

# ALBERTA FAMILY MEDIATION SOCIETY

## NEWSLETTER

Edition 16: April 2006

### Special points of interest:

- We welcome your input about the newsletters and encourage you to submit articles and features

### Update on the Conference

The Conference is just around the corner. AFMS has had a very favourable response to the conference this year. Day two of the conference is full! There is limited space available for day one so if you haven't registered yet, now's the time.

forward to conference and AGM highlights, an introduction to the new AFMS Board Members, book reviews, information on the art and science of questions and more!

### Test your knowledge on narrative mediation:

1. What is narrative mediation?
2. Where are Gerald Monk and John Winslade originally from? Where are they teaching now?
3. How does narrative mediation differ from interest based processes?

***Listen for the answers at the upcoming April 2006 conference.***

We invite you to contribute to the newsletter by sharing any pictures taken at the conference, any lessons learned from the speakers and by letting us know what's happening in your community as it relates to family mediation, and conflict management.

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### What's coming up in the May 2006 Newsletter?

In the May 2006 newsletter you can look

## AFMS Board of Directors

Dr. Kent Taylor (President)

Ms. Geeta Bharadia (Vice President)

Ms. Bonnie Murray (Secretary)

Ms. Barbara Acton (Treasurer)

Ms. Barbara Bishop

Ms. Jane Warren

Dr. Trevor Neil

Ms. Lorri Yasenik (past president)

Mr. Michael Porter

Ms. Kim Rieger

Ms. Shelley Taggart

Kate Wood

Lynn Parish

# Lunch and Learn Sessions

The location is always the Edmonton City Hall in the Heritage Room. Doors open at 11:30 a.m. and the presentations run from noon until 1:00 p.m. There is a question period and mixer beginning at 1:00 to 1:30. This is a great venue to learn, share information and network with

## Next Lunch & Learn:

**April 12, 2006**

**May 10, 2006**

There is no cost and you just need to bring your own lunch.

These sessions have been held now for several years.

## A.F.M.S. Address :

#1650- 246 Stewart Green  
SW

Calgary, AB T3H 3C8

**PRESENTS A NEW SERIES OF LUNCH AND LEARN SESSIONS**  
**In Co-operation with Mediation and Restorative Justice Centre**  
**(NO COST / BRING YOUR LUNCH)**

EDMONTON CITY HALL, HERITAGE ROOM  
11:30 AM (doors open) to 1:30 PM  
(Presentation begins at noon to 1:00 PM.)

### **WEDNESDAY, APRIL 12**

Brad Kring (Legal Counsel and Senior Program Coordinator of the Family Law Information Centre)  
An overview of the New Family Law Act

### **WEDNESDAY, MAY 10**

Dianne Dalley (Project Coordinator with MRJC)  
An Overview of Research Project: Assessing Domestic Violence and the Dynamics of Restorative Justice Mediation

### **WEDNESDAY, JUNE 7**

Gordon Andreiuk (Lawyer with Laurier Law Office) Summary, insights, funny stories of "Changes in Retroactive Child Support"

AFMS Spring  
Conference:  
April 20 and  
21/06 at the  
Chateau Louis  
Hotel–  
Edmonton, AB

Presenters:  
Gerald Monk and  
John Winslade

## From the newsletter Editor– Charmaine Hammond

The newsletter has been going in this format now since late 2004. We are interested in hearing from you regarding:

- What would you like to see in upcoming newsletters?
- Showcasing your community– what's happening in the area of

family mediation and conflict management in your community?

- Topics of interest to you.

Please email your thoughts and ideas to Charmaine at:  
mediation@hammondgroup.biz

We appreciate your feedback and your continued readership.

You can contact Charmaine at 780-464-3828.



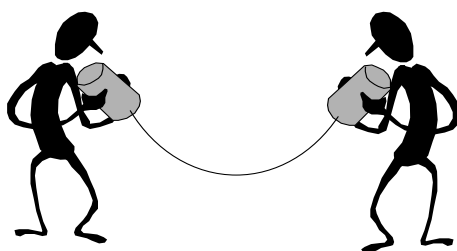
## The Impact of Stress on Communication

Hans Selye defined stress as the rate of wear and tear on one's body. New research is also indicating that what is having the more significant impact on people is the number of times that people have to "shift concepts, intentions and focus to many tasks many times an hour." (Childre & Cryer, 2004). While these "shifts" are not always stressful, one's reaction or mind-emotional responses to the shifts often is. Cryer and Childre (2004) state that unlike 30 years ago, people are now making approximately twelve or more shifts per hour. The advancement of technology (such as email, voice mail, etc.) has greatly impacted this and folks are often experiencing 10-20

"shifts" per hour as a result of technology. When one puts this in perspective of an 8 hour work day, this means that people are making more than 100-150 shifts per day. Why is it that some people seem to be able to glide through the day seemingly unrattled by constant interruptions or shifts (in concepts, focus and intentions)? Cryer and Childre suggest that one reason is the attitudes that one adopts. They suggest that "flexible attitudes build flexible

physiology."

So how do we promote flexible attitudes to support flexible physiology? One way is to think about how we conduct our conversations with others. Do we have email "bingers" (the "you have email" alert) that are heard by others during our conversations? Have we turned our cells and phones off to provide uninterrupted conversation? Have we minimized distractions? Taking care of the technology distractions can go along way in reducing the stress of others and creating the flexible environment that will foster collaborative dialogue.



### Bullying Resources: (Provided by ABN)

[www.nobully.org](http://www.nobully.org)  
[www.bullybeware.com](http://www.bullybeware.com)  
[www.family.ca/takethepledge](http://www.family.ca/takethepledge)  
[www.kidshelp.org](http://www.kidshelp.org)



### Thoughts on Preventing Bullying:

"When you are kind to someone in trouble, you hope they'll remember and be kind to someone else. And it'll become like a wildfire."  
 -- Whoopi Goldberg.

Do you have resources and websites to share with us?

## Membership Categories with AFMS

**Registered Family Mediator (RFM)** specializing in separation/divorce mediation.

**Registered Family Mediator (RFM)** specializing in General Family Mediation.

**Registered Family Mediator (RFM)** specializing in Family Business Mediation.

**Practicing Mediator** (designation for those who are continuing to gain mediation experience or for whom mediation is a small part of their practice.

**General Member**  
**Student Member**

**ALBERTA FAMILY MEDIATION SOCIETY (AFMS)**

#1650, 246 Stewart Green SW  
Calgary, AB T3H 3C8

Phone: 403-233-0143  
1-877-233-0143  
Email: info@afms.ca  
Website: www.afms.ca



Alberta *family* Mediation Society

*Advancing the practice of family mediation.*

***We're on the web—  
look us up!***

**About AFMS**

Established in 1984, the non-profit society provides services to family mediators.

The organization has a part time administrative assistant and is managed by a volunteer board of directors, with representatives across the province.

The society is dedicated to both professional and public education regarding family mediation.

**"The most basic of all human needs is the need to understand and be understood. The best way to understand people is to listen to them. "**

**-Ralph Nichols**  
"

"In any moment of decision, the best thing you can do is the right thing. The worst thing you can do is nothing." - Theodore Roosevelt

Common sense is the knack of seeing things as they are and doing things as they ought to be done. By Calvin E. Stowe

**"One's philosophy is not best expressed in words; it is expressed in the choices one makes...and the choices we make are ultimately our responsibility."**

**Eleanor Roosevelt**

The only way to discover the limits of the possible is to go beyond them into the impossible (author unknown)

## Through the Eyes of a Student

As an only child who avoided conflict at all costs, I was never an articulate youth – in fact, my mouth got me in trouble many times. It wasn't always intentional, I just didn't have the skills to properly verbalize what I needed, wanted, or otherwise. Therefore, due to these early experiences, I preferred to keep my mouth shut and participate in social situations mainly by observing. Yup, I was a wallflower. But being a wallflower afforded me the development of new skills – listening. Listening lead me to see both sides of the issue, to not make judgments, and remain as impartial as I possible.

So taking courses toward a certificate in conflict management seemed to be the best fit for me. The courses were interesting, the content logical and easy to understand. However, these courses also had a role play practical component to them, and this was something I was not at all comfortable with. I was not comfortable with being a leader; I was not comfortable with the four stage model of negotiation/mediation; and I was absolutely petrified of receiving feedback from instructors, coaches, and students who would witness my blunders.

I can clearly remember the first of several courses that I took. It was in Negotiation, and though I found the courses to be fascinating, I found that the skills learned in theory were not as easy to translate into practice. Furthermore, I was frequently paired with an older gentleman who worked with the government and had 20 years of experience in negotiation. My first negotiation with him completely bombed. He came to the table mildly pissed off and I immediately crumbled. I think he felt bad because his demeanor changed – but it was too late. My confidence was shattered. So we spent the remainder of the time we had left talking. I learned a lot from my partner during this time. He eased my fears of role playing by making me recognize that no negotiation is going to come off perfectly, but to trust in the process and just have a conversation.

I took his advice in another negotiation, and it worked! I was elated! I pulled off my next negotiation with another student in a much better way than I had the first. This is not to say that I did not make any mistakes in that role play. In fact, I made several, but I was more comfortable with it as I was able to make amends later in the conversation.

Now getting over my fear of conflict was a totally different experience altogether, and this was something the instructor could help me with. Disturbed that I seemed to crumble under the disappointment of my partner in my first negotiation role play, I asked the instructor if she could stay behind after class and help me with this crutch. To my luck she agreed.

At first the instructor discussed the physiology of fear and anger in conflict so that I understood what was going on when I encountered adversity. What I had to do was manage my "flight" response, and we worked on this through a negotiation discussion where she was the angry participant. It took me awhile to manage my discomfort in the conversation – and I am today not totally comfortable with anger in conflict, but I am a little more comfortable in my own skin when dealing with it.

Role playing is a very humbling experience; albeit a very important one. Throughout the rest of my courses I have taken away some gem of another's experiences or advice. I have learned so much in the past few months, and am getting better at difficult conversations. If I could impart advice on any budding mediator or negotiator, it would be this: Practice role play often, trust in the process, and just be comfortable having a conversation.

Dina Hendzel is a student of AAMS and is working toward her certificate in Conflict Management. She manages a free ADR Yahoo Group ([http://groups.yahoo.com/group/edm\\_adr/](http://groups.yahoo.com/group/edm_adr/)) where role play practice groups are organized and members can keep abreast of future learning opportunities in Alternative Conflict Resolution.

## News and Events

### **Handling High Conflict People in Business, at Work and at Home**

**Presenter: Bill Eddy**

May 16, 2006 in Calgary

Full day workshop (9-4) at the Glenmore Inn & Convention Center in Calgary. The cost is \$200 plus GST. For more information contact HCP Seminars (a division of Janis Publications Inc.) at 403-262-9200 or be contacting [www.janispublications.com](http://www.janispublications.com)



Bill Eddy is a lawyer, mediator and Social Worker and is the author of "High Conflict People in Legal Disputes" (2006). In this seminar he will explain four types of personality disorders and how they drive conflicts, present compelling case examples and techniques for dealing with these personality disorders and offer processes to manage and resolve disputes with high conflict people.

### **Alberta Arbitration & Mediation Society Annual General Meeting and Conference (Edmonton)**

Friday May 5/06 AGM 1-3 pm

Friday May 5/06 3-5 pm **Vic Maraj**

(When Smart is Dumb– the role of emotional Intelligence in Understanding and Influencing Others) followed by a networking evening

Saturday May 6/06 **The Conflict Resolution Tool Box with Gary Furlong**



Gary Furlong Author of the Conflict Resolution Toolbox– Saturday Keynote Speaker

**Gary Furlong** is author of the Conflict Resolution Toolbox. He is a Chartered Mediator with an extensive background in dispute resolution and also holds a Masters of Law Degree. He has worked in the area of commercial, personal injury, estate, construction, real estate, wrongful dismissal and workplace conflict.

Contact AAMS at 1-800-232-7214 or 433-4881 for more information.

## **What else is happening across the province?**

### **Vitalize Conference**

#### **“Unleashing Opportunities”**

**June 8, 9, 10, 2006 Edmonton**

**\$120 including GST**

**Many educational sessions to choose from.**

**[www.vitalize@gov.ab.ca](mailto:www.vitalize@gov.ab.ca)**

### **Health And Safety Conference**

#### **“Health and Safety– A Balancing Act”**

**November 2006**

**Watch for details**

### **CTC Train Canada (Edmonton courses)**

**a) Personal Safety Strategies at Work (May 16/06)**

**b) Communication in Difficult Conversations (April 26/06, June 6/06)**

**c) Team Survival Strategies (May 11/06)**

Instructor: Charmaine Hammond—Contact 464-3828 or

CTC at 1-800-699-4007

## **Send us your favorite links and resources**

AFMS is always seeking to update the website by adding new web links and keeping a listing of its member's favorite resources. Please send us this information as you see fit.

## **Read any great books lately?**

Many of us enjoy purchasing new resources and adding to our resource libraries. The challenge is often “which book do I choose– there are so many.” Send us your summary of books that you have read and feel free to submit your summary for an upcoming newsletter.