

# THE CENTER LETTER

Volume 14, Issue 2

MAY 2020



## THE MEDIATION CENTER OF THE PACIFIC

### STAY SAFE, HEALTHY AND HOPEFUL

The Mediation Center of the Pacific's (MCP) Board of Directors and staff send our aloha to all of our friends and supporters. We hope that you, your family and friends are safe and healthy.

In response to the Governor's order in early March to shelter in place, the MCP staff moved to working remotely from home. With mediations scheduled through the end of May, the transition seemed daunting. Thanks to an amazing, flexible, dedicated team, and the fact that MCP had already moved its case management and operations to a cloud-based system, the staff was able to quickly adapt. Meeting each morning via videoconference, the staff now reviews cases, mediator scheduling and other responsibilities, to ensure everyone is on the same page and that client needs are met. Thanks to Special Program Coordinator, Katie Ranney, MCP quickly developed a detailed process and protocol for telephone and videoconference mediations. As result, over the past few weeks, daily trainings have been conducted for the mediators and mediation sessions continue to be scheduled and held.

We are so very grateful to the many mediators who have participated in trainings to learn new skills and protocols for mediating remotely, and for their patience and flexibility with mediating in this new realm. Clients are under greater stress due to the pandemic, many now without jobs and the fear of losing their homes, making mediating more challenging than ever. And yet, the mediators and staff have persevered. Despite social distancing and an uncertain future for all, we continue to help people talk and negotiate agreements that enable people in conflict to stop fighting and move forward in their lives.

With new requests for mediation coming in every day, MCP's services are needed now more than ever. A big mahalo to those of you who have continued to provide financial support to MCP in these difficult times. Your gifts enable us to continue providing mediation and dispute resolution services that are available to everyone and address critical community needs such as housing, co-parenting and more.

Please take care and stay safe. We look forward to seeing you soon in person at Hale O Pono.

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*Bringing people together to talk,  
negotiate and  
resolve conflict creatively.*

## RESOLVING CONFLICT VIA VIDEOCONFERENCE & TELEPHONE

### MCP PERSEVERES IN CHALLENGING TIMES

The practice of social distancing and sheltering in place are critical to fight the Coronavirus Pandemic. The stress of meeting these requirements and adjusting to our new lifestyle has resulted in increased conflict among families, co-workers, landlords and tenants and many others. To help people address conflict while complying with social distancing mandates, the Mediation Center of the Pacific, Inc. (MCP) adapted its direct mediation and dispute resolution services to videoconference and telephone mediations.



To make the transition to offering remote mediation sessions, MCP's Special Program Coordinator, Katie Ranney, worked with mediator Giuseppe Leone, to create a customized process for MCP mediations. MCP is grateful to Giuseppe for graciously donating his time and expertise to develop the initial process and conducting a series of introductory trainings for the staff and volunteers of MCP and the neighbor island mediation centers of Ku'ikahi, West Hawaii and Maui Mediation Services.

Thanks to Giuseppe and Katie, and the many mediators who have invested many hours of their time learning to adapt the mediation process to videoconference and telephone, MCP has continued to regularly conduct mediation sessions for divorcing couples, unmarried couples with children, landlords and tenants, co-workers, employees and employers, parents and schools, and condominium associations.



## RAPID RESPONSE LANDLORD-TENANT MEDIATION PROGRAM

In response to the current moratorium on evictions and the thousands of tenants who have been financially impacted by the pandemic, the community mediation centers throughout the State have created a Rapid Response Landlord-Tenant Mediation program. Through the new Program, landlords and tenants are encouraged to participate in mediation to negotiate realistic payment plans and maintain positive working relationships. Ultimately this will help to prevent a flood of evictions when the moratorium is lifted.

To lay the foundation for the Program, MCP participated in a brainstorming session with representatives from Legal Aid Society of Hawaii, Hawaii Appleseed, the DCCA, realtors and others. Through videoconference, telephone or a secure online platform, landlords and tenants can work with an impartial mediator who will help them discuss a variety of options such as payment plans, temporary rent reduction, deferred payments, and other creative solutions that will enable the landlord to continue receiving some level of payment and enable the tenant to craft a realistic future for remaining in their home. By making a plan, everyone can relieve some of their worries about the future.

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**MAHALO  
FOR YOUR  
SUPPORT!**





## **MARK YOUR CALENDARS**

### **Mediation Skills for Managers**

Friday September 25 9:00am – 5:00pm  
\$175 per person  
Hale O Pono - 1301 Young Street, 2nd floor

*Managers learn an 8-step informal mediation process to empower employees to resolve their own disputes.*

### **Basic Mediation Training**

**Fri – Sat, October 16 – 17 Fri – Sat, October 23 – 24**  
Friday, October 16 & Friday October 23, 2020 1:00 – 6:00 p.m.  
Saturday, October 17 & Saturday October 24, 2020 9:00 a.m.- 5:00 p.m.  
\$600 per person  
Hale O Pono - 1301 Young Street, 2nd floor

*Basic Mediation offers an introduction to a facilitative model of mediation and the core skills of effective listening, asking powerful questions, maintaining neutrality, interest identification, negotiation, agreement writing, ethical considerations, and managing challenges*

### **Advanced Mediation Training\***

Thursday November 7 and Friday November 8, 2019 9:00 a.m.– 6:00 p.m.  
Saturday November 9, 2018 9:00 a.m.- 5:00 p.m.  
\$600 per person  
Hale O Pono - 1301 Young Street, 2nd floor

*Build on basic mediation skills and learn how to modify the process to work with attorneys, challenging personalities, multiple participants, cultural differences and more.*

**Go to [www.mediatehawaii.org](http://www.mediatehawaii.org) to register for trainings or contact [mcpadmin@mediatehawaii.org](mailto:mcpadmin@mediatehawaii.org) for additional information.**

**\* Seating in trainings is limited. Early registration is encouraged.**