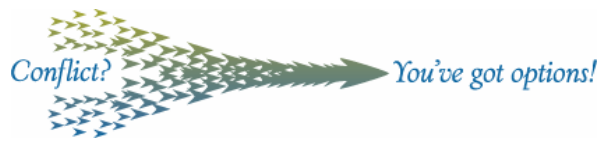


# MADRP Bulletin

Maine Association of Dispute Resolution Professionals



Volume X, Issue I

January, 2005

## Message from the President

Dear MADRP Members,

I recently mediated a collaborative contract negotiation between a Maine city and one of its departments. Throughout the five sessions I very consciously and consistently used "acknowledgement" as a tool to help all of the parties work through their issues. What a difference it made in how the process unfolded and resolved. At one of our brown bag discussions last year in Bangor, Posie Cowan shared with us that she thought one of the most powerful tools a mediator could use was to "acknowledge their concerns, interests, etc." It just resonated as so very true for me when she said it. I made a resolution at that time to "acknowledge" more frequently and I noticed it has helped in my mediations, in large public meetings I facilitate and when working one on one with my family. I know this probably is no great revelation to any of you but I wanted to take this opportunity to acknowledge that acknowledging is a great tool. Thanks to you Posie, for reminding me!

— Susanna —

Dear Friends and Colleagues,

Here we are- a brand new year and the perfect time to reflect on where we've come as an association and to renew your MADRP membership. It's amazing to think that a little more than 15 years ago five or six people, mostly lawyers, including the Justice of the Maine Supreme Court, sat around a small conference table discussing ways to support ADR and grow the dispute resolution community.

Here we are today, in our 10th year of bulletin publication, 120 members, 18 Board members, four membership meetings and two conferences a year, a professional website and a real estate roster. Our growth, both in membership and offering can only be called astounding.

As an organization, our membership includes volunteer and professional dispute resolution professionals and facilitators. We are dedicated to promoting the field, supporting excellence in practice through staff development and educational opportunities, and informing the public about conflict resolution alternatives. Start off the New Year right- and renew your commitment at this time and continue to support the important work you all believe in - and enjoy all the benefits of MADRP membership.

Find your 2005 membership form enclosed with a self addressed envelope. Take the time right now (good time management) to fill it out and send it back with your membership dues. Just think- only one referral from the web site will pay for your membership!

And remember, if you paid for extra Practice Area listings for the web last year, there is no cost this year due to the late launch of our web site.

Please contact me with any further questions about member benefits or meetings at:

[LisaL595@aol.com](mailto:LisaL595@aol.com) or 207-549-0926.

Thanks for your continued support and membership.

Lisa Levinson, Membership Chair

The difference between what we do and what we are capable of doing would suffice to solve most of the world's problems.

-- Mahatma Gandhi

### Provocations submitted by Paul Charbonneau

What follows are quotations from a new book, *Beyond Neutrality: Confronting the Crisis in Conflict Resolution*, by Bernard S. Mayer, [Jossey-Bass, 2204]. It's provocative stuff!

"Conflict resolution as a field is facing a serious crisis...the root of this crisis lies in the failure of the field to engage in its purpose seriously" [p.3] --What do you think of that? What does he mean?

"The conflict resolution field has not yet lived up to its potential for changing the way conflict is handled in our organizations, communities, or societies," {p. 6}. --Hmm.

"The conflict resolution field is facing the prospect of being entirely absorbed into existing professional disciplines, particularly law," [p. 7]. --Now you're getting my attention.

"We can talk about looking at underlying interests, separating the people from the problem, convening dialogues, engaging in citizen-to-citizen diplomacy, and addressing the emotional dimension of the conflict. On some level, the public knows something we have to face. What we have to offer in major conflicts is quite limited, even if the powers that be were to listen to us," [p. 11]

--What is this man talking about?!

"...our survival as an independent discipline is far from assured. ... unless there is a strong independent field of conflict resolution, then the basic philosophy, values and alternative ways of thinking that the field represents will get seriously diluted and perhaps, lost," [p. 18].

--Do I hear a bell tower sounding an alarm?

"At the same time as people want to avoid conflict, they also want to engage in it on their own terms and they often view mediation as an obstacle to this. ...This resistance requires more than public relations or education to overcome, because it arises from the structure of conflict resolution processes," [p. 69]. --Mediation, ... an obstacle to engaging in conflict?

"If we are to succeed in this, we will need to consider more fully the values and beliefs that have constrained our thinking about who we are and what we do," [p. 114].

--Not again? He couldn't be suggesting a new mandate for dispute resolution organizations, could he?

"Probably the biggest obstacle we face in confronting the challenges to our field lies in our own belief systems," [p. 115].

--I think I better finish this book fast...and talk it over in depth with interested colleagues!

**The next reading group is scheduled for February 14th 12:00 to 1:30 at USM, Woodbury Campus Center Room C. The group will discuss chapters 2 to 4 in Bernie Mayer's book, *Beyond Neutrality* (see article above). Questions or to RSVP contact: Diane Kenty at [dkenty@maine.rr.com](mailto:dkenty@maine.rr.com)**

**BULLETIN SPONSORS:** MADRP has reduced the cost for sponsoring the *Bulletin*. Starting January 2005, the Board of Governors reduced the cost to \$50 to sponsor the *Bulletin* for a month. Sponsors will continue to be featured as before. Since the *Bulletin* is posted on the MADRP web site, sponsors will have their article available to anyone who logs on. The Advertising Committee wants to thank those of you who have sponsored the *Bulletin* during 2004. Through their generosity, MADRP raised almost \$800. MADRP looks forward to welcoming new sponsors in 2005. March, July, November and December are currently available. *To sponsor the Bulletin, email John Alfano, [jalfano1@maine.rr.com](mailto:jalfano1@maine.rr.com).*

#### New Yahoo Group

You have all been contacted by email to join a **MADRP** Yahoo Group. This Group will let MADRP quickly inform members of matters of importance, last minute changes and topics of interest. Once the Group is operational, we will discontinue using group email and instead post messages on the Group's private bulletin board. You will receive an individual email and then either read the message in the email or log on to the bulletin board. Notices will only go out subject to the approval of the President. You must join the Group to receive email notices from MADRP!

*If you have not received a request to join, email [jalfano1@maine.rr.com](mailto:jalfano1@maine.rr.com).*



January's Bulletin  
Sponsor

Jeffrey Croft, owner and principle of Solid Decisions Mediation / ADR Services, is pleased to sponsor this month's bulletin.

Located in Portland, Solid Decisions' primary focus is mediation/ADR in the construction industry. Jeff has worked in the mediation field for the past three years and has been successful in helping many clients resolve disputes without further litigation. He is a member of the MADRP Board of Governors, is a CADRES mediator and is a member of the new MRREMP roster.

Jeff also provides building inspection and analysis for clients purchasing commercial or residential real estate in Maine. He has also been involved in providing expert witness testimony to parties involved in construction disputes.

Jeff lives in Cape Elizabeth with his wife, Carrie, daughter, Zoe, and son, Hans. In his spare time, he enjoys recreational lobster fishing and trekking the Himalayan Mountains of India.

If the stars should appear one night  
in a thousand years, how people  
would believe and adore; and pre-  
serve for many generations the re-  
membrance of the miracle of life.

**Credentialing and Practice Quality**  
from Paul Charbonneau, Practice Quality Chair

MADRP's 2005 Strategic Plan for Practice Quality entails preparing "the organization to make an informed decision around credentialing, including deciding whether MADRP should be a certifying organization." In the light of the Association for Conflict Resolution's (ACR) significant exploration of credentialing questions, the Board agreed to postpone any decision-making around credentialing; nonetheless, the Board has endorsed this year's project of helping us all to become as informed as possible about credentialing mediators and its implications.

This calendar year, MADRP's bulletin will be the vehicle to communicate information and raise questions about the many aspects of credentialing. Some of you will be asked (begged!) to do a discreet task (i.e, a short article) for the bulletin around such topics as

- the current status of credentialing efforts;
- distinguishing and understanding the differences between credentialing by license, certification, registration;
- credentialing as quality assurance and marketing tool;
- implications for various models of mediation practice;
- legal implications and liabilities.

Please contact me if you have any interest in researching any of these topics, suggesting others, and/or if you would like to join the Practice Quality Committee;  
Paul Charbonneau: e-mail [pgcharbo@midcoast.com](mailto:pgcharbo@midcoast.com)

## MADRP CALENDAR OF EVENTS

**Membership Meetings are held 9:30 to 12:00 on the first Wednesday of January, March, July and September. Our annual conferences are held each May and November. Board meetings are held the first Wednesday of February, April, June, August, October and December plus a mini Board meeting is held an hour before each of the membership meetings.**

**February 2nd– Board of Governors Meeting 8:30–11:30 49 Winthrop Street Hallowell**

**March 2nd–Membership meeting in Augusta**

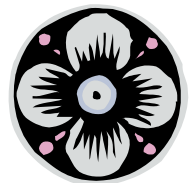
**April 6th– Board of Governors Meeting 8:30– 11:30 49 Winthrop Street Hallowell**

**May 17 Spring Conference**

**June 1st- Board of Governors Meeting 8:30– 11:30 49 Winthrop Street Hallowell**

**July 1– Membership meeting in Augusta**

**August 3rd– Board of Governors meeting 8:30 to 11:30**



**Give in to the urge to write: send responses, opinions, poems, interviews, inspirational thoughts to [nmark@usm.maine.edu](mailto:nmark@usm.maine.edu)**

**MAINE ASSOCIATION OF DISPUTE RESOLUTION  
PROFESSIONALS (MADRP)**

P.O. Box 8187  
Portland, ME 04104

Phone: (877) 265-9712  
Website: www.madrp.org

"Speech is civilization itself. The word, even the most contradictory word, preserves contact- it is silence which isolates."  
--Thomas Mann

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**2005 MADRP Officers**

Susanna Liller, President  
Marc Seigny, Vice President  
Carol Corwin, Treasurer  
Tracy Quadro, Secretary



**2005 Committee Chairs**

Expansion: Bambi Magaw/ Marc Sevigny  
Events: Jeff Croft  
Practice Quality: Paul Charbonneau  
Public Policy: Doug Lotane  
Public Info: John Alfano  
Meetings: Deb Bopsie  
Membership: Lisa Levinson  
Profession Development: Kathy Leen  
Advertising: John Alfano  
Facilitator Section: Paul Boticello  
ME Residential Real Estate Mediation Program (MRREMP) Sharon McHold  
Bulletin: Nancy Markowitz  
Nominating Committee: Nancy Markowitz  
At-large Board members: Sheila Mayberry  
Program Liaison: Karen Tucker, Diane Kenty

**MADRP MISSION**

MADRP is a non-profit organization of diverse professional interests seeking to broaden public understanding and acceptance of alternative forms of dispute resolution. MADRP strives to enhance professional skills and qualifications of mediators, arbitrators, and other neutrals through training, educational development and promotion of standards of professional conduct.