
THE MEDIATOR

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“Making peace, one person at a time”

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NCS updates...

- **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.
- **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
- **Radio interview.** Please tune into WHKW, AM 1220 at **10:30 AM Friday, January 15** to hear a live interview with



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.ncsmediation.com.