



**Dispute Resolution Center
OF THURSTON COUNTY**

**REQUEST TO THE BOARD OF DIRECTORS FOR PRE-APPROVAL OF
2023 WASHINGTON STATE CLOCK HOUR OFFERINGS**

December 23, 2022

The Dispute Resolution Center of Thurston County has been approved by the Professional Educator Standards Board (PESB) to provide clock hours for the 2022 – 2023 approval period (10/1/2022 – 9/30/2023). Since 2002, 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.

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 2022, 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 two 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

Charlotte Aldrich

Charlotte Aldrich
Training Manager
caldrich@mediatethurston.org

From: Deborah Jayne <djavatar@icloud.com>
Sent: Wednesday, January 11, 2023 6:23 PM
To: Robyn Togesen
Cc: Jody Suhrbier; Alicia Varvaro; Curt & Mollie Gavigan; Julie Elkins Watson
Subject: Exec Meeting Follow up

Here is my submission for the approval process of OSPI document.

The Board of the Dispute Resolution Center of Thurston County approves the attached document supporting our three programs offered at various times throughout the year to members of the community. The programs detailed in the document are: 40 hours of Mediation Training; 20 hours of Family Mediation Training; and Facilitation Trainings, both planned and upon request.

Feel free to edit as necessary!

Deborah

40-Hour Professional Mediation Training

Dates of course:

January 18 – 20 & 25 – 27, 2023

April 20 – 22 & 27 – 29, 2023

July 24 – 28, 2023

Number of Clock Hours being offered:

40 Clock Hours

Course objectives and program agenda:

See attached

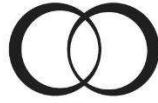
Instructors and their qualifications:

Charlotte Aldrich, Training Manager, 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



Dispute Resolution Center OF THURSTON COUNTY

40-Hour Professional Mediation Training

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

AGENDA
40-Hour Professional Mediation Training
The Dispute Resolution Center of Thurston County

Day 1

1:00 - 1:45	Introductions & Overview of Course DRC Feedback Culture
1:45 - 2:15	Introduction to Community-Based Mediation (<i>Lesson 1</i>)
2:15 - 2:45	The Mediation Process (<i>Lesson 2</i>)
2:45 – 3:00	Break
3:00 - 4:15	Demonstration of Complete Mediation
4:15 - 4:45	Debrief Of Demonstration
4:45 - 5:00	Wrap-Up

Day 2

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

Day 3

8:00 - 8:15	Overview of the Day and Questions. Role-player Pledge.
8:15 – 8:45	Client Opening Statement and Mediator Feedback (<i>Lesson 10</i>)
8:45 – 9:30	Student Small Group Practice: Client Opening and Mediator Feedback
9:30 - 10:00	Agenda Building (<i>Lesson 11</i>)
10:00 - 10:15	Break
10:15 - 11:00	Demonstration: Through Agenda Building
11:00 – 11:30	Debrief Of Demonstration
11:30 - 12:00	Managing Power (<i>Lesson 9</i>)
12:00 - 1:00	Lunch
1:00 – 1:45	Student Mock #1: Through Agenda Building
1:45 - 2:00	Break
2:00– 2:45	Student Mock #1: Through Agenda Building
2:45– 3:15	Debrief Of Mock
3:15 - 4:00	Negotiation Stage (<i>Lesson 12</i>)
4:00 - 4:45	Communication Skills for Negotiations: Fractionalizing, Role Reversal, Confrontation (Wondering, Reality Testing/Casting Doubt, Testing For Good Faith), Brainstorming, Coaching, Silence, Humor (<i>Lesson 5</i>)
4:45- 5:00	Wrap-Up And Evaluation of the Day

Day 4

1:00 - 1:15	Welcome Back! Questions, Review of Negotiations Phase
1:15 - 1:45	Caucus (<i>Lesson 13</i>)
1:45 - 2:45	Demonstration: Caucus
2:45 - 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 and Evaluation of the Day

Day 5

8:00 - 8:15	Overview of the Day and Questions
8:15 – 8:30	Mediator Practicum
8:30 – 9:00	Model Standards of Mediator Conduct
9:00 – 9:30	Settlement and Closure (<i>Lesson 15</i>)
9:30 - 10:00	Student Practice: Written Settlement and Closure
10:00 - 10:15	Break
10:15 - 11:00	Short Demonstration: Negotiation, Settlement, and Closure
11:00-11:30	Debrief Demonstration
11:30 – 12:00	Co-Mediating (<i>Lesson 14</i>)
12:00 - 1:00	Lunch
1:00 – 1:20	Exploring our Greatest Fears: What tools do we have?
1:20 – 2:30	The Bogart Exercise: Dealing with Difficult Behaviors During Negotiations
2:30 – 2:45	Break
2:45 - 4:30	Student Mock #3: Negotiation, Caucus (Optional), Settlement, and Closure
4:30 - 4:45	Debrief of Mock
4:45 - 5:00	Wrap-up and Evaluation of Day

Day 6

8:00 – 8:15	Overview of the Day and Questions.
8:15 - 9:00	Set-Up for Final Student Mock
9:00 - 11:45	Final Student Mock & Small Group Debrief : Group 1
11:45 - 12:00	Debrief - Whole Class
12:00 - 1:00	Lunch
1:00 - 1:15	Set-Up for Final Student Mock
1:15 - 4:15	Final Student Mock and Small Group Debrief :Group 2
4:15 - 4:30	Debrief - Whole Class
4:30 – 4:45	Mediator Panel: “Why I mediate.”
4:45 - 5:00	Next Steps, Evaluation of the Day, and Closing Ceremony

Family Mediation Training

Dates of course:

May 18 – 20, 2023

Number of Clock Hours being offered:

20 Clock Hours

Course objectives and program agenda:

See attached

Instructors and their qualifications:

Charlotte Aldrich, Training Manager, 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

Family Mediation Training

PREREQUISITE: 40-Hour 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

FAMILY MEDIATION TRAINING

DAY 1

5:00 p.m. – 9.00 p.m.

5:00 – 5:40 INTRODUCTIONS & OVERVIEW

5:40 – 5:55 FAMILY SYSTEMS IN CRISIS

5:55 – 6:35 ALL KINDS OF FAMILIES

6:35 – 7:00 COMMUNICATION SKILLS

7:00 – 7:15 BREAK

7:15 – 8:30 GINGER/DARRELL DEMO

8:30 – 9:00 DEBRIEF & CLOSE

DAY 2

8:30 a.m. – 5:30 p.m.

8:30 – 8:35	WELCOME BACK
8:35 – 8:45	TUCKER FAMILY VIDEO
8:45 – 9:15 9:15 – 11:00	OFFICE PROCEDURES AND INTAKE FIRST PRACTICE: BERT AND DEBBIE
11:00 – 11:15	BREAK
11:15 – 11:30	DEBRIEF BERT & DEBBIE
11:30 – 12:15	PARENTING PLAN & MAKING INTERIM AGREEMENTS
12:15 – 1:15:	LUNCH
1:15 – 1:45	SORTING THROUGH OUR BIASES EXERCISE
1:45 – 2:10	“MOTHERING” & “FATHERING”
2:10 – 2:15	BREAK
2:15 – 3:00 PM	DEMO 2 (GINGER & DARRELL)
3:00 – 3:15:	DEBRIEF
3:15 – 3:30	BREAK
3:30 – 5:00	PARTICIPANT MEDIATION 2 – BERT & DEBBIE
5:00 – 5:30	DEBRIEF & CLOSING

DAY 3

8:30 a.m. – 5:30 p.m.

8:30 – 8:45	WELCOME & QUESTIONS
8:45 – 9:45	LEGAL ASPECTS OF FAMILY MEDIATION
9:45 – 10:00	BREAK
10:00 – 10:30	DEMO WRITING PP (GINGER AND DARRELL)
10:30 – 10:45	DEBRIEF
10:45 – 12:15	MEDIATION PRACTICE 1 (JOY & HENRY)
12:15 – 12:30	DEBRIEF
12:30 – 1:30	LUNCH
1:30 – 2:15	BOGART: DEALING WITH DIFFICULT BEHAVIORS
2:15 – 3:30	FINAL PRACTICE (JOY & HENRY)
3:45 – 5:00	GROUP 2 FINAL PRACTICE: (JOY AND HENRY)
5:00 – 5:15	DEBRIEF – ALL
5:15 – 5:30	NEXT STEPS & CLOSING

Facilitating Effective Meetings Training

Dates of course:

March 28 & 29, 2023

September 18 & 19, 2023

Number of Clock Hours being offered:

16 Clock Hours

Course objectives and program agenda:

See attached

Instructors and their qualifications:

Charlotte Aldrich, Training Manager, 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

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FACILITATING EFFECTIVE MEETINGS

Training Overview

The purpose of this training is to provide an introduction to and basic foundation in the concepts, processes, and skills for designing and facilitating large group meetings.

Participants will learn to implement a four-part model involving: reaching process agreements, gathering information, exploring options, and developing substantive action plans. The role of facilitator, recorder, and spokesperson are used in this model to provide process leadership and help all stakeholders participate in productive team-building and collaborative problem-solving.

This training is highly interactive and involves short lectures, demonstrations, and simulated skills practice with instructor feedback.

Facilitating Effective Meetings Training – AGENDA

DAY 1

8:00 Welcome! Introductions and Overview of the Course

8:30 Module 1, Styles of Relating

Styles of Relating Exercise
Conflict Styles and the Conflict Belief Cycle

9:30 Module 2, Working with Groups

Group Dynamics and Team Building Functions

10:15 BREAK

10:30 Module 3, Listening and Surfacing Interests

Active Listening Skills
Issues and Interests
Reframing
Finding the “Third Way” Stories

12:00 Lunch

1:00 Module 4, Meeting Roles

Role of the neutral facilitator
Ethics
Other roles

1:45 Effective Meetings Model Overview

Keys to Effective Meetings
Types of Meetings
Four Components of Any Effective Meeting and the Satisfaction Triangle
Meeting Model Overview

2:00 Module 5, Pre-Meeting Activities

Identify Purpose, Roles and Key Players
Assess for Issues and Interests: Levels of Conflict / Areas of Conflict
Identify Prior Decision Making Methodology
 Boundary Management: Who makes the decisions
Agenda Formation
Invitations, Materials and Room Set-Up
 Analyzing Room Arrangements

Systems Context for Meetings: Group Exercise

DAY 1 (Continued)

3:00 BREAK

3:15 Module 6, Meeting Activities

- Process Agreements
- Agenda Formation and Prioritization
- Addressing the Agenda Items
 - Information Gathering
 - Discussion and Exploration of Options
 - Decision Making
- Next Steps
- Meeting Evaluation

4:00 Module 7, Decision Making Models

- Structures
- Uses and Abuses of Parliamentary Procedure
- Consensus vs. Majority Rule, A comparison of 2 very different models
- The Consensus Model
- “Sense of the Meeting” Tools

4:45 Evaluations and Closing

DAY 2

8:00 Welcome! Questions and Overview of the Day

8:15 Module 8, Power Dynamics
Human Bingo
Strategies for Balancing Power

9:00 Module 9, Facilitator Skills

Advanced Communication Skills Lesson and Exercise
(question, normalize, summarize, fractionalize, confront, coach)
Divergent and Convergent Group Movement

9:45 Module 10, The Tool Box

Brainstorming, icebreakers, talking stick, small groups, suggestion circles, evaluation matrix, Q&A, Individual think time, homework, n/3 voting, breaks, making it fun-sharing food and celebration, appreciations, check-ins, parking lot, fishbowl, time outs, threshing sessions, negative voting, gripe session, why care list, Lasso, shufflers, use of committee work, sticky dots for prioritization, post it notes to categorize issues, thumbs or 5 fingers, closing activities, etc, etc, etc

10:15 BREAK

10:30 Module 11, Dealing with Difficult Behaviors

Difficult Behaviors
Worst Fears
The Bogart Exercise

12:00 LUNCH

1:00 Preparation for Facilitation Practice

1:15 Facilitation Practice, Round 1

2:45 BREAK

3:00 Facilitation Practice, Round 2

4:30 Debrief, Closing and Evaluation



THE TRAINING TEAM

Charlotte Aldrich is the lead trainer for all trainings offered by the Dispute Resolution Center of Thurston County. Her resume is attached.

TRAINING TEAM QUALIFICATIONS

In addition to the lead trainers 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.



Charlotte Aldrich

Charlotte has a Bachelors in Organizational Psychology, specializing in leadership and group dynamics. She has been a Washington State Certified Mediator since 2019 working with conflicts in family, Small Claims Court, and workplace both in two party and multi-party cases.

She is the Training Manager for the Dispute Resolution Center of Thurston County, developing and presenting (online & in person) trainings in alternative conflict resolution, communication skills, de-escalation, and mediation certification.

Charlotte Aldrich

785-817-7042 | aldrichcharlotte@gmail.com | Topeka, KS

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

Work Experience

TRAINING MANAGER, DISPUTE RESOLUTION CENTER OF THURSTON COUNTY; OLYMPIA, WA— CURRENT

Organize, manage, create, and execute custom and set trainings along with service on the organizational leadership team. Supervise a 1-3 staff team, contract trainers and 30-40 training volunteers. Train on topics related to community mediation, conflict resolution, communication skills, cultural humility, and de-escalation. Collaborate in development and implementation of organizational protocols. Manage training department budget, calendar, and policies.

PHOTOGRAPHER, KINTYPE PHOTOGRAPHY;— 2009-2017

Owner and photographer specializing in Portrait and Wedding photography. Manage client's needs, expectations and details of photo sessions. Create relationship of trust with clients. On location photo sessions and professionally edited images (digital and print). Proficient in Adobe Photoshop.

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.

RECEPTIONIST/CASE MANAGER, VALENTINE & ZIMMERMAN PA; TOPEKA, KS — 2001-2002 & 2009

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. 2009 as Case Manager: 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.

Service/Community

- WA State Certified Mediator since 2019

Charlotte Aldrich

785-817-7042 | aldrichcharlotte@gmail.com | Topeka, KS

- Certified in Applied Behavioral Analysis for parents working within the home for children with autism in 2013
- Leadership in faith-based Women's Organization — 5yrs
- Congregational Sunday school Instructor, adults & youth — 6yrs
- Church Youth group leader, teaching & organizing activities — 1yr
- Secretary for Army Family Readiness Group — 1yr
- Full time service missionary – Spanish language, Ecuador — 18mo
- Co-contributor at becomingthemom.com, self-improvement/inspirational online parent community — 9mo