



**Dispute Resolution Center  
OF THURSTON COUNTY**

**REQUEST TO THE BOARD OF DIRECTORS FOR PRE-APPROVAL OF  
2024 WASHINGTON STATE CLOCK HOUR OFFERINGS**

May 1, 2024

Board of Directors  
Dispute Resolution Center of Thurston County

The Dispute Resolution Center of Thurston County has been approved by the Professional Educator Standards Board (PESB) to provide clock hours for the 2023 – 2024 approval period (10/1/2023 – 9/30/2024). Since 2002, the Board of Directors of the Dispute Resolution Center of Thurston County has given the Training Department approval to offer clock hours to teachers and other school professionals for our 40-Hour Professional Mediation Training and other relevant training.

WAC 181-85-200 requires we periodically evaluate and report the value and success of training sessions attended by teachers who were granted Clock Hours for their participation. In 2023, we granted no clock hours as no participants both requested clock hours and subsequently completed all required paperwork.

Although we have not issued clock hours in the past three years, we believe maintaining our Approved Clock Hour Provider status continues to have marketing and outreach value for our DRC and recommend we continue our participation. There is no cost to us and very little administrative burden.

OSPI required our Provider Clock Hour Committee (the DRC Board of Directors) to approve in advance the following for each course for which we offer Clock Hours:

- date of course
- number of clock hours being offered
- course objectives and program agenda
- instructors and their qualifications
- relation of course to clock hour standards

Please review and determine if the following training courses meet the In-service education approval standards as outlined in WAC 181-85-200. ***If this material meets your approval, please note this in your meeting minutes and provide a copy of those minutes to our Training Department for our records.***

Respectfully submitted by



Leah Rietema

Training Manager

lrietema@mediatethurston.org

## **40-Hour Professional Mediation Training**

### **Dates of course:**

January 10-19, 2024

July 22-26, 2024

October 2-11, 2024

### **Number of Clock Hours being offered:**

40 Clock Hours

### **Course objectives and program agenda:**

See attached

### **Instructors and their qualifications:**

Leah Rietema, Training Manager, see attached resume.

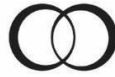
Olivia Huebner, Lead Trainer, see attached resume.

Logan Porter, Training Support Specialist, see attached resume.

### **Relations of course to Clock Hour standards:**

Per PESB requirements, this course meets the professional role standards for teachers by aligning with the National Board for Professional Teaching Standards (NBPTS) standards which include the Five Core Propositions. The ebook detailing the Five Core Propositions can be found at

[https://www.accomplishedteacher.org/\\_files/ugd/0ac8c7\\_25be1413beb24c14ab8f6e78a20aa98f.pdf](https://www.accomplishedteacher.org/_files/ugd/0ac8c7_25be1413beb24c14ab8f6e78a20aa98f.pdf)



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## **40-Hour Professional Mediation Training**

### **Synopsis:**

This interactive 40-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, 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 ten (10) 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**  
**July 22nd - 26th , 2024**

**Day 1 – Monday July 22nd, 2024**

**AM**

- 8:00 - 8:45            Introductions & Overview of Course
- 8:45 - 9:15            Introduction to Community-Based Mediation
- 9:15 - 9:45            The Mediation Process
- 9:45 - 10:15           The Role of the 3rd Party
- 10:15 – 10:30        Break**
- 10:30 - 11:45        Demonstration of Complete Mediation
- 11:45 - 12:00        Debrief Of Demonstration

**12:00 - 1:00        Lunch**

**PM**

- 1:00 - 2:00            Conflict Theory & Styles
- 2:00 - 2:30            Dealing with Emotions
- 2:30 - 2:45            Break**
- 2:45 - 3:30            Mediation Communication Skills #1
- 3:30 - 4:15            Mediator Opening Statement
- 4:15 - 4:45            Student Practice: Mediator Opening Statement
- 4:45 - 5:00            Wrap-up & Evaluation

## Day 2 – July 23rd, 2024

### AM

8:00 - 8:15	Overview of the Day and Questions
8:15 - 8:45	Intake and Case Development - Assessing for “Mediability” and Educating Clients about Interest - Based Negotiation
8:45 - 9:15	Reframing
9:15 - 9:45	Agenda Building
<b>9:45 - 10:00</b>	<b>Break</b>
10:00 - 11:00	Demonstration: Through Agenda Building
11:00 - 11:15	Debrief of Demonstration
<b>11:15 - 12:15</b>	<b>Lunch</b>

### PM

12:15- 12:45	Client Opening Statement and Mediator Feedback
12:45 - 1:30	Student Small Group Practice: Client Opening and Mediator Feedback
1:30 - 3:30	Student Mock #1
<b>3:30 - 3:45</b>	<b>Break</b>
3:45 - 4:15	Debrief of Mock
4:15 - 4:45	Communication Skills #2
4:45 - 5:00	Wrap-Up and Evaluation of the Day

## **Day 3 – Wednesday July 24th, 2024**

### **AM**

8:00 - 8:15 Overview of the Day and Questions

8:15 - 9:15 Oppression & Conflict

9:15 - 9:45 Power

9:45 - 10:30 Issues & Interests

**10:30 – 10:45 Break**

10:45 – 11:30 Communication Skills #3

11:30 – 12:00 Negotiation

**12:00 - 1:00 Lunch**

### **PM**

1:00 – 1:30 Caucus

1:30-2:30 Demonstration of Caucus

2:30 – 3:00 Debrief of Demonstration

**3:00 - 3:15 Break**

3:15 – 4:30 Student Mock #2: Abbreviated Client Opening, Agenda, Negotiations, Caucus

4:30 – 4:45 Debrief of Mock

4:45 - 5:00 Wrap-Up & Evaluation of the Day

## Day 4 – Thursday July 25th, 2024

### AM

8:00 - 8:30	Welcome Back! Questions and Quick Review
8:30 - 9:30	Settlement & Closure
9:30 - 10:00	Student Practice: Written Settlement & Closure
<b>10:00 - 10:15</b>	<b>Break</b>
10:15 - 11:00	Demonstration: Negotiation, Settlement, and Closure
11:00 - 11:15	Debrief Demonstration
11:15 - 11:30	Co Mediation
11:30 - 11:45	Exploring our Greatest Fears
<b>11:45 - 12:45</b>	<b>Lunch</b>

### PM

12:45 - 1:45	The Bogart Exercise: Dealing with Difficult Behaviors in Mediation
1:45 - 3:15	Student Mock #3 Negotiation, Caucus (optional), & Settlement and Closure
<b>3:15 - 3:30</b>	<b>Break</b>
3:30 - 3:45	Debrief of Mock
3:45 - 4:30	Standards of Mediator Conduct
4:30 - 4:45	One Page Handout Review
4:45 - 5:00	Wrap-up & Evaluation

## **Day 5 – Friday July 26th, 2024**

### **AM**

8:00 – 8:15 Overview of the Day & Questions

8:15 - 8:30 Set up for Final Student Mock

8:30 – 11:30 Final Student Mock AM

11:30 - 11:45 Debrief - Whole Class

**11:45 - 12:45 Lunch**

### **PM**

12:45 - 1:00 Set-Up for Final Student Mock

1:00 – 4:00 Final Student Mock PM

4:00 – 4:30 Debrief - Whole Class

4:30 - 4:45 Mediator Practicum

4:45 - 5:00 Closing Ceremony and Evaluation of the Day





**Dispute Resolution Center**  
OF THURSTON COUNTY

## **THE TRAINING TEAM**

**Leah Rietema** is the Training Manager of the Dispute Resolution Center of Thurston County. **Olivia Huebner** is the Lead Trainer. **Logan Porter** is the Training Support Specialist. Their resumes are attached.

### **TRAINING TEAM QUALIFICATIONS**

In addition to the Trainer Manager, the Lead Trainer, and the Training Support Specialist identified above, the DRC utilizes the skills of Certified Mediators as trainers, who, though they come to mediation from diverse interests and areas of expertise, have all gone through a standard and systematic mediation training and “train-the-trainer” process that ultimately qualifies them for the trainer role. This is detailed below.

Our mediators are certified through an extensive mediation training and practicum program in which they receive the initial 40-Hour Professional Mediation Training, followed by staff mentoring, support, and on-the-job continuing education. The practicum is usually completed within two years, depending on the individual’s schedule, availability, and mastery of skills. It involves, at minimum, the completion of a written exam, observation of 7 full mediation cases, a mock mediation practical exam, and the successful co-mediation of at least 8 additional mediation cases with a Certified Mediator as co-mediator and supervising mentor. Mediators are also eligible for advanced trainings in Family and Multi-Party Mediation.

Certified Mediators who want to become trainers go through an additional learning process in which they move through several practical phases. Developing trainers are given multiple opportunities to experience each phase before moving on to the next and receive performance feedback and direction from the Training Manager at each level.

Phases include role-playing as a disputant for demonstration purposes and follow-up participation in the debrief discussion with training participants; coaching small-group skills practice and mock mediations; demonstrating portions of the mediation process in the role of mediator; presenting brief mini-lectures on the mediation model and communications skills; and ultimately presenting more complex concepts and training materials. Our trainers are coached in lesson planning, adult learning methodologies, and presentation skills and strategies, along with ongoing one-on-one coaching on content and materials. In addition, continuing education in-services are offered on a regular basis for all of our mediators and trainers.

# Leah Rietema

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## Work Experience

### **Lead Trainer - Dispute Resolution Center of Thurston County**

**-Olympia, Washington**

March 2023-Current

- Teach and Facilitate Communication and Conflict Resolution Skills to participants.
- Update and create new training materials and activities
- Service Youth Populations by providing training in schools.

### **Swim Coach-Thurston Olympians Swim Club**

**-Olympia, Washington**

February 2023-Current

- Teach in-water competitive swim skills to new team members.
- Create workouts and focused swim sets for group practices
- Discover and explore new drills and activities to improve swimmer's technique

### **Training Coordinator - Dispute Resolution Center of Thurston County**

**-Olympia, Washington**

November 2022-March 2023

- Managed the Training Department's training calendar.
- Tracked logistic details of Custom Training Requests
- Provided registration to all DRC Trainings.

### **Case Support Specialist- Dispute Resolution Center of Thurston County**

**-Olympia, Washington**

June 2022-November 2022

- Complete program intake calls with Tenants and Landlords
- Maintain daily tasks to upkeep operation of Eviction Resolution Program
- Input data into correct places to create accessibility for team shared work

### **Program Specialist-Community Engagement & Leadership - Oregon State University**

**-Corvallis, OR**

August 2019-June 2020, August 2021-Current

- Facilitated Leadership Workshops to Campus Partners and Student Organizations
- Established an full day Leadership Immersion Retreat, Beavs Lead: Spark
- Plan and execute Days of Service
  - Martin Luther King Jr. Day of Service, Animal Action Day, Trick or Treat for Food Security
- Curated service-based learning opportunities for OSU

## Education:

**Oregon State University  
Corvallis, OR**

**-Bachelor of Science**

**-Major: Speech**

**Communication**

**-Minor: Political Science**

## Skills:

Intentional

Dedicated

Self-Motivated

Determined

Compassionate

- students, staff, and Corvallis community
- Organized and Co-Lead a 7 day long Alternative Spring Break trip to San Francisco, California

### **Chief of Staff-Associated Students of Oregon State University - Oregon State University**

*-Corvallis, OR*

September 2020-June 2021

- Supervised the Executive Branch
- Presented bi-weekly All Executive Staff Meetings
- Offered support and mentoring of colleagues within the Executive Branch to aid in the implementation of events.
- Collaborated with coordinators to advocate for the creation of new programs and initiatives to support with the Oregon State University Student Body.

### **Swim Instructor-Osborn Aquatic Center-City of Corvallis**

*-Corvallis,OR*

June 2021-Current

- Instructed class sizes of 4-8 on swimming skills
- Teach and practice water safety skills
- Adapted teaching style to fit the learning styles of infants to adults

### **Camp Counselor-Mid-Willamette Valley Family**

**YMCA-YMCA**

*-Albany, OR*

June 2020-August 2020

- Co-supervised the pre-teen group of camp attendees
- Planned and organized engaging learning activities
  - Made slime
  - Created arts and craft projects
- Implemented and maintained best COVID safety practices

## **Volunteer Experience**

### **Vice Chair-Student Advisory Board-Oregon State University**

*-Corvallis, OR*

April 2020-June 2022

- Created the agenda and recorded meeting minutes
- Facilitated discussions and voting procedures
- Collaborated with board members to create a decision package on behalf of Student Experiences & Engagement

### **Member- University Legislative Scholars Program -Oregon State University**

*-Corvallis, OR*

September 2020- June 2021

- A program that enables students to learn and engage in current public policy issues and take part in the Oregon legislative process
- Followed House Bill 2056 on High School diploma requirements for English and Language Arts
  - Advocating for requirement to be any world language and language art

- Engaged with the Oregon Department of Education to clarify support for the Bill.
- Created a policy memo for Senate Democrats to vote yes in the passage of Bill 2056.

## **Beaver Hangouts-Pre-College Programs-Oregon State University**

*-Corvallis, OR*

September 2018-June 2019

- Engaged Middle and High School classes in conversations about Post-Secondary Education
- Instructed and Facilitated from a weekly lesson plan
- Used Google Hangouts and Zoom to virtually meet with classes

**OLIVIA HUEBNER**  
(828) 777-2719 | Olympia, WA 98502  
[olivia.huc.17@gmail.com](mailto:olivia.huc.17@gmail.com)

## EDUCATION

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### EVERGREEN STATE COLLEGE

Bachelor of Arts

*Focus in Psychology, Media Arts & Humanities*

Olympia, WA  
Graduated March 2023

### ASHEVILLE BUNCOMBE TECHNICAL COMMUNITY COLLEGE

Associate Degree

*Focus in Creative Writing and Sociology*

Asheville, NC  
Aug 2010 - May 2012

## WORK EXPERIENCE

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### THURSTON COUNTY DISPUTE RESOLUTION CENTER

Lead Trainer

Olympia, WA  
Aug 2023 – present

- Lead and co-lead training sessions for adults and youth, develop customized training materials, collaborate with clients, offer coaching, support volunteer development, ensure quality control
- Lead in-person and online training sessions, draft contracts, and assist the training team.
- Participate in staff meetings, decision-making, and goal setting.

Training Coordinator

May 2023 - Aug 2023

- Support all training activities, including tech, space, and volunteer coordination, under the supervision of the Training Manager.
- Manage registration, communication, and materials distribution for training events.
- Address participant inquiries and needs during training sessions.
- Coordinate logistics, assist with in-person and online training sessions.
- Maintain training records and contribute to marketing efforts.
- Coordinate custom training schedules and maintain contract files.
- Collaborate with the team and execute tasks assigned by the Executive Director.

### OH, ROSE LLC

Artist Management/Touring Musician

USA & Canada  
Apr 2014 – Present

- Manage all aspects of an artist's career, from creative development to tour planning and social media marketing.
- Event coordinating. Working with tour managers, booking agents, venues, labels and promoters to ensure successful shows and tours.
- Develop and execute marketing and promotion strategies to increase fan base and reach new audiences.
- Collaborate with other musicians, producers, and industry professionals to create high-quality music recordings and performances.
- Participate in live performances as a touring musician, playing multiple instruments and contributing to the overall sound and performance of the band. Public speaking.

### EVERGROW NORTHWEST

Sales Representative; Production

Olympia, WA  
Feb 2020 – Feb 2023

- Generate new business and expand existing accounts by building and maintaining relationships with customers
- Conduct market research to identify trends and opportunities in the cannabis industry.
- Collaborate with marketing team to develop promotional materials and sales strategies.
- Utilize CRM software to track sales activity, monitor progress, and generate reports for management.

**BIT'S CAFE**

Restaurant Manager

Olympia, WA  
June 2018 – Dec 2019

- Managed all aspects of a small restaurant, including developing and executing business plans, design planning, hiring and training staff, and ensuring excellent customer service
- Developed and maintained relationships with suppliers and vendors to ensure the availability of high-quality ingredients and supplies at competitive prices.

**MCMENAMINS SPAR CAFE**

Lead Server

Olympia, WA  
Feb 2015 – May 2018

- Ability to work in a high-volume restaurant.
- Trained new servers and implemented procedures to improve efficiency and productivity while meeting sales objectives.

**ADDITIONAL SKILLS**

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**Proficient in:** Google Drive; Microsoft Office; Google Teams; Discord; Pro Tools & Logic; Quickbooks; Monday; Public Speaking; Facilitation; Conflict Resolution

Logan Porter  
(253) 777-7269  
LoganPorter@gmail.com

## **EDUCATION**

Saint Martin's University  
Master of Arts in Counseling  
*Internship at the Simply Thrive Psychotherapy PLLC  
(January 2022 - May 2023):*

Aug 2020-July 2023  
Lacey, WA

The Evergreen State College  
Bachelors of Arts in Psychology  
*Multicultural Counseling  
Internship at the Dispute Resolution Center of Thurston County  
(January - June 2019):*

- 40 hour professional mediator training
- 20 hour family mediation training
- 20 hour multi-party mediation training

*20 hour 4-H low ropes challenge course facilitation certification*

Jan. 2018 - June 2019  
Olympia, WA

## **VOLUNTEERING**

4-H Panhandle Lake Camp: Low ropes challenge course facilitator  
Boys and Girls of Thurston County: Program facilitator and mentor  
Dispute Resolution Center of Thurston County: State certified mediator

April 2019 - Present  
May 2019 - Aug 2019  
June 2019 - Present

## **WORK EXPERIENCE**

LMHCA  
Simply Thrive Psychotherapy PLLC

May 2023- Present  
Lacey, WA

- Provide individual and group counseling sessions to diverse clients.
- Utilizing evidence-based therapeutic techniques and active listening skills.
- Maintain accurate & confidential records, ensuring ACA ethical guidelines.

Mediation Support Specialist  
Dispute Resolution Center of Thurston County

- Manage 128+ Active volunteers
- Maintain quality assurance of mediator standards and training
- Oversee all elements of the WA state mediation certification practicum.

Aug 2020 - Jan 2022  
Olympia, WA

Mediation Services Coordinator  
Center for Dialog and Resolution

- Oversee all mediation services and quality of standards
- Manage 201 volunteer mediators
- Maintained confidential mediation cases

Aug 2019- Jul 2020  
Tacoma, WA

Assistant Manager  
Vitamin Shoppe

- Assist customers with their health needs.
- Sold over \$500,000 in Vitamin Shoppe products
- Handled both day and nighttime accounts.

Feb. 2010-Aug 2012  
May 2017- Sept. 2018  
Tacoma, WA