



West Sussex Mediation Service External Newsletter

Selling snow to Eskimos!

Issue No: 63
New Year
Edition 2014



Nick has teamed up with the 'Sales Training Academy', based in Warnham near Horsham to devise a brief intro to sales techniques (for both staff and volunteers) in order that we can be better

equipped in selling mediation to clients. Some of us may feel that such a task is like selling snow to Eskimos!

Proprietor Stephen Robinson is passionate about inspiring individuals and teams to develop their potential to achieve business objectives as well as personal growth and satisfaction. He holds a Bachelor of Science degree, a Diploma in Sales Management and is a qualified NLP practitioner.

If any of our partner would like to join us for this let Nick know.



External Edition

*Published for the
Supporters and
Funders of the West
Sussex Mediation
Service.*

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More next time!

Staffing

There will shortly be a change in the staffing at the WSMS office at Horsham. As we start the new financial year on 1st April, we will see a reduction in paid staff hours. Yvonne, who has done some sterling work for us since 2007, will be standing down from her 12 hours a week contract. Pam will remain on 25 hrs a week (Monday to Thursday) and Louise on 35 hrs (Monday to Friday). Yvonne has offered to help us out by covering periods of sickness or leave, if required. This has no real effect on the hours of coverage of the office. We will still have staffing Monday to Friday – during normal office hours.

Having started out purely in an administrative role, Louise now assists with casework. She has attended initial training as a mediator and completed her accreditation portfolio. Louise also handles all our family mediation casework for Robert, our family mediator.

Yvonne will be spending more time campaigning as a Liberal Democrat candidate in Worthing, in time for the local elections on 22nd May 2014. We intend celebrating Yvonne's time with us and maintaining close links with her.

Referrals

We finished December with 18 referrals which was an increase on 2012. In fact it proved to be our busiest December on record. December is traditionally our slowest month of the year. We hope things will pick up now that Christmas is over with and our traditional referrers return to work (hint, hint!)

We currently show only 15 (out of 52) mediators on the board assigned to current or pending cases. We are showing a slowdown in cases. To any agencies out there, please bear us in mind. We would love to take more referrals from you.

Family enquiries remain quite regular, which has kept our family mediator quite busy (divorcing/separating couples).

News

Three new trustees (elect) have joined our Management Committee. Current volunteer mediator, James Craddock has stepped forward as a trustee and has now seen the workings of the Trustees at two meetings. Joining the January meeting, for the first time, were Tony Tappenden and Will Adler. You will be hearing more about Tony and Will in this or future newsletters. That brings our Trustee numbers up to a nice round figure of 10.

At the January meeting it was also good to see some new Observers/Advisors—Greg Charman, the Community Safety Manager at Horsham District Council and Councillor Chris Cheshire from Crawley Borough Council.

Support Meetings — they are back! One of our mediators, Bob has kindly offered to host the first one at his home in Ashurst. These are get togethers where we our volunteers get to discuss casework, items of interest and do some socialising.

[Away Day 2 , the remake!](#) - the Trustees have organised a follow up Away Day at Mickelpage near Maplehurst, following our successful event in October last year. This will move things forward from the previous event and facilitate further team building. The day will be hosted by Clare Fisher of **[Pashley Fisher Ltd](#)**, who featured in our last newsletter. She has kindly donated a day of her time, alongside a cash donation to WSMS, as part of her corporate charitable giving. She specialises in business training, consultancy and coaching (www.pashelyfisher.co.uk).

The proposed date is **Saturday 17th May—again 10am to 4pm.**

If any of our stakeholders would like to join us, they would be more than welcome. Just get in touch with the office for further details

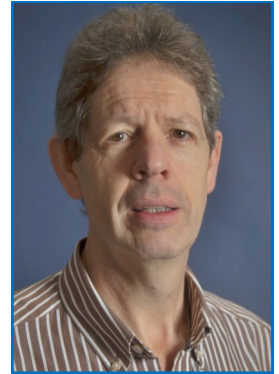
Meet the Volunteers

In this edition we feature Tony, who recently joined the Management Committee as a Trustee elect.

Name: TONY TAPPENDEN

Mediation experience? - Waiting for training.

Where do you live? - East Grinstead (past 31 years).



What was Career Path? I was in video production virtually my entire career, initially in corporate (British Gas) & independent and then ran my own companies for last 12 years until (slightly) early retirement.

Hobbies? Member of National Trust, English Heritage, British Museum, Globe Theatre.

If you are brave, tell us something unusual about yourself, why you came to mediation, ambitions, and/or hopes for the future:

Decided that 'Life begins at the end of your comfort zone', so have been trying to live up to that. Will try most things (once), that don't actually guarantee a painful demise, getting out of a perfectly sound aircraft in mid-air attached to a handkerchief or involve snakes!

I've always been very non confrontational, and seem able to talk to and get along with people that others are having issues with. Am convinced that so many problems occur because of people prejudging someone's reaction or stance before talking.

As a scriptwriter, I learnt the importance of listening carefully and ascertaining what the client was wanting, which is not always the same as they are saying.

Ambition? To have the majority of my 'bucket list' ticked off (not including any new ones that might get added as I travel away from my comfort zone).

Getting away in 2014?

Did you know you can raise money for us when you book your travel -

Just by shopping online
and without it costing you a penny extra.



<http://www.giveasyoulive.com/join/wsms>

Funding



←— Here is a picture of Nick being presented with a cheque, on behalf of East Grinstead Town Council, by the Mayor of East Grinstead, Cllr Margaret Besley.

This was taken at East Court Mansion which is the Town Council's administrative base and is set within the parkland grounds of East Court. It is an 18th Century Grade II listed building that was restored in the 1980's by the Town Council. —>



WSMS does appreciate all the grant support that various Town and Parish Councils, across West Sussex provide to the charity each year. In the current financial year that has amounted to over £1,150, so far.

With only just over two months to the end of our financial year we are still showing a significant deficit to our budget. Nick is still battling to bridge the gap and being the eternal optimist, he hopes that come 31st March, the situation will look a bit rosier.

We are grateful for recent funding support from Affinity Sutton, Southern Housing Group, Midhurst Town Council, Henfield Parish Council and Chichester Cathedral.

The search continues for a rich benefactor!

Quote of the Day



<http://www.buzzfeed.com/tomphillips/the-roger-bucklesby-bench-plaque-is-real-sort-of>

“A New Year's resolution is something that goes in one year and out the other”

Author Unknown