

# ALBERTA FAMILY MEDIATION SOCIETY NEWSLETTER

Edition 7: July 2005

## Special points of interest:

- Newsletters will be distributed six times yearly
- We welcome your input about the newsletters and encourage you to submit articles and features

### This newsletter

features interviews with new board members, summary of the most recent Lunch and Learn and more!!

### An interview with Lynn Parish

Lynn is a new Board Member with AFMS and it was enjoyable to meet Lynn by phone to interview her for the newsletter.

Lynn states that her interest in joining the Board was the result of a serendipitous meeting with a colleague and board member who after not seeing one another for quite some time spoke with enthusiasm about the AFMS organization and the volunteer Board of Directors. Lynn joined the Board at the recent AGM in April. Over the past few years Lynn was actively involved in various research projects with the Legal Studies Program with the University of Alberta. The department's mandate is law for the public with a social justice focus. Lynn had opportunity to be actively involved in a Landlord Tenant project and a domestic violence project; both resulted in the development of informational web-sites as well as important research.

that the course bridges theory and practice and mirrors many of the principles of interest based mediation such as clients being empowered to make their own decisions, the importance of impartiality of professionals and avoiding premature hypothesizing to prevent the risk of assumptions that could impair the effectiveness of the process. Lynn also stated that this course promotes the importance of utilizing communication skills such as active listening and paraphrasing as well as helping individuals evaluate the options that they generate to the issues in which they are addressing.

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Lynn instructs a course through the Law School at U of A for lawyers titled "Client Counselling and Interviewing". She stated

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## Introducing the 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**

## Summary of Lunch and Learn Session May 18, 2005



**Dr. Lloyd Steier, Academic Director, University of Alberta School of Business and The Centre for Entrepreneurship & Family Enterprise (CEFE),** provided a presentation which focused on the complex dynamics of relationships in family business.

Dr. Steier has extensive experience working with senior managers, C.E.O.s, large and small business, both internationally and locally, developing strategies and systems in family businesses. Dr. Steier introduced **Steven Dyck** from the **Alberta Business Family Institute** which offers family business courses, support, information, etc. complimenting the CEFE's research and fulfilling the University of Alberta's mandate of a full service centre.

Dr. Steier differentiated between cultures and their approaches to business from South America and Mexico, where the majority of businesses are family-owned for generations without the influence of capitalism, to our own North American culture with two to three generations of family businesses. Nepotism is inherent in some cultures. European family businesses handle succession of generations successfully based on fourth or fifth generations of family members exiting the business.

Alberta family businesses are successful and built with the values of "homesteading" (original homesteads grew 100 acres every 10 years) and "hard work" from parents with the goal of stewardship, keeping the business in the family. Sometimes the second generation does not appreciate the opportunities offered by the business as well as the parent/founder's "control dynamics" does not teach successors how to handle wealth.

There is the "liability of newness" influenced by lack of communication and the real human issues related to relationships which often lead to dysfunction and strain within the business and the family.

There is a problem of "lack of sympathy" due to this wealth, which in turn causes a lot of pain and conflict. ("The poor little rich boy", Dr. Steier brought to mind the comic book character, "Richie Rich").

The struggles many family businesses have is the overlap of family relationships into the business arena. The results are strained relationships and succession issues without the benefit of exploring the roles and responsibilities related to the business. "The rigors of the marketplace are not kind to incompetent heirs". Thus, second or third generation family businesses often fail.

Dr. Steier provided many fascinating examples and inside stories of different businesses, comparing scenarios to the "family cottage". The examples have the same variables of negotiating who is in and who is out, family illness, deaths, divorce, sibling relationships,

**Our Directory is on line.**

**Have you listed your name in our directory on line? If not, please contact Sue at the office for information. Please feel free to provide this directory and web link to referral agents.**

Did you know we also have a directory of trainers and education providers? This directory is also found on our web page.



## CONTINUED- LUNCH & LEARN SESSION REVIEW

“the return of the prodigal son”, competency, levels of management, consolidation, buy-outs of family members, give the business to the children, sell the business, employee buy out plan, governance, I.P.O., etc.

The same comparison offers insight into the difference of “managing the asset not the conflict” and the benefit of mediation or conflict management fitting into “business coaching” offering clients comprehensive services through cross-disciplinary collaboration.

A little structure goes a long way and with family businesses outperforming other businesses due to efficiencies in the dynamics and advantages of family businesses. Mediation offers family businesses the benefit of maintaining personal relationships as well as defining the business relationships.

**The next Lunch and Learn sessions will be announced in September with a calendar of upcoming presenters.**

**Barbara Bishop is always open to suggestions for presenters and/or areas of interest.**  
Barbara.Bishop@gov.ab.ca

## New Books Available From CRNetwork

The CRNetwork has several new books available:

The Conflict Resolution Toolbox by Gary Furlong - this book bridges the gap between theory and practice, offering 8 models to demonstrate the root causes of conflict and to explore intervention approaches.

Everyday Negotiation by Deborah Kolb and Judith Williams—offers universal insights into the different psychological tactics and hidden agendas that are often a part of everyday negotiations.

The Collaboration Handbook by Michael Winer and Karen Ray is also available.

For more information about CRNetwork’s bookstore contact 519-885-0880 or visit their website at [www.cnetwork.ca](http://www.cnetwork.ca)

## AFMS Welcomes Two New Board Members

At the April 2005 Annual General Meeting, AFMS was pleased to welcome two new Board Members to the Board of Directors:

Kate Wood and 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 colleagues (all over a lunch break).

## Helpful Website for Family Businesses.

**From the May Lunch and Learn Session with the Alberta Family Business Institute, you will find the summary in this newsletter. Please bookmark this website:**

[www.abfi.ca](http://www.abfi.ca)

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

These sessions have been held now for several years.

**Keep watching the newsletter for the upcoming fall and winter sessions.**



Lunch and Learn

## What's new around Canada?

– *Family Mediation Canada announces that:* the BC Family Justice Review report which was just released is now available on line and may be of interest for family mediators in BC and anyone in Canada who works in the family justice system.  
<http://www.fmc.ca/pdf/BCFamilyJusticeReview.pdf> (right click and save to your computer, then open)

**Build your opponent a bridge to retreat across  
(Sun Tzu)**

**When we encounter a difficult person, many of us react in ways that make the problem worse.  
Robert Cava**

## From the newsletter Editor– Charmaine Hammond

To keep our momentum of newsletters over the summer we will have a special edition update in August with the regular schedule continuing in September.

Do you have any news from your community, your area of practice? Have you read any good books you

want to tell others about? We would like to hear from you.

Our hope is to feature different communities across the province during the fall. Please contact Charmaine at 464-3828 (780) or by email to: [charmaine.hammond@hammondgroup.biz](mailto:charmaine.hammond@hammondgroup.biz).

We appreciate your feedback, tell us what else you would like to see featured in upcoming newsletters. Thank you and Have a great summer!



## Interview with Joan Collins- Native Counselling Services

By Charmaine Hammond, MA, C. Med., RSW

I recently had the pleasure of interviewing Joan Collins of Native Counselling Services in Edmonton. The focus of our interview was the services offered through the Edmonton Native Youth Justice Committee. Peacemaking Circles and Sentencing Circles. Community involvement and volunteer participation are important foundations of these two services. Joan explained that the Peacemaking Circles and Sentencing Circles are processes that are respected by our judicial system and are used with tremendous success.

Peacemaking Circles align the extra-judicial sanctions, formerly known as the Alternative Measures Program. The facilitated process is generally initiated by referral or advisement when a young person is charged with a crime. The Facilitator (Joan) meets with the family, the young person, and involved organizations and also reviews any pertinent information (e.g. Pre-sentencing Reports, assessments). Social issues impacting the young person's life are

also considered. A Sentence Circle is facilitated (involving the young person, family and the Committee. The Committee makes recommendations that are shared with the young person and family then are presented to the courts. There is extensive monitoring and follow up support made available to the family to support the young person in adhering to the conditions set forth. She explained that in some cases, peacemaking circles have been held rather than charging a young person (e.g. bullying situations). Peacemaking Circles often involve the victims of a crime; the focus is on the young person taking responsibility for their acts and making amends and apology to the victims of their crime. The Edmonton Native Youth Justice Committee has been providing these services that are rooted in Aboriginal culture and history since 1994. The Peacekeeping Circles currently have about a 95% success rate of youths completing the program. The services take a holistic approach in dealing with young people and their families.

Much of the success of these two programs is attributed to the extensive participation and commitment of community agencies/ organizations and volunteers. Metis Child & Family Services are an important and integral support to these services as are organizations such as the Boyle Street Co-Op, and Ben Calf Robe Society. The partnership relationships and active volunteer commitment and participation are positive demonstrations of individuals and groups working together in a holistic way to improve the well-being of young people at risk. All Aboriginal organizations are invited to be a part of these services. Recruitment for Aboriginal volunteers is ongoing. The processes have the ability to help transform the lives of young people at risk and provide opportunity for meaningful learning for everyone involved.

### Interview With Lynn

#### Continued:

To the AFMS Board of Directors Lynn brings an extensive background volunteering with non-profit organizations including being President of a Community League and also being on Parent

Councils, and the MRJC Board some time ago. Lynn has facilitated a number of Victim Offender mediations, Community Mediations and was also a volunteer with the Small Claims Program. Welcome to the Board of

Directors!

Next Month we will feature an interview with another Board Member

## Membership Categories with AFMS and special incentive

**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

**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**

We are offering a special incentive for AFMS members who wish to advertise their organization/services/products to the AFMS membership and on the AFMS website. For a very nominal site you can promote your organization. Please email Kent at [the-mediator1@shaw.ca](mailto:the-mediator1@shaw.ca)

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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.

Many people make a career out of having the same insights over and over again but not really acting on them. Once you have emotional clarity, you are responsible for taking action. Following your heart is a two-part process. Part one is getting the insight or intelligence. Part two is anchoring and doing.

-- Doc Childre, *Transforming Stress*, (available March 2005)

It is not because things are difficult that we do not dare, it is because we do not dare that they are difficult. By Seneca the Elder

"Neutral is a state where you are not jumping ahead too quickly or moving too slow. Neutral does not mean being inactive, complacent or passive. It's about a calm poise that allows for new information and new possibilities to emerge before taking further action. When in neutral you actually increase your sensitivity and intuitive intelligence. Neutral is fertile ground for new possibilities to grow from."

-- Doc Childre