
JEFFERSON COUNTY MEDIATION SERVICES
VOLUNTEER COLLOQUIUM MINUTES
September 18, 2012

Volunteers Present: Peggy Evans, Anita Gilbertson, Jim Gurley, Joan Heller, Tom Hoffman, Lee Ann Huntington, Matt Jarvinen, Georgine Kryda, Caroline McKinnon, Lauren Oray, Doug Tabor, Celeste Zimmerman, Mary Zinn

Staff Present: Mark Loye, Julie Carter, Helena Jo Goldstein

I. Welcome:

Mark Loye welcomed everyone to the meeting and asked those present to introduce themselves.

II. Program Status

- A. Statistics: JCMS is on pace for another record-breaking year. We currently expect to handle approximately 2,000 cases in 2012.
- B. Cases Available: Volunteers are notified of available cases by email. Please remember to confirm promptly receipt of newly assigned cases when you get the email from Mark – just click reply and say “got it.” If you wish to correspond about something else, please change the subject line of your email. The JCMS staff thanks you for remembering this big timesaver for us!
- C. Statistics: Case statistics for the last four quarters were attached to the agenda for the meeting.
- D. Other Current Projects: Mr. Loye discussed current JCMS activities. JCMS is seeking a budget increase for next year, to assist JCMS in meeting the increasing demands of our growing caseload. In October there will be a new volunteer orientation for over 30 new volunteers. These new volunteers will add to our capacity to handle mediation cases. Mr. Loye recently attended a meeting in Edgewater. This meeting, convened by one of our volunteers, brought together Edgewater municipal court, school and police personnel. JCMS hopes to develop a collaboration that will lead to more referrals from Edgewater, particularly of victim-juvenile offender reconciliation cases.

III. Presentation: Conflict Coaching

Speakers: Caroline McKinnon and Peggy Evans

Conflict Coaching is a process in which a trained coach works with individuals who have a conflict and do not know how to handle it. The coach helps the client think through the conflict, to explore what needs are not being met. It sounds similar to a caucus during mediation, but in a caucus the mediator is still trying to help both parties resolve a specific dispute. In conflict coaching, the coach is helping one person decide how they want to manage a dispute - they may decide to make a phone call, to write a letter, to do mediation, or even to do nothing.

JEFFERSON COUNTY MEDIATION SERVICES
VOLUNTEER MEDIATORS COLLOQUIUM

700 Jefferson County Parkway
Open Space Building JCMS Offices
Tuesday, September 18, 2012
6:00 - 8:00 p.m.

AGENDA

I. Welcome and Introductions

II. Program Status

- A. Pending Cases
- B. Cases Available
- C. Statistics
- D. Other Current Projects

III. Presentation: Conflict Coaching

Speakers: Peggy Evans and Caroline McKinnon

IV. Next Colloquium: Tuesday, November ²⁰18, 2012, 6:00 - 8:00 p.m. in the Open Space Hearing Room (Ponderosa Room). Topic to be announced (suggestions are welcome). Cookies and soda will be served.

- Mark reported on meeting w/ Edgewater - probation, school, prosecutor, judge, etc. etc. organized by Jan Hopkins, meet again next month.
- mentioned request for a budget increase to deal w/ increased caseload
- new volunteers next month - that will help w/ the presentation

Conflict Coaching - it is a process working w/ individuals who have a conflict & don't know what to do with it. helping individuals think thru a conflict - looking at what needs are not being met

Similar to a caucus in mediation - but - in that mediator still trying to resolve a specific dispute - cc = help person find how they want to manage their conflict - maybe they'll decide to mediate, maybe make a phone call, maybe litigate, maybe nothing

Centerpiece - active listening - only some non-directive questions

Q - how do you avoid crossing the line into therapy more informal. coach is not authority figure go back to go forward - stuff that happened before that affects what you are doing now. cc = going forward

DATE: 9/18/12

VOLUNTEER COLLOQUIUM

SIGN-IN SHEET

NAME	ADDRESS/PHONE (IF CHANGED)	E-MAIL ADDRESS (IF WE DO NOT HAVE IT YET)
1. Georgine Kryda	—	—
2. Jan Grunley		
3. CELESTE ZIMMERMAN		
4. Tom Hoffman		
5. DOUG TABOR		
6. Kay Ann Huntington		
7. ANITA GILBERTSON		
8. LAUREN ORAY		
9. Joan Heller		
10. Mary Zinn		
11. Peggy Evans		
12. Gabrielle McKinnon		
13. Matt Jarvinen		
14. Bob Hecker		
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Conflict Coaching

September 18, 2012

JCMS Volunteer Colloquium

Caroline McKinnon and Peggy Evans

What is Conflict Coaching?

"Conflict coaching is a one-on-one process in which a trained coach helps an individual gain increased competence and confidence to manage and engage in their interpersonal conflicts and disputes. It is a goal-oriented and future-focused process that concentrates on assisting clients to reach their specific conflict management objectives." (Conflict Management Coaching, Cinnie Noble).

Goals

- Help define the conflict
- Create a broader perspective of the conflict
- Develop strategies for managing the conflict
- Practice strategies

How is it useful?

- Defined process
 - Agreement between client and coach
 - Clear expectations
 - Time and setting
- One person's exploration
- What is their relationship to the conflict?
- What needs are not being met?
- Possibilities of unmet needs on other side of the conflict.
- Practice strategies

Application:

- Clarifying a conflict and needs
- Self management of a conflict
- Preparation for upcoming conflict resolution process