



Heartland Mediators Association

**Newsletter for  
Midwest Mediators**

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## A Message From the President: Future of HMA Is Training

As your new President, one of my first duties is to write something for the newsletter. Let me begin by stating that I am honored and excited to represent you and mediation this year.

Those of you who know me, even a little, understand the difficulty for me in this task. While I certainly love words, I like to speak them not write them. I look at a blank page and get easily overwhelmed.

I am very excited about the training planned for the coming year. We have the dates and presenter set for our next annual conference. This will be the regional conference, and we are pleased to be able to present Bill Eddy on April 16-17, 2015. Be sure to get this on your calendars as you won't want to miss out!

In Topeka this February we will

*continued on page 2*

# HMA Looking Forward to Asking for Young Leaders Assistance

We at HMA understand there is much to be learned from the "new" generation of mediators who will be entering into the workplace. We are seeking to put together an advisory committee of six to eight current mediation students to guide the growth and development of Heartland Mediators Association.

We need to hear from those interested in being part of this committee by October 15, 2014. If you are interested, here is the list of commitments:

1. Attend (in person or via phone/FaceTime) four one-hour meetings a year.
2. Weigh in on HMA decisions.
3. Advocate for student involvement in HMA activities and events at your current school.
4. Assist at annual HMA conference.

Qualification for this committee includes:

1. Either: a) College student, majoring or minoring in mediation, or b) a college age student taking training in mediation from a recognized mediation facility.
2. Be interested in becoming a mediator.
3. Be willing to become a member of HMA.
4. Be willing and able to serve for a one-year term.
5. Provide input to the Board of Directors of HMA representing the next generation of conflict resolvers.

*continued on page 3*

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# Mark Your 2015 Calendars: You Won't Want to Miss This Regional Conference

Coming in April of 2015, HMA will have a well known negotiator and mediator present on working with families to negotiate the path to a better place.

William A. ("Bill") Eddy is co-founder and President of High Conflict Institute, LLC, in San Diego, California, and Senior Family Mediator at the National Conflict Resolution Center in San Diego. He is a Certified Family Law Specialist in California with over 15 years' experience representing clients in family court. Prior to becoming an attorney in 1992, he was a Licensed Clinical Social Worker with 12 years' experience providing therapy to children, adults, couples and families in psychiatric hospitals and outpatient clinics.

Eddy taught negotiation and mediation at the University of San Diego School of Law for six years, as well as a course in interviewing and counseling difficult clients. He provides seminars

on mental health issues for attorneys, judges and mediators, and seminars on law and ethics for mental health professionals. His articles have appeared in national law and counseling journals.

He is author of several books, including "High Conflict People in Legal Disputes", and "Splitting: Protecting Yourself While Divorcing a Borderline or Narcissist". A full list of Bill's books, CDs, and DVDs can be found on the High Conflict Institute website. Bill has become an international speaker on the subject of high-conflict personalities, providing seminars to attorneys, mediators, collaborative law professionals, judges, ombudspersons and others.

He obtained his law degree in 1992 from the University of San Diego, a Master of Social Work degree in 1981 from San Diego State University, and a Bachelors degree in Psychology in 1970 from Case Western Reserve University. He began his career as a youth social worker in a changing neighborhood in New York City in 1970, and first became involved in mediation in 1975 in San Diego. He considers conflict resolution the theme of his varied career.

Bill has been a speaker in over 25 states, several provinces in Canada, France, Sweden, and Australia. He has become an authority and consultant on the subject of high conflict personalities for family law professionals, employee assistance and human resource professionals, ombudspersons, healthcare administrators, college administrators, homeowners associations, and others.

Other books: "Biff: Quick Responses to High Conflict People, Their Personal Attacks, Hostile Email and Social Media Meltdowns..." and "Don't Alienate the Kids! Raising Resilient Children While Avoiding High Conflict Divorce".

"High Conflict People in Legal Disputes" is an easy-to-read and practical book for legal professionals, dispute resolvers, and anyone else involved in a dispute with someone with a high conflict personality.

Bill Eddy will be at the Regional Conference and Annual Meeting of HMA April 16-17, 2015 at the KU's BEST Conference Center, Overland Park.

## President's Message

*continued from page 1*

have Rebecca McGruder talking about Impasse. Several of our mutual colleagues have had the opportunity to hear her on this topic and listening to them talk about her it is clear I, and some of you, have missed out on something great.

This is our chance to catch up and not be left out. Be sure to watch our webpage, follow us on our new Facebook page, or catch upcoming newsletters for more information.

I am a true mediator at heart and would prefer to facilitate dialogue between other people, rather than make anything about me, my thoughts or my ideas. However, please don't take my brevity for a lack of caring; it is my honor to serve you.

If there is anything that I can do to help you or to further mediation, please don't hesitate to contact me. If you have ideas or questions, I am truly open and receptive and would welcome the time to chat with you. Let me know how I can help you and HMA.

# Dispute Resolution Matters to College Students

Universities are increasingly placing more emphasis on encouraging students to give back to communities in various ways.

Washburn University has done this through a number of programs, it even has a department that specializes in community service. The department I teach in, Political Science, has played a small part in Washburn's overall giving back through a mediation program.

Our department commits a small amount of money to help train a select group of motivated students in both Core and Parent Adolescent mediation. The department then seeks partnerships with local non-profit organizations, (Topeka Center for Peace & Justice, Kansas Children's Service League, Kansas Community Mediation Services) who provide mediation opportunities for the students.

The non-profit agencies benefit by getting their cases processed in a timely and efficient manner while the students sharpen their mediation skills under the mentorship of experienced mediators. The students primarily do Victim Offender and Parent Adolescent mediations plus they supervise community service obligations agreed to in the mediations.

A few students have advanced to domestic, parenting plan mediations. The goal of the program is to get the students state approval in Core and Parent Adolescent mediation. Over the years, the program has trained 24 students. To date, eight of them have gained state approval.

## Advisory Committee

*Continued from page 1*

6. Attend and assist at HMA training event during the year.

7. Promote conflict resolution/mediation in your academic institutions/communities.

8. A student who is well versed in the uses of social media as a promotional vehicle.

Please email Carly Farrell Boothe with HMA (Carly@BootheLaw.com) by October 15th, 2014 to express your interest. Please submit a copy of your current resume and a very brief explanation of your interest in mediation.

The students benefit in a number of ways from their volunteer mediation experiences. Mediation enriches skills that will be very important to the students later in life, especially in their employment situation and also in their personal relationships.

Successful mediation enhances their self-esteem and creates a sense of accomplishment which is often missing in their young lives. Volunteering and giving back to the community help students gain new perspectives and broaden horizons. There is even recent evidence that volunteering helps to maintain physical health.

In more specific ways, the volunteer and mediation experiences help to strengthen resumes, a thing most 20 year olds are in desperate need of. Of the 24 students to pass through our program, five are currently in law school and two are in graduate school. The mediation experience is particularly valuable in gaining admission to law school.

Finally, the mediation/volunteer experience leads to recognition in Washburn's Transformational Experience program. Students are given special recognition on their official transcript for experiences that transformed their life in scholarly/creative activity and for exceptional experiences in community service.

Currently, we are thinking of training a new batch of students in the fall in conjunction with a reinvigorated dispute resolution program in Washburn's law school.

We would be looking for a broader array of volunteer opportunities if any of your association members are looking for volunteer help.

Dr. Steve Cann is recipient of HMA's 2014 President's Award.

**We Want to Know How  
You Became Interested  
in Conflict Resolution**

Send your stories to Janet  
at [hmaorganization@everestkc.net](mailto:hmaorganization@everestkc.net)

# Ugly Word Impasse Can Be Dealt With

Suddenly one of the parties gets up and says “I’m out of here, no one is listening to me”. What does a good mediator do to keep that person in the room or better yet turn their focus onto the issues at hand.

Rebecca T. Magruder has a few answers for those of us who might want to get past impasse. She will spend three hours with HMA on “Impasse: What Causes It, How to Avoid It, and How to Work Through It”

The three hour training will be February 6 at the Topeka and Shawnee County Public Library, Topeka, KS. Training begins with a lunch and networking hour before serious training begins. Look for future news

## Dan Simon Sets Different Views

Dan Simon raised a few eyebrows at HMA’s Annual Meeting in April, but some who attended agreed they learned something new during the day and a half training. “Mediation: More Than Agreement” was presented by Dan Simon, J.D., M.A, a Minnesota licensed attorney certified in Transformative mediation who has practiced in family business and business litigation. Simon is certified by the Institute for the Study of Conflict Transformation and currently maintains a practice in Transformative Conflict Resolution and Mediation.

HMA incorporated the training into its annual spring training during Mediation month as proclaimed by the state of Kansas.

The conference began about noon on April 10 and continued with at 4:30 pm cordial hour. The training continued on Friday.

Simon worked with experienced mediators on “Remaining Impartial with High Conflict Clients.”

Some mediators asked many questions about remaining focused on the ways we can stay impartial and be most helpful, even when facing the most difficult parties. He promoted the mediator’s ability of allowing the parties to come to their own conclusions when it comes to healing at the deepest level.

The tools he suggested mediators use are the ones we already have at our disposal and we should use them more often. In other words we could all use more practice.

The training was well attended and even though not everyone agreed with Dan Simon everyone learned something.

about this training.

Rebecca Magruder may offer us solutions before we are tempted to use drastic interventions such as sending people off to a judge. There are more effective ways to help parties through impasse, which is a normal occurrence at some point in most conflicts.

Normalizing impasse opens opportunities for parties, as well as the professionals that work with them, to think outside the box.

This workshop beginning at 12:30 pm promises to be a lively discussion of why and how clients get stuck in impasse, how mediators contribute to the problem, and the types of interventions that can be effective in helping parties, and professionals, to see from a different perspective. Developing a deeper understanding of the causes and cures for impasse will help any professional provide client-centered services that lead to improved decision-making and higher levels of satisfaction.

The latter half of the workshop explores ways to move through impasse and how our own attitudes towards conflict affect the effectiveness of intervention.

Contact HMA for more information.

## HMA Awards

The President’s Award: Dr. Steve Cann, professor of Political Science at Washburn University, Topeka, was recipient of the 2014 Award, which honors individuals or agencies (government, business, media) that have contributed significantly this past year by increasing public awareness pertaining to conflict resolution. The focus of this award is to recognize a non-HMA member in the region encompassing the Heartland membership.

Acorn Award: Kirsten Zerger, longtime trainer and mediator at KIPCOR and Bethel College of North Newton, KS, was honored as the HMA member who gave over the years made an extensive contribution to the field of mediation and to the association.

Margaret ‘Peg’ Nichols Volunteer of the Year Award: This award recognizing volunteers within and beyond the organization was awarded to the Rev. Thea Nietfield, who assisted in organizing the Victim Offender mediation program in the Salina area.

HMA also awarded special recognition to Art Thompson for his years as state coordinator of dispute resolution for the Kansas Supreme Court and to Evan Ash for his many years of service to HMA and to the purpose of mediation.