



the mediation agency

Quarterly electronic news publication about the world of mediation

Summer, 2006

Mediation has a new ally...video web conferencing! by Dr. Frank Hanna

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A few years ago I was asked to mediate a workplace dispute in the town of Kingman in Arizona. At that time I was based just outside Scottsdale so the journey was one of more than 200 miles. The defendant company were represented by an executive who had to travel from Yuma in Arizona which, again, was a journey exceeding 200 miles.

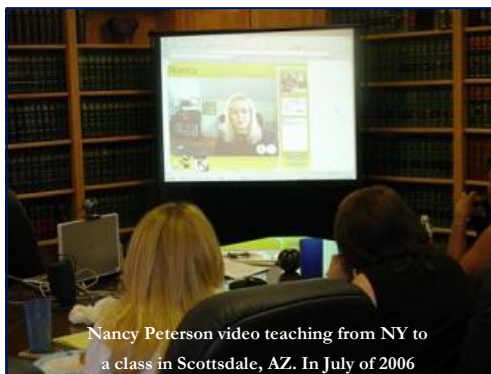
Our traveling was inconsequential compared to that of the plaintiff who flew from Sweden. The issue involves an allegation of sex discrimination in that the female plaintiff had failed to get a job she believed she was well qualified for. The successful applicant was male. While it is a rare enough for parties to fly from one continent to another for mediation it is, in fact, commonplace for mediators and, indeed, some of the parties to travel considerable distances. It's part of the job. But times are changing.

There is nothing new in conducting a mediation with one or either of the parties present by telephone. It happens all the time in mediation programs such as the Equal Employment Opportunities Commission and many community programs throughout the country.

I will remember one occasion when I sat alone in my office with one party in Oregon and the other in Texas and the case was successfully concluded. But it is less

than satisfactory because personal connection is so much an integral part of successful mediation.

For some time now I have been studying and working with the concept of video web conferencing as a business tool trying to anticipate the day when connecting face-to-face over the Internet will be as normal as speaking by telephone.



Companies are springing up all the time offering connectivity with what is technically known as VOIP, (voice over Internet protocol).

All you need is a relatively cheap web camera costing between \$50 and \$100 and programs such as Yahoo and Microsoft messenger will enable you to talk face-to-face with anyone anywhere in the world provided he or she is equipped with the

same facility.

Skype.com takes it a stage further offering worldwide telephone connection coupled with the video element for little or nothing.

There is little doubt as time progresses the technology will get better and even more sophisticated. It all, however, falls well short of what mediators or distance-learning practitioners would be able to use to promote their business.

(Continued on page 2)

Mediation Agency ~ New look, same focus on quality mediation services & training



After five years of many colleagues and students asking if our "pulling-people" logo was actually Frank and I, we have updated our look and retired the contentious couple!

Our web site, The Mediation Agency has more than just a new look—we are introducing a new technology that we believe will revolutionize mediation and mediation training. Video training, and video mediation are not brand new ideas, but before now the technology was a little cumbersome and difficult for many users.

Late last year, Frank discovered a great resource that he felt bridged this technology gap by providing the vehicle by which both mediation and training could not only be accomplished, but provided in a user-friendly format. The opportunities that this technology opens are vast in the world of mediation. For instance, during a recent mediation domestic violence conference at Vassar College, much of the concern, and was rightly so, was over the issue of safety in bringing a party together with someone who

could potentially do them harm. Distance mediation, with the aid of an inexpensive web cam, provides almost all the benefit of a face-to-face experience, but without the danger of physical harm. Additionally, providing distance learning for companies and mediator practitioners is now a reality. I recently was able to assist Frank as he instructed our 40-hour mediation training at Unlimited Resolutions Mediation, Inc. I was in New York, and Frank in Scottsdale, Arizona. The students reported the training experience was high quality because they could interact completely with me. I could see the class, they could see me, and their questions as well as my responses were delivered in real-time. Read more about this technology in Frank's article above. ~ Nancy Peterson

Be sure to visit The Mediation Agency and let me know what you think!

<http://www.mediationagency.com>

Nancy Peterson nancy@mediationagency.com

*Mediation has a new ally...video web conferencing!* (Cont.) by Dr. Frank Hanna

The cost factor is significantly important and even a cursory look at the marketplace will show you that most of the companies are targeting large organizations and, in consequence, the costs are extremely high. But there are some companies out there and some ways of making it affordable.

On page one in this newsletter [see photo] Nancy Peterson tells of a recent experience where I was teaching in Arizona assisted by her from upstate New York. A video link was projected onto a screen and she successfully conducted several sessions which were very well-received by the students concerned. The interesting part about the exercise was that, not only could she be seen by the students but they could be seen by her and so they were able to interact fully. That was one of a number of experiments I have carried out over the last number of months to test the efficacy of a particular system. On one occasion I gave a 90 minute webinar for over 60 people located on both coasts of the USA, Ireland, England, France, Spain, Turkey, South Africa and Malaysia. Once again the response was enthusiastic.

I believe it is irresistible to consider the effectiveness of such technology in mediation itself.

"Many different types of mediation would actually benefit from the video conferencing concept."

Many different types of mediation would actually benefit from the video conferencing concept. Harassment cases, restorative justice, victim offender and abuse cases immediately come to mind. No longer would the expense and inconvenience of travel necessarily be a barrier. Mediation could easily take place without the parties even having to leave their homes. Many organizations have been working with online mediation for several years but without the video component. Now all that has changed, and whether you agree with it or not, this type of technology will become commonplace within a very short time span.

If any of this strikes a chord with you and you'd like to get more information on the possibilities and then click on the below link and I will happily share my experiences with you.

If you'd like to learn more about video web conferencing, click below:

<http://www.formdesk.com/frankhanna/video>

Contract Frank Hanna: frankhanna@frankhanna.com

Did you hear the one about...

Let it never be said that judges do not have a sense of humor. When they're truly annoyed with the childlike behavior of lawyers, creativity in judgments can manifest with a smirk in their rulings.

Consider the case that occurred in Orlando, Florida in June of this year. If you read the order signed by Gregory Presnell, United States District Judge, it is clear he had enough with counselors who could not come to an agreement. This is clear as in the opening statement on the ruling it says, *"Upon consideration of the Motion - the latest in a series of Gordian knots that the parties have been unable to untangle without enlisting the assistance of the federal courts..."* He denied the motion to use the courts time for what he obviously considered to be a test of wills between two attorneys who represented their clients like a couple of kids pushing each other on a playground.

So, the judge started what, which may become the newest form of alternative dispute resolution...er...well perhaps not that new—a game of rock, paper, scissors. The judge ordered the two lawyers meet at a neutral location, and if they couldn't decide upon where, it would be the steps of the court house (my suspicion is that the judge wanted to watch from his window) and bring one paralegal each who could witness the outcome. It gets even more interesting. Judge Presnell, who was clearly sick of these two, wrote, *"If either party disputes the outcome of this engagement, an appeal may be filed and a hearing will be held...before the undersigned in Courtroom 3, George C. Young, United States Courthouse..."* As I read the judge's final words in the order, I wondered if he had a child-like snicker at passing the two lawyers off to another judge—one may speculate the two judges may be sending zinger cases back and forth. In which case, did Judge Presnell say to the new judge, *"Gotcha!"* **Read the ruling by clicking the link below.**

<http://howappealing.law.com/PresnellOrder.pdf>

All I Really Need to Know I learned in Kindergarten

An excerpt from a wonderful book that bears repeating given the issues of today!

- Share everything.
- Play fair.
- Don't hit people.
- Put things back where you found them.
- Clean up your own mess.
- Don't take things that aren't yours.
- Say you're sorry when you hurt somebody.
- Wash your hands before you eat.
- Flush.
- Warm cookies and cold milk are good for you.
- Live a balanced life - learn some and think some and draw and paint and sing and dance and play and work every day some.
- Take a nap every afternoon.
- When you go out in the world, watch out for traffic, hold hands and stick together.
- Be aware of wonder. Remember the little seed in the Styrofoam cup: the roots go down and the plant goes up and nobody really knows how or why, but we are all like that.
- Goldfish and hamsters and white mice and even the little seed in the Styrofoam cup - they all die. So do we.
- And then remember the Dick-and-Jane books and the first word you learned - the biggest word of all - LOOK.



Everything you need to know is in there somewhere. The Golden Rule and love and basic sanitation. Ecology and politics and equality and sane living.

Read about the author: <http://www.robertfulghum.com/>



Cloverdale College offering a Bachelor's Degree in Mediation, B.Med.

—News Release—

By Russell Neitzke, Ed.D. Dean of the College

I see the events that happened on September 11th, 2001 as a result of social intolerance. It is my personal goal to provide to the general public educational programs that help build diversity within unity. In my opinion, six billion people trapped on a rock should learn to get along.

Greetings from Cloverdale College. Cloverdale College is an undergraduate school of religious education committed to the principles of reason, conscience, and freedom of thought and expression. The College is also the undergraduate division of the Graduate Theological Foundation. Owing to a ruling by the State of Indiana, the College is at liberty to award degree-completion bachelors degrees in religious education.

The College has, from its inception, chosen to define religious service both within specific faith communities and within the broad society in terms of those professionals involved in human social services in which the practitioner is self-reflectively aware of the nurturing quality of that activity. Individuals who define their professional activity as being of service to the improvement and nurture of society and the human community, including such fields as education, pastoral assignments, chaplaincy, mediation, management, media services, health care and counseling, are recognized by the College as being in religious service.

The Cloverdale College Bachelors Degree in Mediation, B.Med. is a new degree program that offers academic recognition of mediators by granting credit for experience and qualified mediation or alternative dispute resolution training.

Providing professional mediators with an academic qualification and designation will help elevate the academic status of mediation thus

making the subject much more readily understood and acceptable to the public, employers and the world at large. This program was designed to be physically and financially achievable by mediation professionals whose lives could not be placed on hold while they complete the work for a bachelor degree. However, the degree was also designed with high enough examination standards and requirements to be worthy of a bachelors degree.

Potential students applying for the B.Med. program must provide evidence of 5+ years of verifiable experience with a notarized statement of private or volunteer mediation experience. Since our degrees are specifically designed as "completion" programs, the College recognizes five years of experience in mediation as fulfillment of the first three years of a bachelor's program.

I am proud to be the Dean of the College and The W. Edwards Deming Professor of Educational Reform at Cloverdale College. I received a Bachelor of Art in Music Engineering and Technology with a minor in Physics from Ball State University in 1995. This was a 145 hour triple major of acoustical engineering, electrical engineering music composition. As an example of what all this means, for my senior recital I designed, built, composed for and performed on the world's first digital

Bachelor of Mediation



Theremin (A virtual instrument that is played by moving your hand through the air to change the pitch of the instrument). Although this degree enriched my life I decided to broaden my audio training into audio, video, data and media integration with Ball State's Information and Communication Science Master of Science degree. Here I learned how to do everything from building my own computer to telecommunications contract negotiations. I was also Dr. Ray Steele, the director of the program's graduate assistant in charge of teaching the voice, data and video labs to the other graduate students. I received a lot of positive feedback for my ability to simplify the difficult which is ultimately why I was compelled to pursue my Doctor of Education from the Graduate Theological Foundation. In my book titled, "Becoming your own Guru", I

discuss my non-technical background, how I was able to evolve in to a technically savvy resource through my professional experiences and then try to make the concepts of information processing and computer programming techniques available to the non-technical. In my opinion, as a society, the ramifications of technology have gone beyond our ability to comprehend them. I think technological advancement without equal educational advancement reduces the overall quality of our lives. I see a lot of inertia in traditional educational models such as a four year college degree surrounded in blackboards, sterile classrooms and golf courses that inhibits an institutions ability to evolve 21st century educational content. My version of a futuristic classroom is that everyone on the planet have a multilingual 15 million volume book set of the national archive and a videoconference connection between educators and students available at home from Google. COM over a 16 mega bit per

second Comcast cable modem internet connection. This might sound expensive but I can build a computer for \$300 and our war

with Iraq cost \$450 billion. If we would have used that money for a 21st Century e-education we could have built 262 million computers and given every citizen 4 years of high speed Internet access. Some people have issues with technology and the Internet but I can confidently say that as an educational, research and tool of unity they offer an infrastructure that allows every person on the planet the privilege to be able to communicate with every other person trapped on this rock.

Russell Neitzke, Ed.D.
Dean of the College.

The W. Edwards Deming Professor of Educational Reform
Cloverdale College

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<http://www.gtfeducation.org>

Click below to learn more about this program:
<http://www.cloverdalecollege.org/html/Degrees/BMed.html>



Eldercare Mediation Can Take the Family Out of Conflict by Sherrod Deputy/Private Mediator



July 30, 2006

Eldercare Mediation is the beginning of a new wave of mediation for families and their aging parents.

With Eldercare Mediation, all family members, with their parents, meet with an Eldercare Mediator to facilitate the numerous conflicts that arise with aging parents.

"The ugliest scenes in a court room are when family members are screaming at each other over trusts and guardianship issues."

A positive dynamic within the family is created that empowers all participants. Honoring Seniors via Eldercare mediation empowers their voices, feelings, and needs to be heard in a quiet, respectful setting. Most seniors just want the family to get

along. Eldercare Mediation demonstrates that diversity can be a good thing. In Eldercare Mediation, diversity is acknowledged as a good thing. By this point, a common ground can be met by participants who recognize the needs and the best interest of the senior.

In mediation, the family, the parents, the caregivers, the grandchildren, pastors, or lawyers, agree to the process of mediation. In mediation, participants are all present voluntarily to present their issues and to resolve them through mediation. The mediator will, through a discovery process with each participant, find out the goals and issues needing to be resolved. A consensus is formed which provides for resolution of the issues.

Another positive aspect of Eldercare Mediation is the monetary value. Mediation is cost effective as opposed to long drawn out court battles. In Eldercare Mediation the senior is directly involved in the problem solving stage. Mediation is measured in hours where litigation is often measured in years. Litigation is not a value for seniors or their families when money to care for their parents is often the issue.

From consensus of the issues, a safe place is created by the mediator to discuss concerns, misgivings, and respectful thoughts. When this happens, which it does happen, families reach the next level of understanding among them for their abilities to resolve conflict together, including with their senior members. They are then able with the aid of the Eldercare mediator to gather information to write an agreement designed by the family members for the well being of the parents.



Case in point, my own family was in conflict for ten years. My parents over spent, bankers allowed them extended loans which left them upside down. No money for retirement, no money to live. Well, there are five siblings in my family. We thought we could handle this problem. What one does not see in the beginning is that although all agree to help, problems arise in their own lives that make it impossible for them to continue to financially give aid to our parents. The result, three people, some years, two people, other years supported our parents. My father preceded my mother in death. My mother lived nine more years. We each gave what we could so that she could maintain her independence and dignity.

With the advent of <http://www.EldercareMediators.com> families can be withdrawn from our litigious society into a mode of resolving problems within their core. Families and seniors become the writer, producer, director, of their mediated agreement. This is all achieved with the help of a neutral third party, the Eldercare mediator, not a judge, and not an attorney.

We could have used an Eldercare Mediator but they were not available then. Resentment and divisiveness perhaps could have been avoided if we had a mediated agreement.

Courtrooms in American are already overcrowded and back logged with estate issues, guardianship issues, and trust issues. A former court stenographer once said to me, "The ugliest scenes in a court room are when family members are screaming at each other over trusts and guardianship issues." Money may make the world go round, but it also tears families apart. Mediation allows the conflicts to come to the forefront. They are then discussed in a logical pattern in the best interest of the senior family member. Options are created to keep the family moving in a forward motion without becoming overwhelmed.

"...our elders, our parents, our seniors, are the people we need to focus on in a respectful, thoughtful, caring manner. This does not occur in the court room."

As we age, we do learn that life changes quickly, in an instant, over dinner, as one author stated, life can change.

When lightning bolt change occurs, such as illness, strokes, paralysis, families need to come together to make health decisions that are in the best interest of the parent. It is not about us. Roles change, our elders, our parents, our seniors, are the people we need to focus on in a respectful, thoughtful, caring manner. This does not occur in the court room. This occurs when family members work together to rise to a higher occasion than litigation can offer us.

The consequence of Eldercare Mediation is parents are allowed the dignity and respect they deserve. As Americans, we do a shoddy job of respecting our elder population. We are a youth focused society who has little patience for the aging population. Eldercare Mediation's focus is to change the dynamics of the family from youth focused to family focused. As parents, we are responsible for raising our children. Likewise, as children, we need to be responsible for caring for our parents as they live longer facing new challenges for them.

Eldercare Mediation has a high success rate, a shorter time span, and an effective alternative to giving power back to our families.

Contact Sherrod Deputy: Sherrod@AskTheMediators.com



A Journey to Resolution: Story of a Mediation Organization by Beverly M. Owens, PhD.

Since human kind populated the earth, we have seen that the possibilities for conflict are infinite but then so are the possibilities for resolution.

Most people today agree that the high costs of litigation significantly impact the personal lives of men and women at home and at work. Over 50% of all marriages end up in divorce courts where the system drags out for years with expensive attorneys and horror stories about child custody, property and support payments. The civil courts are also jammed with lawsuits of every imaginable variety between business partners, stockholders and management and employees that cost huge sums of money in attorney fees, experts and investigative expenses. And, the simple fact is that all of this is getting worse day by day. Issues of social and ethnic diversity in an expanding society are increasing these problems exponentially.

Mediation, as an alternative conflict management tool, was not a widely accepted concept twenty years ago when I was in marketing with IBM selling equipment ranging from typewriters to mainframes at Motorola, AT&T and Greyhound corporations. Some problems between those companies and my marketing predecessors had resulted in the loss of the accounts. That was my first utilization of some mediation between corporate management, negotiation, in-house executive coaching and team building – but it got those accounts back. Then Bechtel dropped into my assigned territory and I discovered that those techniques worked!

It was about that time that I married my Husband. He is an attorney who shared my views that the solutions to these problems will not be found in the court system. Society cannot continue to expand its governmental judicial system and build new courthouses to fill with thousands upon hundreds of thousands of administrative people. They now know that it doesn't work anyway. That is not the fault of judges. The fact is that litigation, as a means of resolving conflicts, is in and of itself a system of conflicts. The opposing parties and their attorneys are aggressors. Too often, they are not looking for settlement. They are looking for a fight! The attorneys are in competition with each other and the clients are simply witnesses and payers.

That obviously had caught my attention and I liked the challenge. I left IBM and pursued my masters and doctoral degrees. My experience with corporate decision makers and the people that support them led me to a doctorate in organization and management with a concentration in mediation. My doctoral thesis dealt with successful managers using mediation techniques in their conflict management practices. This correlation between successful managers and their conflict management tactics intrigued me. During this period, I continued to pursue an active private practice as a mediator. I did hundreds of cases for the United States Postal Service in Arizona, Washington D. C., Raleigh North Carolina and Salt Lake City, Utah, in the area of employment disputes and many domestic relations cases in Maricopa County, Arizona.

Observing my Husband's handling of litigation at varying levels of State and Federal courts, both judicially and administrative with the added cost and time elements of the appeals courts, impressed me more and more with the great need for what I at that time referred to as "one stop shopping". I thought there should be some place to go to solve any dispute in one place and quickly.

Then, Michelle J. Perkins, a brilliant young attorney, became managing partner in the Owens & Perkins, P. C. law firm and in her practice, frankly came to the same conclusion that mediation is the leading edge of conflict resolution. Michelle now has over ten years of a successful law practice under her belt and she and I have co-founded a new company under the name of Unlimited Resolutions Mediation, Inc., (URMe). We both have observed that people in conflict have more in common than they might

initially believe. We share the view that we can make a difference. We joined forces and marshaled resources, including an outstanding staff of highly skilled mediators in areas of employment disputes, domestic relations and construction defect disputes. URMe is now a reality. We are dedicated to empowering individuals and organizations with conflicts to control their own destiny by resolving their differences through problem solving and relationship building. We intend to end the adversarial, time consuming and expensive way these cases are now handled and we will do it in a totally supportive and confidential setting.

"Somewhere between right doing and wrong doing there is a field- I'll meet you there." ~ Rumi

If the parties want to mediate and control their own destinies by resolving their differences by problem solving and relationship building, they can do it! It doesn't have to take two years and then have the decision made by some third party. It doesn't require thousands upon thousands of dollars in attorney's fees or a public court record. It can be done privately in just a few days (or hours) at just a small fraction of the cost of litigation.

In an employer-employee situation, we are qualified to conduct executive coaching programs as preventative insurance to keep those issues out of the courtroom.

URMe does, however, welcome attorney participation and representation for the parties when requested in a dispute. At URMe we believe the possibilities for resolution are infinite. We are the unique one stop I visualized twenty years ago.

Meet Our Team



Co-founder & President: Michelle Perkins is an attorney with over 10 years experience in estate planning, probate and family law and is the managing partner with the firm of Owens & Perkins, P. C.



Co-founder & Vice President: Dr. Beverly Owens has over 10 years serving a nationwide clientele, including the US postal service, and is an experienced and highly trained mediator in employee disputes and executive coaching.



Alona Gottfried is an attorney with over 10 years experience in domestic relations and employment disputes. She is an outstanding and highly skilled mediator and litigator. She also has an excellent background in mediation training.



Lisa York is a trained mediator for construction defect cases. She has over 10 years of experience as a project manager in both the south and southwestern U. S. She has actually built some big ones and knows building from the ground up.



Dr. Chris Monaco is a trained mediator with over 2 decades experience as a counseling psychologist and in team building and stress management.



Judie Shaffer is the office administrator of our team on whom the entire staff relies to keep it organized. She has also been trained in mediation and thus recognizes problems in the environment when they are presented.

Unlimited Resolutions Mediation, Inc.

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Peace Links & Research

The global community is caught up in conflict—both centuries old, and newly found reasons to engage in war. Our human impetus to enforce religious concepts, ownership of a sliver of land or to increase wealth, power and oil rights—are not new problems. What is new in 2006 is a war machine that is enhanced by new technologically advanced ways of killing people and ruining land for generations to come. It is a terrible reality.

“My country is the world, and my religion is to do good.” ~ Thomas Paine

There is hope as long as people of peace gather to help find solutions and to show the way for others to follow.

Below are a few such links and resources for the ways you can help or stay informed.

We all have the responsibility to educate ourselves and to not allow a global issue to be so far away as to be consigned to disinterest. The world is closing in—*what are you doing?*

<p>Israel and Palestine: Middle East Historical and Peace Process Source Documents</p>	<p>http://www.mideastweb.org/history.htm</p>
<p>Center for Middle East Peace & Economic Cooperation</p>	<p>http://www.centerpeace.org/</p>
 <p>Middle East Peace Camp for Children</p>	<p>http://www.middleeastpeacecamp.org/</p>
<p>Amnesty International USA</p>	<p>http://www.amnestyusa.org/news/index.do</p>
<p>International Conflict Resolution and Management</p>	<p>http://cartercenter.org/peaceprograms/program12.htm</p>
	<p>http://www.fmep.org/</p>
	<p>http://www.antiwar.com/</p>
 <p>See the on-going cost of the Iraq war compared to peaceful social programs!</p>	<p>http://nationalpriorities.org/index.php?option=com_wrapper&Itemid=182</p>
<p>United for Peace and Justice</p>	<p>http://www.unitedforpeace.org/</p>

Click here: <http://www.mediationagency.com/mp3/iaintafraid.mp3> to listen a timely song about religious freedom sung peace activist music artist Holly Near: *“I Ain’t Afraid”* from her album Edge

“Responsibility does not only lie with the leaders of our countries or with those who have been appointed or elected to do a particular job. It lies with each of us individually. Peace, for example, starts within each one of us. When we have inner peace, we can be at peace with those around us.”
~ HH the Dalai Lama





Information & Editorial Comment

Editorial Comment: *The Struggle to Professionalize Mediation*

On page three of this newsletter you will find a press release that is arguably one of the most exciting developments in 2006 for mediation, and it's practitioners.

Throughout the USA organizations are trying to find methods to raise standards for the practice of mediation. These efforts manifest themselves in court rulings like Arizona Rule 31, which prohibits non attorney mediators from writing agreements under the same law that prohibits non attorneys from the practice of law.

<http://www.mediationagency.com/pdf/azrule31.pdf> Other states have developed systems in an attempt to assure mediators have met certain standards of training, experience, and accept ethical guidelines as determined by an overseeing body such as a mediation association. I am caught up in this struggle as director of education with New York State Dispute Resolution Association (NYS DRA.) For over seven years NYSDRA has worked on the creation of a mediator certification program. In my view, the NYSDRA program is a thoughtful, conscientious measure which meets most, if not all, of the criteria that any practicing mediator should have as a professional. Our program is however fraught with on-going concerns, mostly about the overall cost of administering such a weighty endeavor by a non profit. We are looking for grants to help as are other organizations throughout the USA for similar programs. The concept is both simple and complicated; professionalizing mediation while providing some level of assurance to the public that practitioners meet high standards of practice.

With one fell swoop Cloverdale College has found, what I believe, to be the answer—degreed professional mediators. This is the first, to my knowledge, bachelor's degree in mediation program in the USA.

There are other graduate level programs, in fact, Cloverdale College is the undergraduate school for Graduate Theological Foundation which offers both a masters and doctorate programs in mediation.

The Cloverdale program is an achievable degree which recognizes adult mediation experience and specific training by awarding credit hours towards their bachelor's (B.Med.) degree in mediation. This is huge for many practitioners throughout the United States as there are countless people who, for a myriad of reasons, were not able to earn a degree. Additionally, this provides the kind of public proof of accomplishment, that of a degree hanging on a practitioners wall, and a designation following the mediator's name (B.Med.) that people are accustomed to seeing from professionals. This program, arguably, could change the face of mediation and do what so many organizations have attempted to do for many years—finally professionalize mediation and give it the recognition it so deserves. ~ Nancy Peterson, Dir. of Ed. NY State Dispute Resolution Association

Contact Nancy Peterson, nancy@mediationagency.com

Learn more about Cloverdale's program:

<http://www.cloverdalecollege.org/html/Degrees/BMed.html>

Our Academic Registry



<http://www.mediationireland.com/>



<http://www.sica-fica.org>



<http://www.gtfeducation.org/>



Did you read the article in this issue from the dean of Cloverdale College? Exciting news...see page 3!

<http://www.cloverdalecollege.org/>

To our Colleagues;

The adjacent entities represent our academic and training qualifications for both continuing education credits and as advanced credit towards collegiate level coursework.

Please contact them for verification of our standing in regard to programs offered though both our organizations; The Mediation Agency
<http://www.mediationagency.com>
and Conflict Avoidance.com
<http://www.conflictavoidance.com>

Thank you,

Dr. Frank Hanna, Esq.

Nancy Peterson, B.A.

Contact Us

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