



# Northern Community Mediation

Where the Solution Is Up To You

Serving Emmet &  
Charlevoix Counties

## BRIDGES

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### CONFLICT IN THE WORKPLACE



Pictured above are employees of Mitchell Graphics. During the lunch hour, Executive Director Jane Millar conducted a workshop on Conflict in the Workplace. Twelve individuals participated in the workshop. Emphasis was based on the fact that conflict is normal and is neither good nor bad; it is how we handle conflict that makes the situation good or bad.

### NATIONAL PHILANTHROPY MONTH

The month of November has been designated as National Philanthropy Month, and National Philanthropy Day is November 15. This special day is set aside to recognize and pay tribute to the great contributions of those individuals who give of their time and money—that is each and everyone of you who is reading this newsletter—to make the lives of the people in our communities better. So, thank you for all that you do.

### GENERAL CIVIL MEDIATION TRAINING

Attorney/mediator Steve Tresidder facilitated two, four-hour workshops that focused on Michigan Civil Law for Non Attorney Mediators. Fifteen people attended the September 20 training, and 13 people participated in the October 18 session. Everyone lauded the training and agreed that it was very worthwhile.

### SYMPATHY

This year has been a difficult one for Bert Rousseau. Within seven months, she lost her mother (in March) and now her father (in October). Our thoughts are with Bert and her family.

### QUOTE OF THE MONTH

People who know everything are a great annoyance to those of us who do. – Isaac Asimov

### SEVERAL REMINDERS

Reminder 1. If support people attending mediation have not been approved ahead of time, they may participate in mediation if everyone agrees to their presence. Agreement to their attending should be obtained privately by each of the individuals at the table.

Reminder 2. Please, do not alter any of the templates themselves for NCM documents, such as agreement forms.

Reminder 3. Use caucus when progress in mediation seems to be stalled. In fact, it could be beneficial to let the opposing attorneys caucus.

Reminder 4. In the opening statement, it is not necessary to repeat what is in the consent to mediate. It is important, however, to stress the concepts of neutrality, confidentiality and process.

Reminder 5. NCM needs the evaluation forms completed even if there is not an agreement.

Reminder 6. Observers should not be allowed to enter a mediation session once the mediation has begun.

Reminder 7. In the Charlevoix office, remember to plug the computer back in following mediation.

Reminder 8. Arrive half an hour early for mediation so that you can discuss the case with your co-mediator.

### NEW MEDIATORS

In total, eight members of the Class of 2013 have been added to the NCM mediator roster: Kristyn Balog, Herb Carlson, Analisa Charlton, Diane Clark, Kimberly Jencka, Scott Kingdon, Don Swank, and Terri Sevener

### IN THE NEWS

On October 9, Executive Director Jane Millar appeared before the Charlevoix County Board of Commissioners to thank them for their support of Northern Community Mediation. In doing so, she took the time to explain the cost savings associated with mediation over litigation. She also emphasized that community mediation makes the legal system affordable to those who otherwise might not be able to pursue legal action

### USELESS FACT

On average, people fear spiders more than they do death.