



THE *TCAM* NEWSLETTER



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TARRANT COUNTY ASSOCIATION OF MEDIATORS

November 2009

TCAM November Meeting

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- When:** Monday, **November 23**, at 6:00 PM
- Where:** Special Location for Annual Meeting!
Home of TCAM Secretary Tamara Gordon
4921 Dexter Avenue, Fort Worth 76107
- Agenda:** 6:00 PM Gather and greet members and guests and Share Pot Luck Dinner
6:45 PM Annual Meeting to elect officers and directors
7:00 PM Program - See more about the program with speaker JoyLynn Hailey Reed on page 2

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Speaker JoyLynn Hailey Reed, Ph.D.

Dr. Reed will speak about how the brain, language, communication, and perception relate to conflict resolution. See page 2 for more details.

Annual Meeting ~ Latino Noche Pot Luck Dinner

Please join with your fellow TCAM members for a fun evening of good food and lively discussion. We will meet at the home of TCAM Secretary Tamara Gordon. Her house (see address above) is a little over 3 blocks west on Dexter from the intersection of Dexter, Camp Bowie, and Hulen. It is a little over 2 two blocks north of Lucille's restaurant on Camp Bowie.

We will have a festive pot luck dinner with a Latino Noche theme. After dinner, we will conduct a short official meeting to elect the officers and directors of TCAM for 2010. Then we will have a very interesting program with JoyLynn Hailey Reed. Thanks to Geoffrey Tait for organizing the dinner and to Tamara Gordon for hosting our meeting!

About Our Speaker: JoyLynn Hailey Reed, Ph.D.

JoyLynn Hailey Reed, B.A., B.S., M.A., Ph.D. has a broad background in academic administration, business, teaching, and community service. Prior to her current teaching position in the School of Management at the University of Texas at Dallas, JoyLynn was Associate Provost at the University of Mary Hardin-Baylor where she oversaw the development of the Freshman Seminar, the Center for Excellence in Learning and Teaching, and a new campus ROTC program. She has directed programs and



taught at the University of Texas at Austin, St. Edward's University, and Austin Community College. In addition, Dr. Reed has worked for 3M Telecom Systems Division and owned two small businesses. A trained mediator for 15 years, JoyLynn was founding Coordinator of Texas' first M.A. program in Conflict Resolution at St. Edward's University and on the Board of Trustees of Austin's Dispute Resolution Center. Currently she teaches conflict resolution skills to her students at UTD.

About the November Program

JoyLynn Hailey Reed's presentation to TCAM combines her expertise as a cognitive psychologist and communication expert with her knowledge of mediation. Beginning with a video about the brain-based explanation of aggression and gender differences, she proposes that the biology of the brain is the precursor of the way we act in mediations. Because certain areas of the brain are more active during anger and because sex plays a role in brain activity,

individuals might or might not be able to focus in specific ways during mediations. Progressing from the physiological to psychological, Dr. Reed will talk about perception as the ways we filter information when we act out in conflict situations. Finally, Dr. Reed will present ideas about an implied communication contract we all make every time we communicate and how violation of that contract can increase or decrease conflict behaviors.

2009 TCAM Board of Directors

President: Mark W. Batchelder

First Vice President (Chair of Program and Development Committee): Kay Elliott

Second Vice President
(Chair of Publications, Public Relations, and Outreach Committee): Jaynee Beach

Secretary (Chair of Membership Committee): Tammy Gordon

Treasurer (Chair of Finance Committee): Pete Conlon

Directors: Ben Adkins, Paul H. Belisch, Jane Anderson Blair, Shirlye Brazzell-Robinson,
Lisbett Christensen, Susan Jensen, Marty B. Leewright, David Nelson, Hugh Stanton Parker,
and Trudy E. Termini.

www.TCAMediators.org



How to Validate a Person's Emotions in Mediation

By Mark W. Batchelder, TCAM President

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PREPARATION:

Relax—Take a deep breath—Loosen the tension in your body.

BODY LANGUAGE:

Use dignified intimacy—Face your body to the person—Gently lean or sit forward a little closer to the person—Move down to the level of the person

SPEECH:

Slow the speed of you speech—Lower the volume and pitch of your voice—Reduce the precision of your speech (it is ok to stutter or speak in a slow, halting, thoughtful manner)—sometimes allow the person to complete your sentence.

BEHAVIOR:

Be kind in your demeanor and choice of words. Remain neutral—Treat people with equal respect and give people equal opportunity to participate.

IMAGE:

Imagine you are the “kindly aunt or uncle” or other image of a person who cares but is not too emotionally involved (not like a parent!).

CONTENT:

Use “I” statements and/or neutral validation patterns:

“I sense that you are _____.”	(Fill in the blank with the emotions the person
“This is _____ for you?”	has expressed—or cheat by using “frustrated”
“It has been _____ for you?”	which is often correct.)

Avoid words which are not neuro-linguistically neutral: use “I sense” instead of “I see,” “I hear,” or “I feel”

ACTIVE LISTENING:

Show the person that you are actively listening to their response—look at the person, thoughtfully nod your head. Use one of the above neutral validation patterns to restate a word or phrase the person said about how the person feels.

GOAL:

Demonstrate calm acceptance of the person's emotions—Showing empathy results in the person feeling validated.

This is a handout used in Mediation Dynamics training by TCAM members, Bob Good and Mark W. Batchelder . For more information visit www.MediationDynamics.com.

Mediation in the News



November 03, 2009

[Both Health Care Reform Bills Would Create Ombuds Program](#)

Progressive blogger Jon Walker observes that both versions of the House and Senate health care reform legislation would create a new health care Ombudsman program to help people deal with insurance companies. In the Senate Finance Committee bill, people would only be allowed to seek help from the Ombuds if their internal appeals last more than three months, or they were facing a life-threatening situation. The House bill puts no restrictions on when a person could seek help from the

ADR Blog Sites, submitted by Stan Parker

One of my favorite ADR blogs was MediatorBlahBlah.

<http://mediatorblahblah.blogspot.com/>. I say “was” because its author, Geoff Sharp, hung up his “blogging hat” after creating 1016 blog posts. He cites other obligations on his time, etc. His posts are still on the web, and maybe one day he will have time to add to his valuable body of work.

Another site I read is Making Mediation Your Day Job, by Dr. Tammy Lenski.

<http://makingmediationyourdayjob.com/>. Check it out.



Purpose of TCAM

Tarrant County Association of Mediators is a non-profit corporation organized for the following purposes:

To promote the increased use of mediation to resolve all types of disputes; To provide support for the concepts of public dispute resolution centers and volunteer mediation; To provide an information exchange within the association and for the benefit of the public; To provide access to training and development;

To promote a high standard of ethical behavior in the practice of mediation;

To enhance the professional standing of all members of the association.

—From the Bylaws of Tarrant County Association of Mediators

TCAM Newsletter

Production:

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Please contact for questions,
comments, or contributions:
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