

THE MEDIATOR

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Volume X, Issue 1

“Making peace, one person at a time”

January-February, 2010

NCS updates...

- **Helping Haiti.** The overwhelming destruction and death experienced by the people of Haiti is almost too much to take in. Many faith-based organizations, businesses, schools and individuals are rallying to send funds and supplies. One of the most touching stories was of the physician and reporter **Sanjay Gupta** who traded his microphone for a stethoscope the day all the other doctors were ordered to evacuate the make-shift tent that housed 25 badly injured Haitians. Dr. Gupta stayed through the night ministering to them. This is truly “making peace, one person at a time.” May we all have the same courage and compassion in our chosen professions.
- **88 Tips for Shy Introverts: Becoming Personally and Professionally Assertive.** Patti’s booklet on the topic covers tips for people who feel uncomfortable in social and professional situations. The booklet can be used as a goal-setting workbook to check off accomplishments and focus on areas for improvement with these practical tips. Cost \$5 +s/h.
- **John awarded for Critical Incident work.** Sobel & Raciti, a national Employee Assistance group, named John as one of 12 associates out of 3,000 to receive an **Excellence Award for 2009**. His critical incident work involves helping employees who have experienced bank robberies, down-sizing, suicides, untimely deaths and more. For this, he is also being named Sun News’ “Person of the Week” in an upcoming issue.
- **Help with local fundraiser.** NCS is helping to promote a fundraiser for Womankind Prenatal Care Center which offers free medical and psychosocial care to pregnant women and their newborns. Parma restaurant **Grace’s Grill** will donate a percentage of their total income during the last week of January to Womankind. To participate (by coming to a meal at Grace’s), call (440) 842-2250 or visit www.gracesgrill.com
- **We’re on YouTube!** Thanks to our friend and NCS associate **Mark Newton**, we have produced a YouTube video. As we become more proficient at this, we hope to produce more. Don’t leave us, Mark!
- **Susan Fee specialties.** Our office-mate and friend Susan Fee (we’re envious of her techno-savvy abilities!) continues her work as a Communications Specialist, an effective counselor working with young girls’ self esteem and confidence issues, and presenter of many programs including anti-bullying/mean-girl content.

2010 CALENDAR

Our second book, ***Elder Mediation: A New Solution to Age-Old Problems***, has arrived. With contributions from 18 mediators around the world, our book offers insight into conducting a solid **intake, ethics, imbalance of power, styles of mediation and 55 marketing tips to build your practice**. To download an order form, please visit www.ncsmmediation.com.

Basic Mediation Training
June 3-4

Divorce and Family Mediation Training
March 18, 19, 24, 25, 26
July 21, 22, 23, 29, 30

Advanced Elder Mediation Training
September 23-24
Prerequisite: Basic Mediation

All training takes place at Northcoast Conflict Solutions. Please visit www.ncsmmediation.com for registration information.

Other Community Continuing Education Classes

- Jan. 21 “Managing End-of-Life Issues, Part I.” 5:30 – 6:30 PM (supper included/ no charge). Held at Pleasant Lake Villa, Parma, OH
- Jan. 26 “Managing Family Dynamics re: End-of-Life Issues” 12 – 1PM. At Robinson Memorial Hosp.
- Jan. 28 “Team Cohesiveness.” 12 – 1 PM. At Marymount Hospital.
- Jan. 28 “Adapting to Change.” 5 – 7 PM. Country Place, Wickliffe, OH.
- Feb. 3 “Team Cohesiveness.” 12 – 1 PM. At Parma Community General Hospital
- Feb. 9 “Adapting to Change.” 12 – 1 PM. At Lutheran Hospital.
- Feb. 18 “Respectful Communication with Difficult People.” 12 – 1 PM. At Marymount Hospital
- Feb. 24 “Audacity to be a Leader.” 12 – 1 PM at St. Vincent Charity Hospital, Conference Rm. A
- Feb. 25 “Treatment Strategies for Low-Grade Trauma” 5:30 – 6:30 PM. Parkside Villa, Wickliffe, OH