



# Mediation Services

Celebrating 30 Years of Peaceful Resolutions

## Newsletter

April 1, 2024

APRIL IS  
*Volunteer*  
*Appreciation*  
M O N T H



Let us Celebrate YOU!  
On April 24, 2024, 1:00 pm-3:00 pm  
Please stop by the office for a special Thank You

### Brown Bag Lunch & Learn

Join us for a monthly Brown Bag Lunch & Learn April 10, 2024, 12 noon

Topic: Restorative Practice Overview  
Offered In Person at the Holland Office & Via Zoom.

For a Zoom link, please email by selecting below button

[Email for April Lunch & Learn Zoom Link](#)



Advanced Training

## Meet Lindsey (left) Raising Awareness in Allegan County with Penny Shuff

Allegan County Community Foundation hosted an amazing event which included a Volunteer Fair. Penny Shuff brought along a new face to help support the event.

If you follow Mediation Services on social media you may have noticed some great posts highlighting volunteers, celebrating Women's Herstory Month and more. They are all the creation of Lindsey Schaffer who is interning from Hope College with Mediation Services. Every click on a post or a "like" is supporting her learning how best to engage an audience.

She's here at the Holland office Tuesdays and Thursdays 11:30-3:30 if you'd like to meet her in person.

## Opportunities

SCAO Approved for  
Advanced Mediation Credits

**April 10**

**1:00 p.m. - 5:00 p.m.**

Dr. Clare Fowler, Executive Vice President  
and Colin Rule, President & CEO,  
Mediate.com

"Artificial Intelligence in Dispute Resolution"

**May 2**

**9:00 a.m. - 1:00 p.m.**

Treena Reilkoff, CCM, BA, BSW, QMed,  
WFA, PHSA

"Trauma Informed Conflict Resolution"  
West Mediation

"Transformative Mediation Essentials"  
To Register:

Please Email

[cathy@mediationservices.works](mailto:cathy@mediationservices.works)

or

Call (616)399-1600- ask for Cathy

## So Many Ways to Volunteer

You can volunteer in many different ways! We have amazing volunteers like Bob Frey, Kathleen Kennedy, Karen Koop, Sylvia Castillo, Conrad Mutschler, Richard Balkema, Casey Marietta, and Mary Irons. **They volunteer in the most helpful and different ways! Some are making compliance check phone calls, hosting mediations, scheduling cases and completing domestic client screenings.**

If you want to try something new, reach out and ask! We may even have a way for you to volunteer that is unique to you.

## Did You Know...

We keep fees low to ensure mediation is accessible and affordable? In fact, fees do not cover the entire cost of a mediation. This means we are dependent on the generosity of donors to support the work we do.

Do you know someone Penny Shuff, Director of Development, should meet who might financially support our work? Do you know someone in leadership with a local business who might be interested in the benefits of sponsoring Mediation Services work?

Schedule coffee with Penny Shuff today and Share  
[Penny@mediationservices.works](mailto:Penny@mediationservices.works)

## Mediation Services Staffing Changes

We are again saying goodbye to Nikki Devries as she pursues other interests. Her last day with us is April 4. Her bright, sunny presence will be missed. We are

conducting final interviews to fill her position. It will move from a 26 hours a week position to a 32 hours a week position.



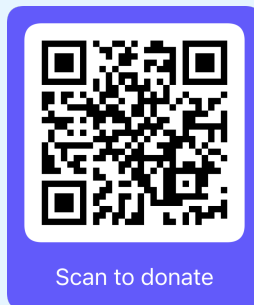
### Director's Corner

I have always found April is a month filled with change. This April is no different as the weather changes, sometimes daily swinging from snow to rain to sun, flowers begin to bloom, and days grow longer. Change can be difficult, especially when it is unexpected or feels beyond our control. I will never forget the first mediation I observed when I began working with Mediation Services. It was divorce case and the husband did not want the divorce. Change was happening, and he seemed to struggle with it, breaking down in tears.

Mediation provides the opportunity to have voice in the midst of change. The most successful change management theories embrace the idea that collaborative change can produce the most positive results for all involved. I try to embrace this collaborative spirit as I do my work here at Mediation Services.

I have several volunteers and staff who call me their Boss. I balk at the title, because no one works for me. I truly believe I work with you. I cannot do any of this alone. It is a collaborative effort, all of it. I also remember that leaders aren't brave. It is the first follower that is the brave one. Anyone can lead, but it is the bravest who can recognize who to follow. Thank you for the opportunity to work with you, and thank you for your bravery in following some of the changes I bring.

~ Cathy Anthofer- Fialon  
Executive Director



Your Support is Needed  
30 Years of Peaceful Resolution to Conflict.  
Your Donation Supports Our Next 30 Years.

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