



# Northern Community Mediation

Where the Solution Is Up To You

Serving Emmet & Charlevoix Counties

## BRIDGES

December 2018  
Vol. 15 No. 12

### A WAY TO SAY THANK YOU



Becky Phillipp-Kranig of Bearcub Outfitters with Jane Millar

As a part of Northern Community Mediation’s 25<sup>th</sup> anniversary celebration, Executive Director Jane Millar has been going around to companies, organizations, agencies, social service clubs and individuals who have over the years made a positive impact upon our communities in Charlevoix and Emmet counties. With a little package of coasters with the NCM logo and an envelope with a note of thanks and an NCM brochure, Jane has been delivering a message of thanks to hundreds of recipients.

“Talk about having a fun job,” declares Jane. “To go into a company and watch an individual with an expression of skepticism on her face, wondering what I am asking for, and then to watch a smile appear and turn into actual joy once she realizes that all I am doing is saying thank you on behalf of NCM—well, it just does not get any better than that.”

### POLICIES AND PROCEDURES

If you are scheduled to mediate on a Monday morning, we strongly suggest that you call the NCM office before you leave home to make certain that the mediation will still take place. Occasionally, a client will call the office on Sunday and leave a message that the mediation has been cancelled. When we arrive on a Monday morning and hear such a message, we immediately try to get in touch with all of the parties, but in case we cannot get through, having the mediators call the office gives more assurance that unnecessary trips will not take place.

### QUOTE OF THE MONTH

Merry Christmas. Happy Hanukkah. Happy Holidays

### DESERVING OF A THANK YOU

The Charlevoix-Emmet Bar Association has always been supportive of Northern Community Mediation. As an example, for years they have been sponsors for both of our theatre parties. It is not only the organization itself, however, that deserves kudos. Chief Assistant Prosecuting Attorney Stuart Fenton has served as its president for the past several years and in my humble opinion, done an excellent job. So, NCM says “Thank you for all that you have done.” We also welcome attorney Jenny Deegan, who will step into the role of president. No doubt about it, she will continue to lead the Bar Association in a positive direction.

### STAFF RETREAT

On Friday, November 16, Northern Community Mediation (NCM) held its annual staff retreat in the board room of the Perry Hotel. Following a short time reviewing the accomplishments and challenges of 2017, they turned their attention to plans and strategies for the upcoming year.

They began with the straightforward tasks such as establishing the 2018 calendar, reviewing office procedures and the fee schedule. The majority of the day, however, was spent on brainstorming solutions for four major challenges facing NCM.

Although NCM receives ¼ of its funding from the state and ½ from the local counties and courts, it still has to raise ¼ of its income. The second challenge facing NCM is offering required training of mediators and staff that is affordable and convenient. Grant money will be sought to develop eight, one-hour webinars. Possible topics might include ways to handle conflict, policies and procedures, ethics and agreement writing.

Time was also spent discussing the possibility of expanding the Restorative Practices (RP) Mediation Program in the schools by hiring one or two, additional RP Coordinators for placement in two middle schools. Grant funding will be pursued in order to accomplish this goal.

Social media was the fourth major topic. NCM plans to have a greater presence in the social media world by regularly posting on Facebook, tweeting on twitter, and making use of a blog to demonstrate the power of mediation blog. All of this will be connected to the NCM website.

### DO NOT FORGET

|                |                      |               |
|----------------|----------------------|---------------|
| Holiday Party  | Tuesday, December 11 | 4:30pm-6:00pm |
| Annual Meeting | Thursday, January 17 | Noon – 1:00pm |