

# Got Conflict?<sup>SM</sup>

Conflict Hurts. Mediation Helps.



**AFFORDABLE AND ACCESSIBLE CONFLICT MEDIATION SERVICES SINCE 1979**

June 2021

Dear CDSC Friends:

While Spring is in the air and we hold tightly to the hope that vaccinations are giving us, the pandemic unfortunately is not yet in our rearview mirror. With it continuing to affect us *and* because conflict is a part of the human condition, CDSC has continued to deliver our mediation and training services remotely - with noteworthy success.



Our crew of Staff, Interns, Board and Mediators have demonstrated their remarkable adaptability, which has had a direct impact on the Center's resilience. Their commitment to our mission is clearly reflected in their skill and determination.

We are honoring four outstanding CDSC volunteers this month at our annual Mimi Grosser Volunteer Appreciation event!

Also, our 32-hour [Fall Mediation Training begins September 20!](#) Spread the word!

Stay connected with us on our journey to promote positive conflict engagement. We need you to be our Ambassadors to spread the word.

[Contact CDSC](#) to learn more about how to get involved!

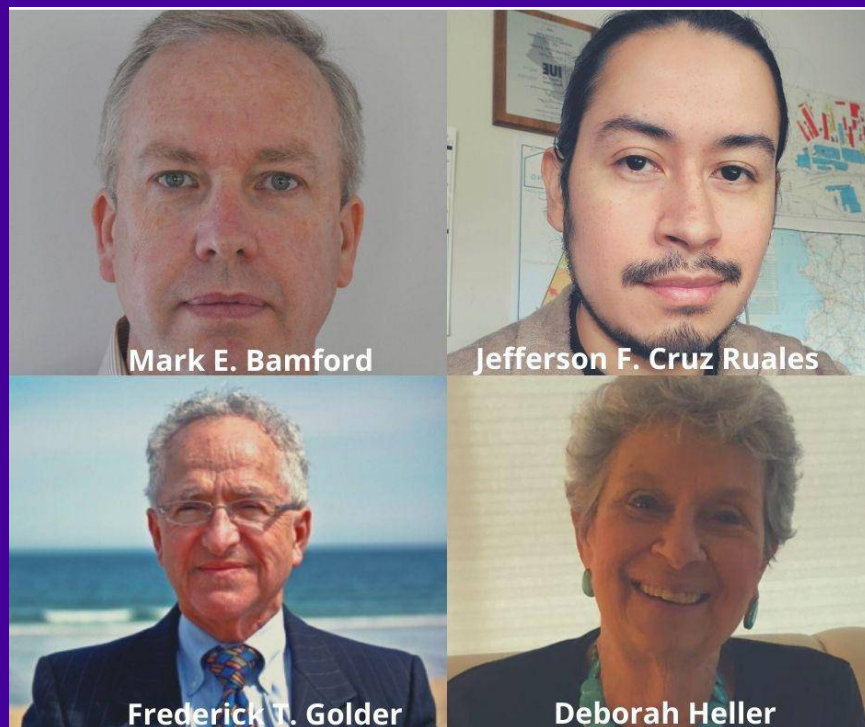
All the best,  
Gail S. Packer, MSW

## 2021 Mimi Grosser Volunteer Mediator Awards

To celebrate the extraordinary efforts of the CDSC volunteers who fuel our work, we are pleased to announce the 9th annual Mimi Grosser Volunteer Recognition Awards. Named in honor of Mimi Grosser, volunteer extraordinaire at CDSC for more than 25 years, the award will recognize a CDSC volunteer or volunteer team whose work exemplifies the spirit of mediation and whose commitment to CDSC demonstrates an exceptional effort:

### **2021 CDSC Outstanding Volunteer Awards:**

**Mark E. Bamford, Jefferson F. Cruz Ruales, Frederick T. Golder  
& Deborah Heller.**



Mark E. Bamford

Jefferson F. Cruz Ruales

Frederick T. Golder

Deborah Heller

## Meet Our CDSC Interns

**Angelique Santiago:** I am currently studying at The Heller School of Social Policy & Management at Brandeis University. My program is Conflict Resolution and Coexistence and Global Health Policy & Management. At CDSC, I have had the opportunity to work on the Public Service Grant Diversity Project funded by MOPC and to observe and assist with conflict skills workshops. The most exciting part of my time with CDSC has been connecting with their mediator roster and learning more about the ways in which mediation can be integrated into a diverse array of educational and professional backgrounds.



**Megan Brown:** I am a senior at Union College in Schenectady,

New York where I am double-majoring in Political Science and English and minoring in Spanish. I am also news editor of the school newspaper and captain of the tennis team.

I have been lucky enough to intern with the CDSC since January of this year. Since then, I have spent the most time helping with various legislative and housing outreach initiatives. What has excited me the most about my involvement with the CDSC is

being able to learn more about the field of mediation and how anyone, no matter the degree/experience, can help give back to the community in this way.

Additionally, I have enjoyed learning from the entire CDSC team in all the different tasks that they do. From attending listening sessions around diversity, to hearing about different mediation and court processes, to helping tackle housing and eviction issues, especially in the time of Covid-19, has been incredibly fulfilling.



## CDSC Mediation Case Story

When two employees for a local cultural nonprofit organization found themselves in the midst of a conflict following comments made during a team meeting, CDSC was contacted to help them in resolving their issues through mediation. Heightened awareness to racial issues coupled with returning to the workplace following months of working remotely led to a series of miscommunications which created a tense working environment for the parties. The organization had previously participated in a Conflict Skills Workshop and turned to CDSC to facilitate the mediation process. Through mediation, both

parties were able to express their feelings on a deeper level in a safe space. They were afforded the opportunity to communicate in confidence and gain understanding of one another's perspectives, while repairing their professional relationship.

## Update on CDSC's District Court Work

Starting in February, the CDSC court program began a series of check-in meetings for summary process mediators. These meetings have been a rich exchange of ideas and brainstorming regarding best practice for this new zoom court protocol.

Also, we are glad to announce that we just hosted Judge Swan from the Cambridge District Court and Judge Crane, Judge Hinkle and Judge Ellis from the Woburn and Waltham District Courts.

It was a great opportunity to hear first hand from the judges how they view mediation in the Summary Process cases and how to be more effective and better serve the public.

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 in 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.

## Trainings, Workshops & Services

### REGISTRATION OPEN

Fall 2021 Basic Mediation Training

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

**September 20th, 22nd, 27th, 29th**

**October 4th, 6th, 13th, 18th.** [Click here for more info or to register!](#)

### Conflict Skills Workshops

## Conflict Skills Workshops

Would your group or company benefit from mediation training or conflict resolution services? Along with trainings 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](mailto:cdscinfo@communitydispute.org).

*"You did a great job today. The way you present, with using your competent intern, demonstrates your collaborative communication style. 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. You can refer that person to us: have them call 617-876-5376 or email [cdscinfo@communitydispute.org](mailto:cdscinfo@communitydispute.org).

## 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.



## We would like to hear from you

"Engaging"

Engaging

"Learning New Things with Amazing People!"

"The Instructors are great!"

## – 2021 Spring Mediation Training Participants

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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