Difficult People: Is It Me or Is It You?" should contact Dr. Jane Millar at Northern Community Mediation at 231.487.1771.

Pictured from left to right: Jane Millar, Executive Director of NCM; Maureen Radke from the Charlevoix County Community Foundation; Kathy Lame, Permanency Planning Mediation Program Director; Charlevoix Chief of Police, Dennis Halverson.

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