

THE CENTER LETTER

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THE MEDIATION CENTER OF THE PACIFIC

IN A CONFLICT? MEDIATE FIRST!

Thanks to the generosity of KFVE, their energetic Digital Sales Manager Jessica Gong, Hawaii News Now General Manager, Rick Blangiardi, and Producer/Director/Editor, Craig Pitner, in July MCP produced its first ever ad! The message to “Mediate First” was well received when the ad was aired more than eighteen times during prime time TV and the Keiki Hula Festival. MCP’s phone calls and mediation inquiries increased and a new case was opened after the first day the ad was aired.

MCP is grateful to KFVE, Hawaii News Now, Jessica Gong, Rick Blangiardi and Craig Pitner for helping to make the vision of a mediation ad a reality. Encouraging people to mediate early, before conflicts escalate and lawsuits are filed, is a key goal of MCP’s strategic plan. The ad provided the perfect vehicle for getting the message out in a big way!

A very big mahalo to all of the mediators who generously donated their time and talent to be in the ad. The “Mediate First Stars” included: Mimi Beams, Pat Brandt, Corlis Chang, Lisa Jacobs, Sam Kasnetz, Bruce McEwan, Courtney Naso, Ai Wah Ng, Shawn Quapaw, Gary Shiraishi, Poranee Natadecha-Sponsel, Scott Spallina and John Stallman. Great job everyone!



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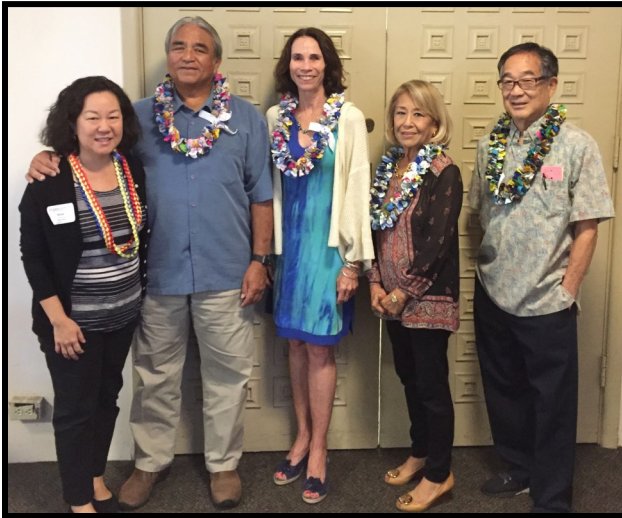
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*Bringing people together to talk,
negotiate and
resolve conflict creatively.*

NEW PARTNERS & COLLABORATIONS

Creating a Culture of Mediation in the Workplace



Rona Fukumoto of Lanakila Pacific, with MCP presenters, Jerry Trinidad, Tracey Wiltgen, Signe Godfrey & Doug Kaya

In July, MCP was excited to establish a new partnership with Lanakila Pacific to promote and provide mediation in their workplace. To introduce this new partnership and opportunity to the Lanakila Pacific staff, MCP provided a mediation demonstration and presentation at Lanakila Pacific's annual retreat for their more than 200 staff members.

A big mahalo to mediators Signe Godfrey, Doug Kaya and Jerry Trinidad for giving up their Saturday morning to participate in the mediation demonstration at the Pagoda Hotel. The Lanakila staff were enthusiastic about the program and the new benefit of being able to resolve their issues privately through mediation.

Increasing Access to Justice for the Military

MCP was honored to be a presenter for a training held at the William S. Richardson School of Law (WSRSL) in early August. The training was the first step towards launching a new program to assist military personnel who are called to active duty overseas and are thus unable to appear in court to recoup their security deposits. In a unique collaboration to address this issue, Lieutenant Commander Kristi Bao (Navy), Judge Michael Tanigawa (Honolulu District Court) and Professor Calvin Pang (WSRL) recruited a group of law students to appear at court in place of the absent military tenants.

The August training provided the students with an overview of the new program, the District Court process, landlord-tenant law and the on-site court mediation process. Mahalo to mediator John Stallman and Mediator Manager Nathan Nikaido for demonstrating how a court mediation works and for sharing their mediator expertise with the group. MCP was happy to be part of the training and the creation of an innovative new program that will further assist in increasing access to justice in Hawaii.



Professor Calvin Pang, Nathan Nikaido, Judge Michael Tanigawa, Russ Awakuni, Lt. Commander Kristi Bao, Tracey Wiltgen and John Stallman.

Encouraging Early Mediation for Landlord-Tenant Disputes

Thanks to the support of Aloha United Way and the Hawaii Justice Foundation, MCP has continued to reach out to landlords, tenants, veterans and organizations working with the newly housed homeless to promote the early use of mediation for landlord-tenant disputes. MCP's Program Coordinator Katie Ranney, has done an excellent job of forging new partnerships between MCP and other organizations such as the Salvation Army and Surfing the Nations (STN), to encourage the use of mediation. Through Memorandums of Understanding, the two organizations have agreed to provide direct referrals of landlord-tenant matters to MCP and MCP will provide education and training for their respective staff members and volunteers. Equally important, through its partnerships with Honolulu Community Action Program (HCAP) and STN, MCP is now able to conduct landlord-tenant mediations at the HCAP site in Waianae and the STN site in Wahiawa.



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Hawaii Women's Legal Foundation
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SPECIAL MAHALOS

MID-PACIFIC **PEER MEDIATORS**

The MCP Board of Directors and staff would like to extend a special mahalo to the Mid-Pacific Peer Mediators who donated \$455.98 to MCP from the Peace Bazaar they organized to raise awareness about mediation and healthy conflict resolution.

SECURITY RESOURCES

MCP is grateful to Will Schroeder of Security Resources for the donation and installation of the new security lock on MCP's front door. Thanks to Will's generosity, MCP is secure with a professional, efficient lock system.

Expanding the Kupuna Pono Program

Over the past few months, MCP staff and mediators continued to strengthen and grow the Kupuna Pono Program (KP) through outreach, workshops and new partnerships. In early August, the staff and KP facilitators met to discuss the development of a new pilot program that MCP is creating in partnership with the Association of Independent Physicians (AIP). Through the pilot program, IAP will refer patients 65 years and older to MCP to participate in a KP family conference regarding end-of-life decisions. Through the discussion, the patient will complete an Advanced Healthcare Directive (AHCD) and family members will have a clear understanding of what is important to their family member and how they want to be treated, if they are no longer able to make decisions for themselves. This exciting new program will not only help to address a critical community need to encourage people to have AHCD's in place before they become incapacitated, it will also help to prevent future conflict among family members. Over the next month, MCP staff and KP facilitators will work with representatives from Kokua Mau and Queens Healthcare to fine-tune the process for these sensitive discussions.



On August 31, Dr. Tiffany Yamamoto provided a fascinating workshop on capacity in elder adults for the KP facilitators. MCP is grateful to the Collaborative Leader Network for the use of their training room and to Linda Colburn for facilitating the use of the room.

Online Mediation



MCP is excited to announce a new on-line mediation pilot program that will soon be available to local businesses to assist with the resolution of consumer-merchant disputes and landlords and tenants to address security deposit disputes. Thanks to the support of the Bretzlaff Foundation, MCP purchased an online mediation program from Matterhorn, a company specializing in the development of online dispute resolution systems across the country. MCP staff is currently developing the forms, policies and procedures for the program and expects to test-drive a few cases by the end of the month. The launch date of the pilot will be in October. The new program will make MCP's services more accessible while encouraging consumers and merchants to address their disputes before filing a claim in court.

Negotiation, Conflict Resolution and Mediation Skills are Life Skills!

While MCP regularly assists people in the resolution of conflict through mediation, it also encourages people young and old, to learn negotiation, conflict resolution and mediation skills to prevent and resolve their own disputes. Over the past few months, MCP has conducted webinars and workshops on conflict resolution, engaging in difficult conversations and mediation, for over 300 healthcare professionals, social workers, managers and more. In addition, MCP conducted one-day Mediation Skills for Managers trainings for 58 business leaders, HR professionals, educators, managers and union stewards. As more people learn and apply these critical skills, conflict will be reduced in Hawaii's workplaces and communities.



Unyong Nakata, Tracey Wiltgen, Kitty Yannone and Larry Rodriguez presented negotiation tips and strategies for the Patsy T. Mink Leadership Alliance cohort.



Pro Bono Through Mediation

Congratulations to law student Serena Pascual for completing her Pro Bono requirements by mediating at MCP. For the first time, MCP offered WSRL students who complete the Family Law class at WSRL, the opportunity to attend MCP's accelerated divorce mediation training and then serve as a volunteer mediator. While Serena completed all of her school pro bono requirements, we are happy to report she is continuing to mediate for MCP!

UPCOMING EVENTS

MARK YOUR CALENDARS

Basic Mediation Training *

Thursday October 25 & Friday October 26, 2018 9:00 a.m.- 6:00 p.m.
and Saturday October 27, 2018 9:00 a.m.- 5:00 p.m.

Learn the nuts and bolts of mediating conflicts of all types.

Mediation Skills for Managers Training *

Friday November 2, 2018 9:00 a.m. - 5:00 p.m.

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

Advanced Mediation Training *

Thursday November 15 and Friday November 16, 2018 9:00 a.m.- 6:00 p.m.
Saturday November 17, 2018 9:00 a.m.- 5:00 p.m.

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

Annual Volunteer Recognition and Holiday Gathering

Friday December 7, 2018 11:30 a.m. - 1:00 p.m.
HawaiiUSA Federal Credit Union Community Room

An annual gathering to say "mahalo" to MCP's volunteers and supporters in 2018

Go to www.mediatehawaii.org to register for trainings or contact mcpadmin@mediatehawaii.org for additional information

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