

## PRESIDENT'S MESSAGE

Every year the OMA Board participates in a retreat to strengthen the relationships between board members and to focus on important goals for the year to come. This year the board is made up of about half new members. These new members bring new talents, new energy, and a new vision for moving OMA forward.

The retreat was located in Eugene on the first weekend in February. We were lucky to have perfect spring weather in February that allowed us the opportunity to preview the 2018 Fall Conference location, the University of Oregon School of Law.

We had an ambitious agenda that aimed to combine new energy with older traditions to chart a path for 2018. We wanted to make sure that OMA's foundation is strong, so on the first full day the board reviewed OMA's standing committees and made sure all were fully staffed or had a plan to become fully staffed and supported. The board also reviewed the priorities set forth by OMA's founders in the Articles of Incorporation and created three related priorities to focus on in 2018.

The first goal is to jump-start the Member Services Committee. Led by Ramy Barouche, Rob Bearden, and Rudy Lachenmeier, the group will be reviewing and developing the value proposition for OMA members. OMA is a membership organization, and this

committee will work to ensure that members are getting the best possible value out of their memberships.

The second goal is to enhance diversity and increase OMA's "tent size." OMA represents mediators all over Oregon, and this goal seeks to better represent

mediators from different parts of the state.

In addition, it seeks to increase representation of non-traditional demographics, expand race and ethnic diversity, and pull

in a broader range of stakeholders by supporting a more expansive conflict resolution message.

The third goal is to clarify OMA's role in certification and assist with moving the process forward. The board spent a lot of time discussing certification, including understanding its history and the role of the Oregon Certification Advisory Group (OCAG).

The final day of the retreat was spent identifying action items and creating a plan to move each of the three goals forward. Each board member left with a clear understanding of where to focus their energies in the coming months.

The board has an incredible make-up of talent, motivation, and vision. There is going to be a follow-up retreat in August 2018 to review results and build a strategic plan for the next two to three years. This is a very exciting time for the OMA Board, and we are optimistic we'll be making a positive impact on OMA's

*"We wanted to make sure that OMA's foundation is strong ..."*

### OMA LEADERSHIP TEAM

#### 2018 BOARD OF DIRECTORS



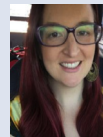
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membership and awareness of conflict resolution throughout Oregon.

Thank you to all the board members for their service and dedication to OMA.

~Tera Cleland, *OMA President*

# MEDIATION SKILLS PROVE POWERFUL ELEMENT IN BUILDING CIVIC ENGAGEMENT

By Laurel Singer, Director of the National Policy Consensus Center and Chris Carlson, Founder of the Policy Consensus Initiative

America is experiencing a crisis of community symptomized by polarization, divisiveness, and decreasing civility in public discourse. The three fundamental skills that underlie our practice as mediators are the same skills that can serve as an antidote to this crisis, serving to build strong and sustainable blended communities, to find collaborative solutions, and to build the civic capacity that forms the building blocks of democracy. Those skills are the ability to listen to people who have perspectives different than our own, to speak honestly and openly about what is really important to us, and to be open to surprising results. The National Policy Consensus Center at Portland State University (home to Oregon Consensus, Oregon Solutions, and Oregon’s Kitchen Table) put this idea to the test in its design and implementation of an innovative civic leadership training for the City of Hillsboro, Oregon, built around teaching those three fundamental skills.

Located on the western edge of Portland, Hillsboro is one of the most racially diverse cities in Oregon. The city is approximately 65 percent White, 25 percent Latino, 9 percent Asian, 2 per-

cent African American, 1 percent Native American, and less than 1 percent Pacific Islander. The fifth-largest city in Oregon, Hillsboro is growing rapidly. Its population has grown from 37,000 in 1990 to over 100,000. Yet, despite Hillsboro’s diversity and growth, the city has not seen commensurate diversity in civic leadership.

Hillsboro set out to address the lack of diversity among its civic leaders, by engaging more community members from diverse segments of the community in order to cultivate future leaders who represent the community in terms of ethnicity, gender, and age, and who understand how to work collaboratively with different groups to address issues the city is facing. To tackle this challenge, the Hillsboro city manager worked with the National Policy Consensus Center to develop a Citizens’ Academy.

The Citizens’ Academy is an intensive learning experience concentrated in just six sessions. It is limited to cohorts of twelve participants to provide a small-group experience that helps build new working relationships among participants and staff. The two cohorts that

In addition to providing information about how the city works, the academy focused on the core skills that support collaborative process and provided an opportunity to employ those skills. The academy focused on real issues the city was facing. One academy cohort addressed affordable housing and the subsequent year’s cohort explored how the city could promote and support entrepreneurship.

Every session ended with work assignments. Between sessions, participants did homework. They consulted with city staff and identified and interviewed stakeholders to learn about their perspectives on the issues. During the sessions, they talked about how to frame the issues and what to report to the city council. At the conclusion of the academy, the class presented their findings at a city council meeting. Participants were delighted when the council, in acknowledgement of their work, presented each person with a street sign with their name on it.

Follow up of the two academy sessions show significant impact. One quarter of the participants from the first two cohorts are now serving on city boards and commissions – the Planning Commission, the Budget Commission, and the Parks and Recreation Board. The city has seen an increase in the number of applicants volunteering for these offices. In just one year, applicants jumped from ten to forty-five. City staff speculates that academy participants recruited friends and neighbors to pursue some of these volunteer positions.

Participants said in their evaluations that they particularly valued the diver-

have completed the program were composed of members from various ethnic and racial groups within the community, with ages ranging from 20 to 70; the majority were women.



A thoughtfully designed flex space for mediators, facilitators, and related professionals.

CAB is considering transitioning to a CO-OP model.

We are seeking 2-3 like-minded conflict resolution, coaching, or counseling professionals to join our organizing group.

Contact [Katie@consensusarts.com](mailto:Katie@consensusarts.com) for information about our next meeting.

[www.consensusarts.com](http://www.consensusarts.com)

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sity within their groups, getting to know people from different neighborhoods and backgrounds, and the chance to talk over the issues with others. They said the sessions helped them develop a deeper understanding of some of the demographic issues the community faces – population growth, poverty, lack

of affordable housing, and more. Hillsboro leaders are enthusiastic about these results and want to share their success story with other cities.

More important to us as mediators, the success of the Citizens' Academy training underscores the crucial role the application of our skills can play in

building community, civic capacity, and future leaders. Such experiences reinforce the need for mediators to think outside the realm of the traditional mediation setting as an opportunity to serve as conflict resolvers, community builders, and civic healers. These are skills we can practice in almost any setting in which we show up.



*Dear OMA'R—*

*I read recently of the passing of Cynthia Moore. As I am new to mediation in Oregon, I never had a chance to meet or work with her. But everybody seems to think she was something. What was so special about Cynthia Moore?*

*Sincerely,*

*Emma Newby*

Dear Emma—

You missed out. Cynthia Moore was indeed special. If anybody embodied the spirit and soul of mediation and of OMA, it was Cynthia. In many ways, she could be considered the mother of OMA, as she was with us from the earliest days. Cynthia emigrated to Southern Oregon in 1986, and became involved with OMA, which started in that same year. Over the years, she served in many capacities, working tirelessly and joyfully to spread the good news of mediation and to establish OMA as a state-wide voice.

As you know, “Ask OMA'R” is a collaboration of OMA's Standards and Practices Committee, on which Cynthia served for many years, and in which she was active at the time of her passing. OMA'R solicited personal testimonies from several Committee members. Here is a sample.

**Lisa Amato:** I am grateful that I got to know Cynthia when I joined the OMA

Board, and we worked together on the conference and S&P committees over the years. Cynthia was warmhearted, patient, uncritical, and tolerant. She ceaselessly opened opportunities to create space. She encouraged us to pause during a conversation and take stock of why we were having the conversation and she gently took us on a look-back at OMA history so we could evaluate why we were having that conversation at that moment, and always, always made sure that what was being done was done for the greater good of the OMA membership statewide. She cared deeply about having better conversations and building relationships with each other throughout Oregon, and she leaves that legacy with OMA.

**Harry Auerbach:** I met Cynthia Moore about ten years ago, when I first joined the S&P Committee. Although diminutive in her stature, and quiet and measured in her speech, she was a powerful force, always for good. She had a winsome smile and a twinkle in her eye. Whenever we needed something to be

done, Cynthia always would volunteer to do it, and would follow through and then ask what else she could do. When I met her she was OMA's Executive Director. After leaving that position, she served on OMA's Board. She was kind, thoughtful, empathetic, non-judgmental, insightful, humorous and diligent. Altogether a beautiful human being, inside and out. I was shocked and saddened to learn of her passing, and will miss her tremendously.

Finally, from **Sam Imperati** (the yang to Cynthia's yin): I met Cynthia Moore in the early 90's through OMA. It was a scene right out of “The Odd Couple.” While indulging them regularly, I did not know about implicit biases. I was this uptight, suited trial attorney from Portland. She was this tranquil, flowing-robed mediator from Southern Oregon. I thought she was one of those tree-hugging, touchy-feely, “cleanse your aura” types. I assumed she believed I was one of those damn attorneys (excuse the redundancy!) who was entering the field

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intent on pushing out those from non-legal backgrounds. Both my thought and assumption were wrong. Fortunately, she knew about implicit biases and educated me accordingly.

Over the next 20+ years, I had the great privilege to learn from a mediation goddess. She stood with us – not across from us. She taught us how to explore – not debate. She modeled looking for agreement – not disagreement. She taught us dedication to the field – not self-promotion. She was our friend

– not just a colleague. Personally, she helped me become a better person for which I'm eternally grateful ... as is my family!

Cynthia's devotion to our ADR community was unparalleled and tireless, both from a leadership and behind-the-scenes perspective. She always said, "yes ... and what else can I do?" Her initiatives were successful – her attitude was delightful. We are richer because of her and diminished without her. We are now left to embrace the hope that

her spirit will remain with us. Cynthia Moore, thank you for being our friend.

To which all OMA'R can add is, Amen.

In reverence,  
OMA'R

Everyone is encouraged to attend a memorial in Cynthia's honor where we will share our remembrances, learn how fabulous she was and about her countless contributions to OMA and the greater mediation community.

"Celebration of Life for Cynthia Moore"  
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## THANK YOU!

**OMA would like to thank these outstanding sponsors and vendors for the 2017 Fall Conference. Thank you all for your generous support!**

### CONFERENCE SPONSORS

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Jim Brooks • Molly Keating-Rodriguez • Donna Silverberg Consulting • Amy Silverberg

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Consensus Arts Building • Cynthia Moore and Michael Mendenhall • Sam Imperati, ICM Resolutions, Inc.

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Clackamas County Dispute Resolution Center • Stephanie Leffler, GourmetHR, LLC • Small Business Consulting • Oregon Consensus, a Portland State University program

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Don Cole • Pete Johnson • Sara Matarazzo • Sue Pickgrobe • Mike Schnee • Donna Silverberg • Charles Wiggins

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# 2017 OMA CONFERENCE SURVEY: CONFLICT ENGAGEMENT IN TODAY'S AMERICA

By Sam Imperati, JD and Devin Howington, PhD ICMRESOLUTIONS

The fall 2017 OMA conference featured a plenary session designed to explore several issues facing Oregon mediators. The presentation can be found at: <https://www.mediate.com/ICM/pg41.cfm>. The issues we discussed included:

- 1) Mediation: "Profession" or a "Trade Association?"
- 2) Do we want to become a "Profession?"
- 3) Can we ethically promote "Social Justice" or "Access to Justice"?
- 4) Should we broaden our mediator role definition?
- 5) "Competency" Options

At the end of the presentation, we conducted a poll designed to take the pulse of those in attendance. The results should not be used to predict the views of all OMA members. We offer this information only to promote further discussion and exploration on what it means to be a mediator in Oregon.

The demographics of the 56 participants follow and should be considered in interpreting the data.

- 1) There was a wide range in experience: 27% had mediated fewer than 25 cases, while 38% mediated over 200.
- 2) There were several students and people who indicated they did not know enough about some topics to form an opinion.
- 3) The respondents were fairly evenly split on the "Never Paid" to "Always Paid" continuum.
- 4) The most frequent areas of mediation were Small Claim/Landlord-Tenant (42%), Family (36%), Community (32%), and Workplace (25%).

5) 60% of the respondents mediated in a non-litigation setting and 40% in a litigation setting.

The overall results are presented below.

Question	Options and Results (Percentages)		
Are we a "Profession" or a "Trade Association?"	<i>Profession</i> 46.4%	<i>Trade</i> 37.5%	<i>No Answer</i> 16.1%
Should we become a Profession?	<i>Yes</i> 89.3%	<i>No</i> 1.8%	<i>Unsure/No Answer</i> 8.9%
Do the OMA Standards allow us to promote <u>substantive</u> "Social Justice" in our roles as mediators?	<i>Yes</i> 28.6%	<i>No</i> 55.4%	<i>Maybe/Other/No Answer</i> 16%
Do the OMA Standards allow us to promote <u>procedural</u> "Access to Justice" in our roles as mediators?	<i>Yes</i> 82.1%	<i>No</i> 7.2%	<i>Maybe/Other/No Answer</i> 10.7%
Should we update our current Standards to broaden our role definition?	<i>Yes</i> 51.8%	<i>No</i> 23.2%	<i>No Answer</i> 25%
Where should we go from here on competency? (≠ 100)	<i>Status Quo</i> 8.9%	<i>Certification</i> 64.3%	<i>Licensing</i> 14.3%

cedural justice: Most experienced (79%) and unexperienced (85%) respondents said our standards did allow us to promote procedural justice.

For further analyses, we split the data into participants with experience in less than 100 cases (48%) and more than 100 cases (52%). We found two differences worth noting when we analyzed the data through that lens.

- 1) Most (62%) of experienced mediators (those with over 100 cases) said that our OMA standards do not allow us to promote substantive social justice as mediators; whereas, less experienced mediators (less than 100 cases) were more uncertain (48% said yes, 29% said no, and the remainder said "maybe" or provided no answer).
- 2) Experience did not have as large of effect on the question about pro-

The survey results should be interpreted cautiously given the small number of respondents, the large number of skipped questions, and the addition of unique responses to the multiple-choice format. Nevertheless, the survey results are an appropriate place to continue our exploration. Your comments are appreciated and should be sent to [SamImperati@ICMresolutions.com](mailto:SamImperati@ICMresolutions.com).

If there is sufficient feedback, we will report the results. Either way, let's keep talking!

## CERTIFICATION UPDATE

One of the goals of the 2018 Board is to devote significant attention to making progress on certification. The Oregon Mediation Association recognizes that mediator certification provides an opportunity to ensure high standards and add value for partners, participants, and the public at large. OMA is excited to collaborate with partners in creating a certification program for mediators in the state of Oregon. OMA is willing to contribute to the administrative capacity necessary to help this move forward in a sustainable way.

Historically, OMA has worked on and been involved in the certification for the past several decades. Now, OMA is participating in this conversation through the Oregon Certification Action Group (OCAG), which includes the Depart-

ment of Justice, the Oregon Association of Community Dispute Resolution Centers (OACDRC), Oregon Consensus, OMA, Shared Neutrals, the University of Oregon Conflict and Dispute Resolution (CRES) Program, and Private Practice.

OCAG is holding its next meeting in early April. Watch the Flash and webpage for updates.

## UPCOMING BOARD MEETINGS

The full board meets every-other month. The next upcoming board meetings are April 18th and June 20th. If you have a question or would like something to be brought to the attention of the board, please email us at [OMA@ORMediation.org](mailto:OMA@ORMediation.org).

## OMA LISTSERV COMING THIS SPRING

OMA is excited to share that we are working on a new Listserv that will let OMA members communicate directly with each other by email. Members will be able to share information and opportunities, ask questions, raise concerns related to mediation and dispute resolution with other members who have chosen to participate.

We plan to launch by late spring. We will post more informations, including rules and how to opt in, on the website at <http://www.ormediation.org/about-oma/stay-connected/>. We expect this listserv to become a valuable asset for our members!

## CELEBRATION OF LIFE FOR CYNTHIA MOORE

Join us for a memorial gathering in celebration of the life of Cynthia Moore.

**When:** Sunday, April 15th, 2:00 p.m. to 5:00 p.m.  
**Where:** Taborspace Dining Room  
5441 SE Belmont, Portland, OR 97215

There will be potluck style snacks, a photo slideshow, and lots of opportunities to share memories. We hope this will be a special time to honor our friend Cynthia's life, and her years of support for OMA and the mediation community.

### Cynthia Leslie Moore



1954 - 2018

OMA Member Since 1986

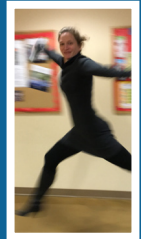
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Sights from the...

# 2017 FALL CONFERENCE



## OMA WOULD LIKE TO THANK AND RECOGNIZE OUR LIFETIME MEMBERS

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## 2018 SPRING TRAINING

OMA is proud to present the 2018 Spring Training in partnership with the Resolve Center for Dispute Resolution and Restorative Justice (Medford), Center for Dialogue and Resolution (Eugene), and Community Solutions of Central Oregon (Bend).

This year's training, entitled "Toolz for Tough Conversations", is being lead by Mary Dumas and the Institute for Multi-Track Diplomacy (imtd.org) team. At the Fall Conference last year we received a lot of input from members and community partners of the need for more skills for helping

with conversation that cross difficult boundaries. Mary has been working as a public policy mediator and has focused on trauma-based conflict and is widely respected throughout the nation for her expertise in public conversations. The Toolz program works to help individuals and organizations work through difficult conversations of all topics and sizes, including tools for de-escalation and civil discourse.

The training will be held at four locations:

*Oregon Mediation Association*  
**Portland, OR**  
**June 01, 2018**

*Center for Dialogue and Resolution*  
**Eugene, OR**  
**June 19, 2018**

*Resolve Center for Dispute Resolution and Restorative Justice*  
**Medford, OR**  
**June 21, 2018**

*Community Solutions of Central Oregon*  
**Bend, OR**  
**June 23, 2018**

For more information and to register, visit: <http://www.ormediation.org/news-and-events/spring-training/>

## 2018 FALL CONFERENCE

**Navigating Conflict: Theory, Tools, and Tips to Better Operate in a Conflict World**

**November 9-10, 2018**  
**University of Oregon, Eugene, OR**

Planning is underway for the 2018 Fall Conference. This year, we are partnering with the University of Oregon School of Law and the Conflict and

Resolution (CRES) Master's Program. Along with providing a full range of workshops, plenary and keynote speakers, and networking opportunities, this year's conference is celebrating the ever-expanding diversity of dispute resolution and our community. To that end, we are working to develop workshop tracks relevant to different fields under the greater dispute-resolution umbrella.

### Important Dates:

- 5/1 – Workshop Proposals opens
- 7/31 – Workshop Proposals due
- 8/1 – Registration and Scholarship information announced

More information: <http://www.ormediation.org/news-and-events/fall-conference/>

*Note: This year the Fall Conference takes place in the second week of November. The Conference Committee and Board decided to move the conference from its traditional 1st week of November due to scheduling conflicts with a home football game.*

## OMA MEMBERSHIP INFORMATION

To learn more about the benefits of OMA membership, to join OMA, or to renew your membership, please visit [HERE](#).

If you have any questions about your membership status or renewal date, please contact [oma@ormediation.org](mailto:oma@ormediation.org).



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### STAY CONNECTED!



The OMA Newsletter is the official newsletter of the Oregon Mediation Association (OMA) and a product of the Communications Committee.

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