

**Grand Teton  
Mediation Association**

<http://www.gtmediators.org>

***Links to web sites:***

*Grand Teton Mediation Association (GTMA)*  
*Idaho Mediation Association (IMA)*

***Links to pages in this issue:***

***FROM the Prez: "I Can't Believe I Said That!!"***



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***The Meeting Room:***

The GTMA luncheon will be at ***Happy's Chinese Restaurant 549 Park Ave.***, Idaho Falls and begin at 11:30 AM on ***September 10, 2007***. ***Tentatively*** we have ***Mr. Shawn Whiting***, from the ***Easter Idaho Regional Medical Center Business Office***, to speak on resolution of patient accounts, disputes on service and other disputes pertaining to 'financial issues' which are handled in his department.

He believes that this discussion should be "mutually beneficial" since the hospital is committed to "the best for their patients in every respect", and they want to address any gaps in communication that can be resolved.

***Continuing Education Course***

Fall is coming, and so is a great opportunity to take a ***40-Hour Basic Mediation Training***. The training will be held October 8-12th in Idaho Falls, Idaho. A brochure is attached, or visit [www.virtual-mediation.com](http://www.virtual-mediation.com) for more details. Course includes reference texts, and a unique introduction to online dispute resolution that is not offered anywhere else. Whether you are seeking training for the first time, or just need a good refresher, this course is loaded with useful information and skills training.

***Our Thanks to Wendy Seditz and Maris Cukurs***



Wendy and Maris delivered an extremely interesting presentation on Realtor (R) ethics and standards of practice; their duties to clients and customers; their duties to the public; duties to fellow Realtors(R). The GTMA and Board of Directors and membership thank you for taking the time to speak at our luncheon.

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## ***“Articles From The Prez”***

### ***“I Can’t Believe I Said That!!”***

You know, I’ve been at this a while, and on rare occasions, I’ll say, or ask something that I dearly wish I could take back. Most often it happens when I’m involved in an intensely emotional mediation, with a lot ‘on the line’. One of my ‘best’ questions included, “So when you did that, it seemed like a good idea??” (Followed by 10-20 seconds of agonizing silence.) Boy nothing brings out the ‘icy stare’ faster than questioning a client’s motivation or judgment! Suddenly your neutrality, objectivity and client empathy seems to go out the window. In my head, my only thought is, “I can’t believe I said that!!” How humiliating! How unprofessional! (How human.)

Some time ago, I attended an excellent 2-1/2 day mediation training workshop presented by an attorney/mediator with many years of experience and service ‘under his belt’. He had been an accomplished mediator before many of those in the session even had heard the word. As part of his introduction of himself, largely to put us all at ease I suppose, he let us in on some of his gaffs and foibles as a mediator. He also conceded that in many cases his wife, also a seasoned mediator, was much more effective than he was. (Which he said drove him nuts!)

But when the laughter in the group died down, he told us something that I have never forgotten. He said that, in his experience, mediators were an odd bunch. As he had seen it, mediators were, and needed to be, their (our) own collective best source of counsel and support. Because of the emotional issues and personal demands inherent in mediation, we who choose to support our clients in their efforts toward resolution, also need and deserve support. That support, most often is needed and received from our fellow mediators, our peers. He went on to say that, in most cases, mediators are more willing than most to share their doubts and limitations, to ask and to learn from their peers; and to seek guidance and wisdom from those who share their passion for resolving conflict.

None of us is the ‘ideal’ mediator. We all get ‘stuck’ sometimes. We all have those situations where we say to ourselves, “How could I have been so dumb?” But, on the other hand, I’ve seen some pretty amazing mediators who had very little formal training. Their greatest asset was that their primary concern was for the clients, not themselves. They had “No Fear”; in short they were only doing what they always did, be themselves. For them, awkward moments were just another tool to better understanding. (One old truck-driver/mediator said: “Playing dumb works great! It’s my specialty!”)

If we keep our focus on our clients, check our ego at the door, and have “No Fear” whatever the outcome, it will be honest and our clients will know it! A lot of great and surprising things can happen if we’ll just do that. And we’ll be able to say: “I can believe I said that!”

### ***Guidelines for Member Submitted Articles***

Member submitted articles on mediation that *pertain directly to mediation* are welcomed. With the exception of those announcements by members seeking elective offices of the GTMA, no articles will be accepted that are submitted to make a political statement or to take a political position. When submitting an article, it would be appreciated that the person include a photograph of themselves. Announcements of GTMA and other meetings received no later than the 1st day of the month will be included. The GTMA newsletter will usually be emailed out the first or second week of each month.

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