

Got Conflict?SM

Conflict Hurts. Mediation Helps.



AFFORDABLE AND ACCESSIBLE CONFLICT MEDIATION SERVICES SINCE 1979

Content

January 2022

Note from Gail

Dear Friends:

Trainings, Workshops & Services

As we start this new year, we need to hold tight to hopefulness as the lens of positivity is quite clouded by the variant of this persistent pandemic. CDSC has garnered resilience from each of you.

Support CDSC in 2022

We so appreciate your part in sustaining our mediation and training services in such a vital way.

Meet CDSC Intern: David London

Together, we will continue to respond to the needs of the community, as conflict is also a public health issue.

The Value of Effective Co- Mediation with Deborah Heller

CDSC is optimistic and working passionately:

- Mediating prisoner re-entry conflicts as facilities reopen
- Responding to the urgent need for housing mediation in the context of eviction diversion
- Growing our youth work with a new partnership

AmazonSmile

Get Involved

with Matignon High School in Cambridge.

"Optimism is the faith that leads to achievement. Nothing can be done without hope and confidence" - Helen Keller

All the best,
Gail S. Packer, MSW



Trainings, Workshops & Services

UPCOMING TRAININGS: [Click here to Register Now!](#)

Spring 2022 Virtual Basic Mediation Training: March 2022

Mondays & Wednesdays from 1pm-5pm on Zoom:

March 7, 9, 14, 16, 21, 23, 28, 30

Please [contact us](#) with any questions regarding the Spring 2022 Basic Mediation Training.

Help spread the word!

**** Forward this link to a friend **** Post it on your social media ******

<https://communitydispute.org/training/basic-mediation-training>

Conflict Skills Workshops

Would your group or company benefit from mediation training or conflict resolution services? Along with training for mediators, we offer *"Tools for Dealing with Conflict Effectively"* in two-hour, half-day, or multi-day interactive, skill-based workshops customized for your group or organization. Workshops are currently virtual. Call 617-876-5376 or email cdscinfo@communitydispute.org.

"Your presentation was well organized, personal, informative and engaging. Although I am often perceived as competitive because I tend to be outspoken about my ideas, when it comes to communication I see myself as quite collaborative—and if people really know me, I think they would agree. Your workshop obviously gave me much food for thought." **-Workshop Participant**

Conflict Coaching and Mediation

Do you know an individual in need of conflict resolution services? CDSC offers conflict coaching services to individuals as well as mediation services to disputants on a sliding fee based on income-based rates. Please refer that person to us: by having them call 617-876-5376 or email cdscinfo@communitydispute.org.

Support CDSC in 2022!

Make a
Gift to
CDSC!

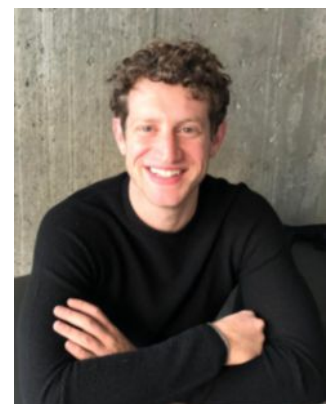
Community Dispute Settlement Center, Inc.



Building Bridges, People-to-People, Face-to-Face...even virtually!

Meet Our Intern

David London: David is a first-year social work student at Boston University. His interest in mediation and conflict resolution inspired him to make a career change from real estate and graphic design to pursue his MSW. His role at CDSC is to learn to become an effective mediator, to introduce mediation as an avenue for conflict resolution to the community, and to help provide mediation services and other resources to



community, and to help provide mediation services and other resources to individuals in the court system.

The Value of Effective Co-Mediation Presented

by Deborah Heller

Special thanks to Deborah Heller who presented an engaging and dynamic session to CDSC mediators and staff on: The Value of Effective Co-Mediation. She highlighted the value of giving and getting feedback.

Check out the Mediate.com article by **Deborah Heller**: *Co-Mediation in A Volunteer Co-Mediation Process. Some Simple Ideas.*

[Click here to read the full article](#)



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It's easy to register and you can now use it on your iPhone and Android phones.

[Click here](#) to learn how to turn on AmazonSmile in your mobile app.

AmazonSmile will confirm your choice to donate twice per year.

Get Involved

- We are currently seeking **multi-lingual volunteer mediators.**
- Do you have a skill that you would be

willing to share on a volunteer basis? We have needs for professional help and



guidance in the following areas: IT, Human Resources, and writing. Please reach out to learn more and find out if your skills and availability match our current needs.



In November of 2020 Massachusetts launched a new statewide [Eviction Diversion Initiative](#) that is run through the MA Office of Public Collaboration (MOPC) and the MA Department of Housing & Community Development (DHCD). The program supports mediation centers by providing free mediation to landlords and tenants involved in evictions due to Covid-19. It complements CDSC's existing mediation services offered through court-connected referrals and those referred from "upstream" community organizations and connections.

We would like to hear from you

Here's what 2021 Spring Mediation Training Participants are saying:

"Engaging"

"Learning New Things with Amazing People!"

"The Instructors are great!"

Learning from the experience of others is valuable. Please share stories or quotes about how mediation and conflict resolution has affected you and those around you. Conflict hurts. Mediation helps. We would like to hear from you!

Established in 1979, the Community Dispute Settlement Center (CDSC), is a private, not-for-profit mediation and training center dedicated to providing an alternative and affordable forum for resolving conflict.

CDSC promotes better ways to understand and deal with conflict through skilled teams of pro bono mediators, training programs in mediation and conflict management, and broad community outreach.

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