

## **In-Service Education Programs for O.S.P.I. Clock Hours**

Pursuant to WAC 181-85-045, the Board of Directors of the Dispute Resolution Center of Thurston County is requested to review the following training program information and approve this program as meeting the standards set forth in WAC 181-85-200 in regard to 1.) learning objectives and 2.) program agenda with topics, presentation days and times, and names and qualifications of instructors.

If this material meets with your approval, please note this in your meeting minutes and provide a copy of those minutes to our Business Manager for our record.

# DISPUTE RESOLUTION CENTER OF THURSTON COUNTY

## FAMILY MEDIATION TRAINING

**SYNOPSIS:** This advanced Family Mediation Training course builds on the concepts, skills, and mediation model taught in the 40-Hour Professional Mediation Training. It focuses in particular on the higher emotion content and complexity of family conflicts and provides strategies for dealing with the resulting difficult behaviors and dynamics at the mediation table. The training is highly experiential, combining lecture, discussion, demonstration and participant role-play with instructor and peer feedback. The concepts and skills covered in this Family Mediation Training are applicable for professionals who work with children and families, including counselors, teachers, mediators and attorneys.

**LEARNING OBJECTIVES:** Upon completion of this course, participants will be able to apply these advanced concepts, skills and family mediation model to:

- Understand intake procedures for family mediation cases, including screening for domestic violence
- Utilize information on Washington State Law that impacts family mediation
- Understand the dynamics of families in conflict, including family systems uncoupling
- Work effectively with the higher emotional climate of dissolution and other family conflict situations
- Work effectively with all kinds of families and relationships including opposite and same-gender relationships, and parent-teen relationships.
- Work effectively with both children and parents in a mediation session and attend to the effects of dissolution and other extreme family conflicts on children
- Help mediation clients to negotiate both interim and final agreements
- Help clients to negotiate a Washington State Parenting Plan or to revise an existing Plan

## **Training Schedule: Day 1**

- 5:00 - 5:40 p.m. Introductions/Overview
- 5:40 – 5:55 p.m. Family Systems in Crisis
- 5:55 – 6:35 p.m. All Kinds of Families
- 6:35 – 7:00 p.m. Review of Communication Skills
- 7:00 - 7:15 p.m. Break**
- 7:15 - 8:30 p.m. Demonstration of 1st Mediation Session
- 8:30 – 9:00 p.m. Debrief of Demo

## **Training Schedule: Day 2**

- 8:30 – 8:35 a.m. Welcome Back!
- 8:35 – 8:45 a.m. Mastering our Stories
- 8:45 – 9:15 a.m. Office Procedure & Intake
- 9:15 – 11:00 a.m. Participant Practice of 1<sup>st</sup> Mediation Session and Debrief in Small Groups
- 11:00 – 11:15 a.m. Break**
- 11:15 – 11:30 a.m. Debrief in Whole Group
- 11:30 – 12:15 p.m. The Parenting Plan and Making Interim Agreements
- 12:15 - 1:15 p.m. Lunch**
- 1:15 – 1:45 p.m. Sorting Through our Biases
- 1:45 – 2:10 p.m. “Mothering” and “Fathering” Biases
- Stretch Break**
- 2:15 – 3:00 p.m. Demo of continuation of Mediation Session
- 3:00 – 3:15 p.m. Debrief
- 3:15 - 3:30 p.m. Break**
- 3:30 - 5:00 p.m. Participant Practice of 2<sup>nd</sup> Mediation Session and Debrief in Small Group -

5:00 - 5:30 p.m. Debrief in Large Group, Evaluations

### **Training Schedule: Day 3**

8:30 - 8:45 a.m. Welcome and Questions

8:45 - 9:45 a.m. **Information on Legal Aspects of Family Mediation**  
Review of RCW Title 26  
Parenting Plan and Guardian ad Litem  
Child Support Schedule & Spousal Maintenance,  
Property and Debt Division  
Restraining Orders  
Duty to Report

9:45 – 10:15 a.m. Demonstration of Writing the Parenting Plan

10:15 – 10:30 a.m. Debrief

**10:30 – 10:45 a.m. Break**

10:45 – 12:15 p.m. Participant Practice of Mediation Session and Debrief in Small Group

12:15 - 12:30 p.m. Debrief in Large group

**12:30 - 1:30 p.m. Lunch**

1:30 - 2:15 p.m. The Bogart Exercise, Dealing with Difficult Behaviors

2:15 – 3:30 p.m. Group 1: Final Participant Practice and Debrief in Small Group

**3:30 – 3:45 p.m. Break**

3:45 - 5:00 p.m. Group 2: Final Participant Practice and Debrief in Small Group

5:00 - 5:30 p.m. Debrief in Whole Group / Closing Discussion / Final Evaluation

## Oriana Noël Lewis

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The Dispute Resolution Center of Thurston County

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### **SUMMARY OF QUALIFICATIONS**

- Excellent facilitation, mediation, and conflict-resolution skills.
- Comprehensive experience providing exceptional training and curriculum design.
- Professional expertise managing a variety of community wellness programs, including staff supervision, quarterly goal setting, and budgeting.

### **WORK EXPERIENCE**

**Training Manager**, *Dispute Resolution Center of Thurston County*, Olympia, WA

July, 2017 – present; October 2008 – April 2015

[www.mediatethurston.org](http://www.mediatethurston.org)

- Coordinated, designed, and delivered basic and advanced mediation and conflict-resolution training to over 300 potential and current mediators per year.
- Taught meeting facilitation, communication skills, collaborative negotiations, and managing cross-cultural conflict to the public, non-profit organizations, private businesses, and state agencies; about 20 different entities per year.
- Mentored and coached apprentice mediators in to being Certified Mediators.
- Contributed to the agency's organizational development within a cooperative business structure.

**Curriculum Specialist**, *HRC4, WA State Department of Corrections*, Lacey, WA

April 2015- October 2015, August 2016 - July 2017

[www.doc.wa.gov](http://www.doc.wa.gov)

- Develop 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, sustain the integrity, accuracy, and continuous quality improvement for all agency training curricula through evidence-based research, observation and feedback as well as evaluations.
- Coordinate and manage the delivery of training in accordance with established policies and procedures, as requested.

**Organizational Development Consultant**, *private practice*, Olympia, WA

April 2007 – present

- Mediate with Board of Directors, staff, volunteers, and constituents; including Breitenbush Hot Springs Retreat Center (2011-present), Garden Raised Urban Bounty (GRuB, 2014), Woodardlane Co-Housing (2012), and Olympia Food Coop (2010).

- Facilitate strategic and business planning; notable clients include Olympia Arts Alliance (2015), Pizza Klatch (2013), Kokua (2012), Partners in Prevention Education (2008), and Feminists in Self-Defense Training (FIST, 2007).
- Provide one-on-one conflict-resolution coaching for key staff in businesses, state agencies, and educational institutions.

**Learning Solutions Manager**, *WA State Department of Enterprise Services*, Olympia, WA  
 October 2015- July 2016 [www.des.wa.gov](http://www.des.wa.gov)

- 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.
- Ensured 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 a responsibility for raising at least \$300,000 in funds annually.

**Interim Executive Director**, *Rainbow Center*, Tacoma, WA  
 April 2007 - May 2008 [www.rainbowcntr.org](http://www.rainbowcntr.org)

- Provided exemplary leadership for the South Sound Area Gay, Lesbian, Bisexual and Transgender (GLBT) Community Center through facilitating committee successes, cultivating donor relations, promoting political advocacy, and conducting grant solicitations.
- Prepared and approved all publicity including four newsletters per year, weekly web updates, and all promotional materials.
- Managed day to day administration, board relations, program development, and finances including raised over \$100,000 in nine months.

**Sexual Assault Program Coordinator**, *Office of Crime Victims Advocacy*, Washington State Department of Community, Trade and Economic Development, Olympia, WA  
 October 2005 - March 2007 [www.ocva.wa.gov](http://www.ocva.wa.gov)

- Participated on a multi-disciplinary team designing and implementing statewide best-practice sexual assault service provision.
- Negotiated, compiled, and monitored state contracts with fourteen counties for the provision of sexual assault services including providing technical assistance to contractors on service provision, contract compliance, and state laws.
- Created and maintained systems ensuring contractor fiscal accountability for a 12 million dollar budget.

## **LEADERSHIP AND COMMUNITY SERVICE**

- **Dispute Resolution Center of Thurston County**, Olympia, WA (January 2000 - present)  
Volunteer mediator for family, landlord/tenant, teen/parent, work-place, and Restorative Justice mediations. [www.mediatethurston.org](http://www.mediatethurston.org)
  
- **Yoga Instructor**, Olympia, WA (October 2012 - present)
  - Provide one-on-one private yoga instruction.
  - Provide weekly “Beginning Yoga for Corrections Staff”, October 2016- present
  - Provided weekly Hatha Radiant Health yoga instruction from October 2013- April 2015 at the *Yoga Loft*, [www.yogaloft.biz](http://www.yogaloft.biz)
  - Provided weekly Hatha Radiant Health yoga instruction from December 2012- August 2013 at *Wild Grace*, <http://www.wildgracearts.com/>
  - 200-Hour Register Yoga Instructor with nationally recognized Yoga Alliance.
  
- **Resolution Washington**, WA (April 2010 – April 2015) Member of statewide coalition to create and maintain standards and best practices for mediation and conflict-resolution services. [www.resolutionwa.org](http://www.resolutionwa.org)
  
- **International Trauma Treatment Program, Olympia, WA** (October 2008 – April 2015)  
Faculty member providing guidance and learning on mediation and conflict-resolution provision for people in war-torn areas. [www.ittp.org](http://www.ittp.org)
  
- **Gender Variant Healthcare Project**, Olympia, WA (June 2001 - September 2006)  
Founder and working board member providing education and resources for healthcare providers on treating gender variant patients.

## **EDUCATION**

Smith College, Northampton, MA, B.A. in Government/Pre-Law, received in January 1997.  
<https://www.smith.edu/>

School of Embodied Energetics, Olympia, WA, anticipate completion as Certified Practitioner in 2018. <http://www.awakeningtowholeness.com/>

## **SKILLS**

- Competent in both independent and team-oriented approaches to task completion.
- Adept at office administration and data management; excellent organizational skills including record keeping, report preparation, and billing.
- Extensive experience managing volunteers and staff.
- Exceptional public speaker.
- Proficient in Microsoft Office; Word, Access, Excel, Publisher, PowerPoint, and Outlook.