



**Dispute Resolution Center
OF THURSTON COUNTY**

REPORT TO THE BOARD OF DIRECTORS FOR 2020

**Regarding Washington State Clock Hour Offerings
For the Purpose of Program Success Assessment and Approval**

November 9, 2020

The Dispute Resolution Center of Thurston County DRC was approved as a Clock Hour granting agency by the Office of the Superintendent of Public Instruction in 2002. WAC 180-85-200 requires that I report to you periodically on the value and success of training sessions attended by teachers who were granted Clock Hours for their participation. The WAC requires that I keep a record of the minutes of your meeting in which you review and approve this report.

In prior years you have given the Training Department your approval to offer clock hours to teachers and other school professionals for our 40-Hour Professional Mediation Training and other relevant training programs that we might offer.

In 2020, we gave out 40 clock hours to five participants in our 40-Hour Professional Mediation Training.

I believe that participating in the OSPI. Clock Hours program continues to have marketing and outreach value for our DRC, and I would recommend that we continue our participation. There is no cost to us. Please review and determine whether or not our trainings have "value" and should continue as a clock hour offering. Please record this decision in your minutes and pass on a copy of the minutes for this meeting to our Training Department.

Thank you for your time and attention to this matter. I look forward to your response.

Respectfully submitted by

Charlotte Aldrich
Mediation Training Manager
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Dispute Resolution Center OF THURSTON COUNTY

Introduction: 40-Hour Professional Mediation Training Program

Synopsis:

This interactive forty-hour mediation training will acquaint adult learners with the philosophy, model, and skills needed to understand the role of a mediator. The course material is presented through lecture, demonstration, group activities, and participant role-plays with instructor and peer feedback. The concepts and skills taught in this training are designed to improve communication and enhance relationships in all settings.

Learning objectives:

By the end of forty contact hours participants will:

- be familiar with the origins and application of community-based mediation
- be familiar with pertinent laws including RCW 7.75 and the Uniform Mediation Act
- understand the practical uses of mediation as one model for dispute resolution
- understand the principles of interest-based negotiation
- understand case development and conciliation
- understand the role and ethics of serving as an impartial third party
- understand conflict theory and styles
- gain understanding of the impact of oppression and privilege on mediation
- be able to manage heightened emotional climate during conflict between parties
- perform the role of impartial mediator through all stages of the mediation model
- perform basic and advanced mediation and facilitation communication skills
- develop skills for dealing with power imbalances
- understand the dynamics of co-mediation

Practicum and certification program:

The DRC offers a practicum for those who have completed the 40-Hour Professional Mediation Training and wish to continue building their skills. This program, offered to DRC mediation training graduates for \$50, includes the following steps:

- Completion of a take-home, open-book exam.
- Observation of seven (7) or more full mediation sessions.
- Completion of a mock mediation with a co-mediator at the same level of training, with coaching and feedback from DRC staff.
- Co-mediation of eight (8) or more full mediation sessions with DRC certified mediators. Lead mediators mentor and evaluate mediators-in-training.
- Completion of twelve (12) or more hours of additional education.
- Certification upon approval of staff and lead mediators.

All practicum participants are eligible for discounts on future training offered by the DRC.

AGENDA
40-Hour Professional Mediation Training
The Dispute Resolution Center of Thurston County
October 8-10 & 15-17, 2020

Day 1 – Thursday, October 8

5:00 – 6:00	Introductions & Overview of Course
6:00 - 6:25	Introduction to DRC and Community-Based Mediation (Lesson 1, p4)
6:25 - 6:45	The Mediation Process (Lesson 2, p9)
6:45 – 7:00	Break
7:00 - 8:15	Demonstration of Complete Mediation
8:15 - 8:45	Debrief Of Demonstration
8:45 - 9:00	Wrap-Up

Day 2 – Friday, October 9

8:30 - 8:45	Overview of the Day and Questions
8:45 - 9:45	Conflict Theory & Styles (Lesson 4, p16)
9:45 - 10:15	Dealing with Emotions (Lesson 4, p16)
10:15 - 10:30	Break
10:30 - 11:00	The Role Of The Third Party (Lesson 3, p13)
11:00 - 11:30	Mediation Communication Skills - Active Listening, Attending, Reflecting, Acknowledging (Lesson 5, p25)
11:30 – 12:00	Intake and Case Development - Assessing for “Mediability” and Educating Clients about Interest-Based Negotiation. (Lesson 16, p76)
12:00 - 1:00	Lunch
1:00 - 1:30	Mediator Opening Statement (Lesson 7, p35)
1:30 - 2:15	Student Dyad Practice: Mediator Opening Statement
2:15 - 2:45	Issues & Interests (Lesson 6, p31)
2:45 - 3:00	Break
3:00 - 3:30	Reframing, the Heart of Mediation (Lesson 5, p25)
3:30 - 4:00	Communication Skills for Information Gathering and Forward Movement: Questioning, Clarifying And Summarizing, Normalizing, Common Ground Statements (Lesson 5, p25)
4:00 - 4:30	Client Opening Statement and Mediator Feedback (Lesson 10, p51)
4:30 – 5:15	Student Small Group Practice: Client Opening and Mediator Feedback
5:15 - 5:30	Wrap-Up and Evaluation of the Day

Day 3 – Saturday, October 10

8:30 - 8:45	Overview of the Day and Questions.
8:45 - 9:05	Agenda Building (Lesson 11, p54)
9:05 - 9:50	Demonstration: Through Agenda Building
9:50 – 10:15	Debrief Of Demonstration
10:15 - 10:30	Break
10:30 – 11:30	Oppression and Conflict (Lesson 8, p42)
11:30 - 12:00	Managing Power (Lesson 9, p48)
12:00 - 1:00	Lunch
1:00 - 2:30	Student Mock #1: Through Agenda Building
2:30 - 2:45	Break
2:45 - 3:15	Debrief Of Mock
3:15 - 3:45	Negotiations (Lesson 12, p57)
3:45 – 4:30	Communication Skills for Negotiations: Fractionalizing, Role Reversal, Confrontation (Wondering, Reality Testing/Casting Doubt, Testing For Good Faith), Brainstorming, Coaching, Silence, Humor (Lesson 5, p25)
4:30 – 5:15	Model Standards of Mediator Conduct
5:15 - 5:30	Wrap-Up And Evaluation of the Day

Day 4 – Thursday, October 15

5:00 - 5:15	Welcome Back! Questions, Review of Negotiations Phase
5:15 - 5:45	Caucus (Lesson 13, p62)
5:45 - 6:45	Demonstration: Caucus
6:45 - 7:00	Debrief of Demonstration
7:00 - 7:15	Break
7:15 - 8:30	Student Mock #2: Abbreviated Client Opening, Agenda, Negotiations, Caucus
8:30 - 9:00	Debrief of Mock , Wrap-Up and Evaluation of the Day

Day 5 – Friday, October 16

8:30 - 8:40	Overview of the Day and Questions
8:40 – 9:15	Mediator Practicum
9:15 – 9:45	Settlement and Closure (Lesson 15, p70)
9:45 - 10:15	Student Practice: Written Settlement and Closure
10:15 - 10:30	Break
10:30 - 11:15	Short Demonstration: Negotiation, Settlement, and Closure
11:15 – 11:45	Debrief Demonstration
11:45 – 12:00	Co-Mediating (Lesson 14, p66)
12:00 - 1:00	Lunch
1:00 - 1:30	Exploring Our Greatest Fears: What tools do we have?
1:30 – 3:00	The Bogart Exercise: Dealing with Difficult Behaviors During Negotiations
3:00 – 3:15	Break
3:15 - 4:45	Student Mock #3: Negotiation, Caucus (Optional), Settlement, and Closure
4:45 - 5:15	Debrief of Mock
5:15 - 5:30	Wrap-up and Evaluation of Day

Day 6 – Saturday, October 17

8:30 – 8:45	Overview of the Day and Questions.
8:45 - 9:00	Set-Up for Final Student Mock
9:00 – 12:00	Final Student Mock & Small Group Debrief
12:00 - 12:15	Debrief - Whole Class
12:15 - 1:15	Lunch
1:15 - 1:30	Set-Up for Final Student Mock
1:30 – 4:30	Final Student Mock and Small Group Debrief
4:30 – 5:00	Debrief - Whole Class
5:00 - 5:30	Evaluation of the Day, and Closing Ceremony

Charlotte Aldrich

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Education & Relevant Skills

Bachelor of Arts, focus in Organizational Psychology, The Evergreen State College (2020)

Associate of Applied Science Degree, Highland Community College (2009)

- Certified Professional Mediator
- Certified Facilitator
- 9mo Internship at DRC of Thurston Co.
- Trained in Applied Behavior Analysis

Work Experience

MEDIATION TRAINING MANAGER, DISPUTE RESOLUTION CENTER OF THURSTON COUNTY; OLYMPIA, WA— JULY 2020- CURRENT

Organize, manage and create mediation track trainings. Work closely with a 3-4 person training team. Onboard new volunteers into the mediator practicum and assist them through mentorship to become certified mediators. Help create protocols for shifting trainings and mediation services to the online platform. Manage and update 150+ volunteer records.

PROGRAM SPECIALIST, DISPUTE RESOLUTION CENTER OF THURSTON COUNTY; OLYMPIA, WA— JAN 2020-JULY 2020

Assist all section heads within the organization (training, volunteer management, mediation services, community engagement), brainstorming and completion of varied tasks including: data entry, co training, volunteer tracking and communication, in service creation and execution, material prep of manuals and other miscellaneous items for trainings. Assist with recruiting new volunteers and mentoring those onboarding. Assist with Small Claims Court mediations with Mason County and Thurston County court. Help improve communication with staff members and offer Executive Director proposals for succession planning and organizational shifts.

PHOTOGRAPHER, KINTYPE PHOTOGRAPHY;— 2009-2017

Personal business specializing in Portrait and Wedding photography.

Create relationship of trust with clients. On location photo sessions and professionally edited images (digital and print).

ACCOUNT MANAGER, VALENTINE & ZIMMERMAN PA; TOPEKA, KS — 2009

Managed a caseload for debt collection: investigating, contacting, setting up payment arrangements, and negotiating settlements. Attended weekly court dates to resolve debt issues, submitted monthly reports to office manager.

Daily skills in conflict resolution and active listening.

MIGRANT COMMUNITY LIAISON, USD 501 SCHOOL DISTRICT; TOPEKA, KS — 2004-2005

Interface between parents, students, and school staff to meet family needs. Assisted students elementary through high school to navigate successfully in the classroom. Prepared and facilitated in annual district wide student testing.

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RECEPTIONIST, VALENTINE & ZIMMERMAN PA; TOPEKA, KS — 2001-2002

Fast paced law office collecting payments, managed 10-line phone routing calls to 20+ staff members including attorneys, account managers and paralegals. Open and close office. Handled faxes, incoming and outgoing mail, sorting court documents, filling and data entry, and daily run to courthouse with documents.

Service/Community

- Leadership in faith-based Women's Organization — 4yrs
- Congregational Sunday school Instructor, adults & youth — 6yrs
- Church Young Women group leader, teaching & organizing activities — 1yr
- Secretary for Army Family Readiness Group — 1yr
- Full time service missionary, Ecuador — 18mo
- Co-contributor at becomingthemom.com, self-improvement/inspirational online parent community — 9mo

Oriana Noël Lewis

Oriana Noël Lewis designs, facilitates, and instructs training and meetings focused on effective communication and conflict-resolution. As a state-certified mediator since 2000, she guides individuals and groups into meaningful agreements to meet business needs and navigate group dynamics. Curriculum design for adult learning is her specialty, along with instructing life-long adult learners on a variety of subjects including conflict-resolution, forgiveness, and leadership.

She is an adept and compelling public speaker. Her broad experience ranges from large conference audiences to small work-groups, from non-profits to state government, from soldiers to intentional communities and more.

She was a faculty member of the International Trauma Treatment Providers for seven years and currently teaches with The Cooperation Company, The Pierce County Center for Dialog & Resolution, and the Dispute Resolution Center of Thurston County. Oriana has covered hundreds of hours of crisis support through her crime victim services work and hundreds more providing mediation to families, businesses, and community members. She volunteers with the WA State Department of Corrections conducting restorative justice mediations between incarcerated individuals and crime survivors and is the Lead Advisor to the Thurston County Sheriff's Office Peer Support Program, supporting Deputies in their vital work.

For joy, Oriana engages in authentic movement as a 5 Rhythms dancer, teaches yoga, and savors nature through hiking.



EXPERIENCE

25 Years

EDUCATION

B.A. Pre-Law, 1997

Smith College,

Northampton, MA

MSW, anticipated 2022

University of Washington

Tacoma, WA

CERTIFICATIONS

WA State Certified Mediator

Register Yoga Teacher, 200

Coaching | Facilitation | Mediation | Training

Principal, Human Resolve

Since 2000

- Offer training on conflict-resolution and communication skills; clients include WA State Department of Revenue (2019), US Navy Command University (2017), National Oceanic and Atmospheric Agency (2017), and WA State Executive Assistants Group (2016, 2019).
- Mediate with Board of Directors, staff, volunteers, and constituents; including, Breitenbush Hot Springs Retreat Center (2011-present), Growth Management Hearings Board (2016), and Garden Raised Urban Bounty (GRuB, 2014).
- Facilitate strategic and business planning; clients include WA State Global War on Terror Memorial Task Force (2019), Olympia Arts Alliance (2015-2018), Thurston County Coalition of Sexual Assault Programs (2014 & 2019), and Pizza Klatch (2013).
- Provide one-on-one conflict-resolution coaching for key staff in businesses, state agencies, and organizations.

Training Manager

Dispute Resolution Center of Thurston County

2008-2015 & 2017-Current

- Coordinate, design, and deliver basic and advanced mediation training to over 300 potential and current mediators annually.
- Teach meeting facilitation, communication skills, collaborative negotiations, conflict-resolution, and managing cross-cultural conflict to the public, non-profit organizations, private businesses, and state agencies; about 20 different entities per year.
- Mentor and coach apprentice mediators.
- Contribute to the agency's organizational development within a cooperative business structure.
- Volunteer mediate for family, landlord/tenant, workplace, elder, and Restorative Justice Mediations.

Coaching | Facilitation | Mediation | Training

Learning Engagement Manager

WA State Department of Enterprise Services
2016

- Managed classroom learning within 200+ enterprise-wide mandatory and voluntary courses including applying evidence-based adult-learning methodologies, ensuring curriculum fidelity, and maintaining quality control.
- Coordinated courses for state, city, municipalities, and tribal employees relate to entities' business strategies including facilitating stakeholder consultations and conducting conflict-resolution.
- Participated in unit and division-wide human resources workplace and performance efforts.
- Developed and delivered curriculum and training materials for select training.
- Supervised seven staff responsible for contracting with 35+ vendors, coordinating open enrollment courses for 15,000 class participants, and coordinating 250+ single agency agreements annually for training; included managing operations at the 6-classroom DES Training Facility and raising at least \$300,000 in funds annually.

Curriculum Specialist

WA State Department of Corrections
2015 & 2017

- Developed curriculum and training materials for all agency staff including core academies, new employee orientation, and annual in-service training.
- In collaboration with a team of designers, instructors, and stakeholders, sustained the integrity, accuracy, and continuous quality improvement for all agency training curricula through evidence-based research, observation and feedback, and evaluations.
- Coordinated and managed the delivery of training in accordance with established policies and procedures.

Select Trainings Delivered

40-Hour Professional Mediation Training
2008-Present: 37 Courses

- Co-designer
- Instructor
- Train the Trainer Instructor

20-Hour Advanced Professional Mediation Trainings: Refresher, Family, & Multi-Party

2008-Present: 46 Courses

- Co-designer
- Instructor
- Train the Trainer Instructor

Communication Skills & Conflict Resolution

2008-Present: 300+ Sessions

- Instructor
- Train the Trainer Instructor

Facilitating Effective Meetings & Collaborative Negotiations

2008-Present: 23 Courses

- Instructor

Yoga Sessions

2012-Present: 200+ Teaching Hours

- Instructor

Self-Defense Courses

1994-Present: 300+ Teaching Hours

- Instructor

Planning and Facilitation

1993-Present: 1,000+ Meetings

- Facilitator

Mediation

2003-Present: 100+ Mediation Sessions

- Mediator

Leadership Coaching

2008-Present: 100+ Mediation Sessions

- Coach

