



## May 2018 NEWS

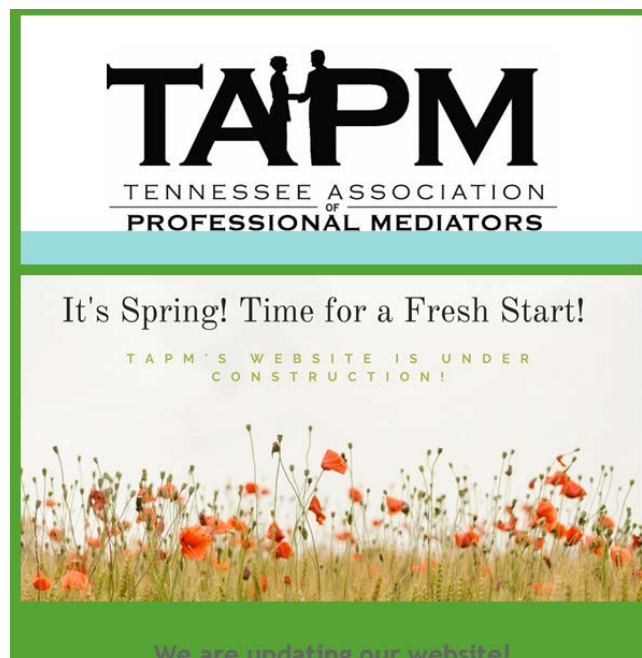
### Table of Contents

- President's Message
- Featured Mediator
- Working Outside the Box, Exploring New Options for Funding and Volunteers
- From the Editors Desk

### President's Message by: John Duval

You might have noticed that TAPM is in the process of updating our website. Over the last couple of months we began to notice that our site was not working as proficiently as desired. Both our Board and membership began to notice that the functionality of the site was not meeting our needs. Thus, we are investing in a new, safe, secure site that will better meet the needs of mediators across the state. We appreciate your patience as TAPM moves website platforms. Our goal is to continue giving members a useful location to learn as well as highlight their own skill sets. We'll keep you updated, so just check your email.

Most sincerely,  
John Duval  
TAPM Board President



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## Featured Mediator Diane C. Booker

Diane C. Booker, Owner and CEO of Booker Mediation Services obtained certification in 2016 as a Tennessee Supreme Court Rule 31 Mediator in general civil cases. Since becoming a mediator, Diane has expanded her services to include mediation in employment, patient & resident care, healthcare & eldercare, intellectual property, personal injury, along with probate & estate resolution. Additionally, Diane has over 20 years of extensive knowledge and experience in the human resources field to include consulting expertise, employee & labor relations, change management, employment law, strategic planning, and training & development. As a measure to encapsulate the mediation field further, Diane is anticipating the expansion of her services into Family Mediation soon.

Moreover, Diane received a Bachelor of Science Degree (BS) in Business / Human Relations and proceeded to earn a Master of Business Administration Degree (MBA) with concentration in Healthcare Management. Additional certifications and licenses include: Certified/Licensed - Assisted Care Living Facility Administrator (ACLF), Certified - Strategic Human Resources Business Partner (sHRBP), Certified - Professional in Human Resources (PHR), Certified - Society of Human Resources Certified Professional (SHRM-CP), Certified - State of Tennessee Ombudsman (VOR) and Certification as a Six Sigma Green Belt.



### **In finding your niche what area do you practice in? How did you get started in this?**

My actual career started in accounting in which I found out quickly that this was not the job for me. Fortunately, and unfortunately, the Human Resources Manager was out for an extended period with no one to assist in HR. Therefore, I was able to cross-train in the human resources department and gain valuable experience in the field. Once trained, I knew this was the position for me and as a result, I have held several positions in various organizations as Human Resources Director, Regional Human Resources Director and Strategic Human Resources Business Partner.

### **What is in your mediator tool kit? What is your favorite or most used tool?**

My tool kit consists of an introductory letter or email, mediation agreement, instructions on the mediation process, a list of cost associated with mediation, business cards, and a thank you email for all participants involved with the mediation. My favorite tool is the thank you correspondence to let participants know their business is appreciated.

### **Once you have been selected as the mediator, what do you do to prepare the attorneys and their clients for the mediation?**

I request information from both parties as an overview of the dispute and information regarding the mediation process along with time and place for mediation.

### **If you were a superhero/mediator what would be your name and slogan?**

"Power Girl". "I have the power to resolve conflict!"

### **What is your pet peeve in mediation?**

Rules for mediation are outlined at the beginning of the session that include being respectful to all participants, no over talking when someone else is speaking and most of all, keep your seats. Not everyone will keep their seats! That is my pet peeve.

### **Why did you become a mediator?**

Being in the human resources field for over 20 years, employee and labor relations is an integral part of my position. Dealing with employee conflict and EEOC charges often lead into mediation. After attending numerous EEOC mediations with sometimes a resolution, I felt that with my experience in human resources, I could hopefully make a difference in reaching amicable resolutions. Yet I needed training and this was the starting point for me to receive formal training in mediation, launching my career as a Civil Mediator.

### **What is your favorite mediation read and why?**

My favorite mediation read is "Stories Mediators Tell". This book shares inspirational stories of experts in the field that confirmations we are not alone with mediation ups and downs. The read also shares what mediation is and how certain situations were handled.

### **What are you most afraid of in mediation?**

Although parties have gone through the mediation process and a resolution is reached, a fear is that time and effort was lost as one or both parties did not abide by the agreement.

**How do you debrief yourself after a mediation?**

I go for long walks!

**Personal or professional accomplishments you are particularly proud of:**

I am most proud of my educational accomplishments and my ability to achieve several certifications and licenses in the human resources and healthcare field.

**Please complete these sentences:**

"I have a burning desire to visit Paris!"

"People tell me I look like no one."

"If I could have a 30- minute conversation with anyone (alive or otherwise, famous or not),

I would talk with my Dad. He was a good father and always pushed his kids to excel. A philosophy he often shared with us was, "If it is out there to get, go get it!". His words have always followed me and have made me into the person and professional I am today.

**What do you see for the future of mediation?**

I see mediation becoming more prevalent as an alternative cost-effective means of conflict resolution as more people learn more about the process.

**Knowing what you now know about life etc., would you choose the same career path? If not, what would you like to do?**

I would have chosen the same career path as I truly believe we are put in places for a reason and not by chance.

**Is there anything else that you want to tell TAPM members about yourself?**

I enjoy the field of mediation and look forward to expanding my services into several additional areas.

**What is your contact information? Name, address, phone number, email address and website**

Diane C. Booker  
Booker Mediation Services  
P.O. Box 17161, Nashville, TN 37217  
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Email: [bookermediationservices@outlook.com](mailto:bookermediationservices@outlook.com)

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## **Working Outside the Box, Exploring New Options for Funding and Volunteers** by: **Cecile Wimberley**

Started in Johnson City in 2002, Neighborhood Reconciliation Services, Inc. (NRS) was organized with a mission to advance justice, accountability and non-adversarial conflict resolution by promoting restorative practices through education, training and provision of services to governmental, judicial and community agencies in Northeast Tennessee. Over the course of the last 15 years, NRS has adapted to provide different services, from conferencing to training, based on the needs of our ever changing community.

One of our core programs is our Restorative Justice Conferencing Program. Unlike traditional youth justice practices, this model allows for the victim to have a voice and communicate the harm that they have incurred due to the offender's actions. Conferencing can be used in cases of assault, bullying, and theft, just to name a few crimes that can be addressed by this model. Currently the program is offered at no cost to the parties and is partially



funded by an AOC VORP grant. With successful conferences, often the records of the juvenile offenders are expunged, providing youth a way to learn from their mistakes in a healthy way.

However, as all non-profits are aware funding for vital youth programs like our Restorative Justice Conferencing can be hard to find. Innovative programming in rural areas is often harder to sell to traditional donors. NRS had to begin to think outside of the box in order to be able to meet the demand for programming and continue to fund our existing programs as well. To do this we have begun to branch out to address two pressing needs that have threatened to close our doors -- man power and funding.

While training has been a part of the NRS offered programming for years, during 2017 NRS returned to its training roots and began to again focus on training community volunteers to conduct transformative community conferencing. Using circle methods our facilitators work with groups in conflict to help them better confront the issues they are facing. Whether it be back in their own companies or by request of organizations and other non-profits, these trained volunteers are also helping us serve a larger demographic and have allowed us to identify potential program coordinators for our juvenile court work.

To address our funding issues we created a payment scale for businesses and organizations that wished to implement conflict resolution skills with staff and volunteers. Restorative conferences build empathy within all participants and can be extremely helpful for businesses and community organizations. Based on a group's need for training, conflict conferencing, or a combination of the two programs, staff from NRS can come onsite to assess the issues that the staff are experiencing and create a specially tailored program. For example, one of our clients has us on site monthly to conduct restorative conflict circles, with future plans for NRS to train their staff to use the same techniques with their clients. While this new approach is still in its formative years we have begun see traction in the community for this type programming and feel that we have only begun to see the impact this new work will have, both for our region and for NRS.

For more information on our programs, ways you can get involved or contribute please contact our Executive Director, Cecile Wimberley, at 423-351-3084 [rcswimberley@gmail.com](mailto:rcswimberley@gmail.com), or visit our website at [www.nrsinc.org](http://www.nrsinc.org).

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## From the Editor's Desk by: Regina B Newson, Editor

As I was preparing the May 2018 TAPM Newsletter, I thought about the recent changes in our tax law...no longer being able to use charitable contributions to offset our taxes. Specifically, I thought about how this will impact our non-profits. Without those charitable donations non-profits suffer. The mission of non-profits is essentially the same... to help a particular group that is in need. Cecile Wimberley's article, "Working Outside the Box, Exploring new Options for Funding and Volunteers," is on target. Non-profits must begin to bring something of value to the business community in order to obtain funding. It is simply not enough to have a great idea/purpose for your existence. You must create an environment which allows businesses to see you as being able to partner with them. Each non-profit needs to look at their community, do a needs assessment of the businesses and community and determine who they will be able to partner with in order to raise funds and volunteers. Community mediation centers are great at training in the areas of conflict resolution. Their directors are skilled negotiators and strategic planners. These centers have much to offer the businesses.



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**Important News: TAPM has a new number. It is 615-775-9686**

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### **TAPM DUES**

Have you renewed your TAPM DUES? Your dues expire on the one year anniversary date of your last payment. We hope you will continue to support TAPM and renew today.

TAPM appreciates your being a member and you, as a member, receive benefits in return!

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**Marketing Tip: Podcast** - Learn how to do podcast. Make it part of your package of what you can offer to prospective clients. Do them at least once a month. Keep them timely and fresh.

**This has been reprinted with permission of the Administrative Office of the Courts (ADR) from their ADR FALL 2017 Newsletter.**

### IMPORTANT DAYS

**June 1, 2018** - Rule 31 Mediator Applications Deadline for ADRC review on July 24, 2018

**July 24, 2018** - ADR Commission Meeting, AOC Office, Nashville

**August 17, 2018** - Rule 31 Mediator Applications Deadline for ADRC review on October 11, 2018

**October 11, 2018** - ADR Commission Meeting, AOC Office, Nashville

For a list of approved Continuing Mediation Education courses, please go to: <http://www.tncourts.gov/programs/mediation/resources-mediators/continuing-mediationeducation>.

### IMPORTANT NEWS

To file online mediation reports, go to: <http://www.tncourts.gov/programs/mediation/resourcesmediators>

A mediator who has not renewed his/her listing on or before January 31, 2018 has been placed on inactive status as of February 1, 2018, and therefore cannot conduct court ordered mediations. The renewal form and fees information for late renewal can be found on the AOC website:

<http://www.tncourts.gov/programs/mediation/resources-mediators/policies>

On the renewal forms it is important to remember to provide proof of continuing education hours. ADR asks that providers provide a list of attendees to their classes; however, it is the responsibility of the mediator to provide this proof. It is suggested that all mediators request two (2) copies of hours of attendance - one for their records and one for the provider.

A list of approved CME courses can be found at: <http://www.tncourts.gov/programs/mediation/resources-mediators/continuing-mediation>

If you have forgotten your username and password needed to submit an online mediation report, please contact Caitlin Vasser, Programs Assistant, at (615) 741-2687 or by email at [caitlin.vasser@tncourts.gov](mailto:caitlin.vasser@tncourts.gov)

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If you have an article that you want published in the TAPM Newsletter, please contact the Editor, Regina B. Newson at [reginanevson@bellsouth.net](mailto:reginanevson@bellsouth.net)

[Click here to visit our website](#)