



West Sussex Mediation Service External Newsletter



AGM Report



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External Edition

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

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Just short of 40 guests attended our 13th Annual General Meeting which was held at the Look and Sea Centre in Littlehampton. Those present included Cllr Jill Long, the Mayor of Littlehampton, Olivia Pinkney, the new Deputy Chief Constable of Sussex Police, Cllr Andy Cooper, the Vice Chair of Arun District Council and others. Nine of our volunteer mediators were also present.

The Sussex Police and Crime Commissioner, Katy Bourne was our Guest Speaker.

Awards for 5 years service as volunteer mediators were due for Gerry, Jacqui and Bob. Only Gerry was present on the night to receive her certificate, which was presented by the Mayor.

Cash for Questions

One way you can earn cash, either for yourself, or WSMS hopefully, is to carry out online surveys in return for rewards. Nick has done this with 'Opinion Bar' and recently paid £11.50 into the WSMS coffers. There are a number of alternatives, including Ipsos, Swagbucks and Crowdology. Sometimes vouchers replace cash or money is credited to your Paypal account, if you have one. Surveys vary in length and cover subjects such as TV commercials, products and the like.





News



> Our next Trustee Meeting is on Monday 13th October at 10.00am in the meeting room of the Capitol Theatre, North Street, Horsham. Anyone is welcome to attend to observe proceedings. We are looking for more Trustees.



> Our thanks go to two of our mediators, Hazel and Stella, who recently carried out a training session with staff from Arun District Council at the Council offices in Littlehampton. This is what they had to say about it – “Their presentation was excellent – they got the tone and content just right and raised the team’s awareness of the service (and the muffins were a stroke of genius).”

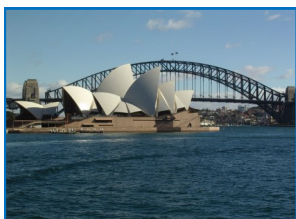
Hazel has since given a brief presentation to staff at Worthing Homes.

> WSMS continues to be at the forefront of development work on a new database/software package specifically targeted at handling multiple disciplines in the mediation arena (community/intergenerational/workplace/family). The project is near to fruition and more details will be revealed upon release. We will be putting the finished product to work as soon as we can. We believe that there will be a cost saving to the charity.

The screenshot shows a web-based interface for a mediation case. The title bar reads 'Case: Smith Steve / Smith Tina (DFM0020)'. The interface includes a navigation menu with tabs for Summary, Steps, Party 1, Party 2, Party 3, Party 4, Agencies, Invoice, Activity, Appointment, My D&T, Disbursements, and Documents. The main content area contains the following fields:

- Case ID: DFM / 5000
- What has happened to date: [Text area]
- Who has been contacted: Party 1 Party 2 Party 3
- Appropriate for mediation?
- Proposed location: [Text area]
- General Notes: [Text area]
- Request about the service: [Text area]
- Enquiry outcome: [Text area]
- Date enquiry closed: [Text area]

A note at the bottom states: 'Note: To change an enquiry to a case, simply create a 'file open' activity.' The interface also includes 'Update', 'Delete', and 'Cancel' buttons.



> Nick is taking some leave - week commencing 20th October as his sister is visiting from South Africa.
Pam will be taking a couple of days leave in the following week.
Louise will be on a long jaunt to Australia in December.
Normal service will prevail throughout.

QUOTE OF THE DAY

“No spring nor summer beauty hath such grace
as I have seen in one autumnal face.”



John Donne



Double your Money

If you sign up for Giveasyoulive between now and 31st December and raise £5 through their portal, Giveasyoulive **will double our charity earnings to £10.**

There will be ample opportunities to go shopping online between now and Christmas with big name bands such as Asos, Next, M&S, John Lewis, Amazon, eBay, Argos and Debenhams.

Over time, Nick alone has earned **£700** for the charity using online fundraising schemes like this one. That's not because he is a big spender – it's just because he is always mindful of an opportunity to earn money for the charity when booking holidays, buying car/house insurance or buying on eBay, Amazon and elsewhere. It takes little effort to click your mouse a couple of extra times to earn the cash. If everyone connected to the charity, and a few friends thrown in, were to sign up we may well be able to significantly reduce our budget deficit.

Follow this link to sign up: www.giveasyoulive.com/join/wsms



Referrals

September was a good month for referrals. We had 25 over the month, which is lower than the previous August (30). At the half way stage of our financial year we have a 15% increase in referrals over 2013/14.

Mid Sussex featured heavily throughout the last month.

23 Mediators are currently shown assigned to current or pending cases on the board in the office.





Effective Listening



Listening

Listening is an under rated skill. It is the most important aspect of effective communication and 'First seek to understand' is a sound guiding principle.

Good listening is a dynamic and unfolding process which builds rapport which helps the speaker to clarify their thinking, as well as enabling the listener to understand.

AIM FOR THIS	AVOID THIS
Make the speaker the total focus of your attention	Avoid promoting your own views
Allow silences in the conversation	Avoid filling every moment with talk
Listen to what is said fully, taking in non-verbal as well as verbal information	Thinking about the next thing you will say; preparing a response or a rebuttal
Still your mind to be receptive to what is said and how it is said	The distraction of your own thought processes, e.g. analysis and judgement
Listen empathetically for information; seek first to understand	Deciding you know what they mean, based on your assumptions
Allow the conversation to follow its own natural course	Avoid changing topics or 'steering' the discussion
Check what you are hearing by feeding back conversationally your understanding	Parroting their words or simply repeating a list of what they have told you
Feed back, or ask about, feelings as well as verbal content. Acknowledge that their experience involved emotions as well as actions	Delivering your understanding of their circumstances as a dry, abstract or simply action focused account
Reflect back your understanding, this will help the speaker reformulate their own meaning and clarify their thinking	Telling the speaker where they went wrong, what your opinion is, or what to do next
Try again if your active listening summary is not well received. Ensure that they really do agree with your summary, and are not just being polite	Acting as if the shortcomings are theirs if they do not agree with your summary
Thank them sharing with you and affirm something about the time, effort or trust it took for them to discuss this with you.	End the conversation abruptly without recognising that it may have been difficult for them to share this with you.