

GTMA NEWS

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Upcoming:

- **December 5—GTMA Monthly Luncheon, Whitewater Grill, Idaho Falls, 12 noon**
- **January 9—GTMA Monthly Luncheon, Whitewater Grill, Idaho Falls, 12 noon**
- **January 10—GTMA Seminar Series—Mediation Ethics, Community Resource Center, 6:30 PM**
- **January 24—GTMA Seminar Series, Body Language, Community Resource Center, 6:30 PM**

FROM THE ARENA

Effective, Respectful, Communication—Lessons from Occupy Santa Rosa (11/21/11)

[Lorraine Segal](#)

Consensus building, like other valuable parts of negotiation and conflict resolution, is often messy and time consuming, but the result can a vibrant, inclusive process of reaching decisions to which people feel deeply committed.

I recently witnessed this in action when Occupy Santa Rosa, my local Occupy group here in N. California, put out a request for people who could teach facilitation and consensus building skills. Since I've been facilitating meetings of all sizes by consensus for most of my adult life, I thought this would be a good way for me to contribute.



I started by attending one of their general assemblies, and I was pleased and impressed to see how skillfully they were incorporating many principles of conflict resolution and respectful communication. Here are some of the ideas and tools they are using:

Inclusivity—If people feel shut out of the dialogue or as if their voice won't matter, it can lead to resentment and conflict. Anyone can sign up to speak at these meetings, and I saw people of all ages and in attire from scruffy jeans to business suits present and participating.

At the particular meeting I attended, someone objected to the presence of homeless people. One of the facilitators reminded them of a decision reached at a previous meeting, that as long as they abided by the rules forbidding drugs, alcohol, smoking, and violence, homeless people, as part of the 99%, had just as much right to be there and take part as anyone else.

Positive speech—There is a conscious emphasis on positive speech and points of agreement rather than tearing down or criticizing another's ideas. Working to avoid negativity that closes off dialogue.

Mediators and facilitators know that for conflicts to be resolved, not merely settled and for relationships to be healed, everyone's needs and views must be heard and respected. Similarly, true democracy is far more than just a majority vote. Consensus building processes honor and value the wisdom and contribution of all voices, minority as well as majority. The Occupy movement is young and imperfect, but as their chant says, "This is what democracy looks like."

[Conflict Remedy](#) Blog by Lorraine Segal

MEET THE NEW GTMA PRESIDENT

Congratulations go out to our new GTMA President, Lila Gold. Lila has been active in GTMA almost from the start of the Organization, and brings a wealth of mediation experience to GTMA. Lila serves as chief cook and bottle-washer for the Small Claims mediation program in Madison, Jefferson and Fremont Counties, and is a very effective Mediator.

Lila resides in Parker, Idaho and is a former Assistant Dean of Students at BYU Idaho. Lila holds a Master of Arts in Philosophy from California State University.

GTMA CEU UPDATE

Richard Struthers reports that he has been working with the Idaho Mediation Association Education and Training Committee to have GTMA certify our training classes for IMA CEU Credit. Presently, GTMA and the IMA are working on establishing the criteria that will be used in granting credit for our Seminar Series classes. We hope to have good news soon.

MEDIATOR PROFILES

Your Association is in the process of developing a standard profile sheet which will be sent to all GTMA members. This profile will be used to highlight GTMA members in the GTMA Newsletter, and to provide parties seeking mediators with the basic information on our mediators.

The profile will be completed online, and the completed profile form will be available on the GTMA website soon.

DECEMBER SEMINAR SERIES CANCELLED

The GTMA Seminar Series session scheduled for December 13th has been cancelled due to unforeseen circumstances. This session, introduction to the Better Business Bureau, will be rescheduled at a later date. We apologize for any inconvenience.

2011-12 GTMA SEMINAR SERIES TOPICS

Note: All sessions will be held on Tuesdays, from 6:30 PM- 8:30 PM. All sessions will be held at the Community Resource Center, 883 Shoup Ave., Idaho Falls, unless notified otherwise.

- October 25** Introduction to Small Claims – Small claims mediation is an important service to our area judicial districts. This session will identify the do's and don'ts of small claims mediation, and provide procedures and processes for effective small claims resolution. **Facilitator – Lynn Muehlfeit**
- November 8** Impasse Workshop – What is impasse, and how can a mediator get around difficult issues when there is no movement by the parties? This session examines impasse and techniques to move the process forward. **Facilitators – Richard Struthers/Lila Gold**
- November 29** Identifying Bias and Cultural Issues in Mediation – How does your life experience and/or culture affect your ability as a neutral in arbitration? Bias of one or both parties along cultural, gender and socioeconomic lines can have an impact on the ability of the mediator to effectively mediate the dispute. This session provides guidance on overcoming bias and cultural issues in the practice of mediation. **Facilitator – Rocky Clark/ Katherine Vlassek**
- December 13** Introduction to the BBB – the Better Business Bureau has a long-standing relationship with GTMA, and utilizes mediation services to resolve disputes brought before the BBB. This session will provide an overview of the BBB's services and how mediation integrates with the BBB's mission and role. **Facilitator – Richard Struthers**
- January 10** Ethics in Mediation – What are the important considerations a mediator must be cognizant of when working with parties in mediation? Topics to be covered are the GTMA and IMA Code of Ethics, mediator bias, confidentiality, and how to handle disclosure of criminal issues by mediators. **Facilitator – Gary Schreiner**
- January 24** Body Language – Identifying body language is an important skill for mediators. Identifying body language, and what body language communicates during the mediation process will be addressed in this session. **Facilitator – Jan Baxter**
- February 7** Introductions and Ground Rules – How a mediator introduces the process can have an important impact upon the future success of the mediation. During this session, techniques and the theory behind introductions will be explored. **Facilitator – Henry Henscheid**
- February 21** Victim/Offender Workshop – What are the basics of victim/offender mediation? What is the process attempting to resolve? This session will identify and provide processes for mediating victim/offender disputes. **Facilitator – Jennifer Neermann/ Jan Baxter**
- March 13** How Not to Mediate – What are the fundamental mistakes mediators of all experience levels make? This session will identify and explore the most common mistakes mediators make in their practice of mediation. **Facilitators – Lila Gold/Henry Henscheid**

CALENDAR OF EVENTS

December 2011

SU	MO	TU	WE	TH	FR	SA
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

December, 2011

5—GTMA Monthly Luncheon

Small Claims Calendar

- December 5
- December 19

January 2012

SU	MO	TU	WE	TH	FR	SA
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

January, 2012

9—GTMA Monthly Luncheon

10—GTMA Seminar Series—
Mediation Ethics24—GTMA Seminar Series—
Body Language

Small Claims Calendar

- 9—Bonneville County
- 20—Madison County—8:30A
- 20—Jefferson County—1 PM
- 23—Bonneville County
- 25—Fremont County



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We're on the Web!
www.gtmediators.org

The Grand Teton Mediation Association exists to provide a professional organization for persons interested in alternative dispute resolution. Based in Idaho Falls, Idaho, our area includes all of Eastern Idaho and Western Wyoming.

Our membership is open to all persons interested in mediation as a vocation, profession, or area of interest. We constantly strive to provide value to our members through educational opportunities, forums to discuss alternative dispute resolution, and opportunities for the public to engage our services in disputes.

We cordially invite all interested persons to join us.

We're on Facebook! Get the latest information and commentary through our Facebook Page, Grand Teton Mediation Association. Check it out, and become a Facebook friend!

BACK PAGE BLOG

Do you recognize these 7 Early Warning Signs of Getting Hooked by a Conflict? (11/28/11)

[Tammy Lenski](#)

Getting "hooked" by a conflict is the experience of being mentally snagged, caught by the conflict in such a way that you find yourself ruminating on it and feeling emotionally off balance.

The earlier you know you're hooked, the better your chances of handling things in ways you can feel good about later. Here are some signs to watch for:

- Your body is [conveying the physiological signs of anger](#) (audio excerpt from my mini-course, [Keeping Your Cool in Conflict](#)).
- Your [inner lizard](#) is on alert and starting to call the shots.
- You want to vent your anger to someone you trust – even though [venting is a bad idea indeed](#).
- Your [thoughts are like a runaway train](#), escalating you even in the absence of the other person
- You find yourself using [totalizing language](#) when thinking or talking about the situation.
- You're soothing yourself by [blamestorming](#).
- You're using one of the [ten best ways to win an argument](#)...or – egads! – more than one.



[Conflict Zen Blog](#) by Tammy Lenski