# BEING RELATIONAL

BALTIMORE MEDIATION MONTHLY GAZETTE – MARCH 2018

## A MESSAGE FROM OUR FOUNDER

Hello! Happy Spring! The Baltimore Mediation team and I are thrilled to launch our *Being Relational Gazette*! We thank you, our friends and clients, who have spurred us on to provide a one stop monthly look at BMC happenings, trainings, and conflict transformation tips for daily use, and to highlight our clients. We have included a Client Highlight and embedded hyperlinks if you need more. It feels good to share this with you as we are all rising from the ashes and soaring again.

As most of you know, the Baltimore Mediation team carried on while I was called away as a result of one of my sons being injured in a freak diving accident in Cape May, NJ, August 5, 2015, when he hit a sandbar at high speed rendering him a complete quadriplegic, paralyzed from the neck shoulders on down. I stepped into a role of fierce advocate for his life negotiating our way through a maze of ICUs and inpatient hospitals across the country for 18 months, followed by 12 months of intense rehab and schooling and moves to Atlanta and Philadelphia. Our family and our team, and you, our friends and clients of all different backgrounds and faiths and worldviews, sustained us on the medical battle field with your prayers, positive intentions and love with such force it created an energy field for a *Creative Miracle* to take place for our son, Archer. He's alive, breathing on his own now, and he's doing well at UPenn. We continue to believe what is possible.

I feel deeply connected to you. I believe I was prepared for our unexpected and protracted life and death odyssey because I believe God has a plan for each of us, because of *my* choice to be a mediator—a transformative mediator-- rather than a litigator, and because of *your* choice to ask me to be your mediator, your facilitator, your conflict consultant, your negotiation coach, and your skills and self-awareness trainer these past two decades. You entrusted me and our team and our process to help you through your adversarial disputes, your fragile negotiations, your prickly interactions, your legal difficulties, your complicated emotional and financial situations, your fears, your hopes, your anger and your capacity for strength and engagement, and I grew deeper in my belief of human capacity and what is possible. That belief travelled with me in each of my own difficult interactions with hundreds of health care providers, insurance companies, and experts of every stripe and color. So, thank you for believing *with* me. Thank you for being our clients and friends.

Welcome to our Gazette readership! There is so much work in the world for all of us to do: old approaches are in need of disruption and narrow thinking is in need of transformation. And there is so much to be grateful for. Everything is possible. With gratitude, Louise

## TRAININGS

Baltimore Mediation is back in full swing with its nationally and internationally recognized 20-hour Advanced and 40-hour Basic Skills trainings. Baltimore Mediation is working to develop other trainings you have requested regarding blended families, the impact of trauma, the Enneagram and Relational Advocacy in Healthcare, so stay tuned!

Other trainings include:

- June 40-Hour Mediation & Conflict Transformation Skills Training *Focusing on Workplace Conflict and Third-Party Interventions* *http://www.baltimoremediation.com/event/june-40-hour/*

- October 40-Hour Mediation & Conflict Transformation Skills Training *Focusing on Sources of Conflict & A Systems Approach* *http://www.baltimoremediation.com/event/october-40-hour-mediation-conflict-transformation-skills-training/*

- December 40-Hour Conflict Transformation Skills & Mediation Training Focusing on *Fundamentals of Conflict Transformation* http://www.baltimoremediation.com/event/december-40-hour-mediation-conflict-transformation-skills-training/

- January 20- Hour Advanced Domestic Mediation & Conflict Transformation Skills Training, *Focusing on Custody, Child Access, Parenting Plans, and Financial Support* *http://www.baltimoremediation.com/event/jan-20-hour-advanced-2/*

## GRATITUDE…. ACCOLADE HIGH FIVES!

Louise Phipps Senft was named the **Chair of the American Bar Association's Relational Practices Task Force** in January 2018. The Relational Practices Task Force is devoted to fostering a paradigm shift in the legal profession from a transactional "Adversarial Ethic" to a relational ethic. The ABA invited Louise to write a monthly column in the *Just Resolutions Newsletter* for the ABA members. The inaugural blog, "I Can Relate!" appeared last month. https://www.americanbar.org/groups/dispute_resolution/publications/JustResolutions/feb2018-e-news.html

## SPEAKING EVENTS

Louise spoke at **Calvert Hall High School** to 100 sophmore, junior and senior leaders about Relational Leadership on January 30th. She encouraged them to engage in race and privilege dialogue and shared tips on how to do that. The young men were enthusiastic about the relational practices they learned from Ms. Senft.

Louise was the keynote dinner speaker at **the Maryland Club** for the Baltimore Chapter of Legatus on February 13th about the role of faith in conflict transformation and her approach to mediation and disputes.

Louise is available to speak at events, conferences, schools, companies and more. Her speech themes include but are not limited to Relational Leadership for You for women, executives, politicians, physicians, families; Transformative Mediation: what it is and why you need it: Stories from the Trenches; How to Transform the Adversarial Ethic in Your Life; Where is God in Crisis?; Relational Advocacy in Healthcare: Moving Mountains; and Creative Miracles for Medicine and Well-Being: The Side by Side Role of Integrative Medicine and Western Medicine.

## TRAINING PARTICIPANTS ARE SAYING…

"Louise is a master in her ability to teach and inspire her students in the transformative framework. She brings out the best in each student, giving them both the skills and confidence to be their best. She has given me the gift of relational interaction, not only improving my mediation skills, but also improving the quality of my interactions with family, friends, and associates. The skills she gave are just so important to me being effective in my job in the Rabbinical Court." – Rabbi Yossi Rosenfeld

## IN A RECENT…

**Mediation training**, many of our participants were first timers, while others were seasoned mediators returning to sharpen their skills. One key takeaway about good process was **"Go slow to go fast."** It is important to start slow during a mediation, and take the crucial time to develop an understanding of the process and choices in mediation, especially face to face dialogue. It is always fresh for people to experience what it is like to be supported by a neutral, who is "multipartial", and engaged in a nonjudgmental for very proactive way with each person.

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## RELATIONAL RECIPROCITY

### CLIENT HIGHLIGHT – Catherine Boyne



Catherine Boyne is the Senior Director, Strategic Initiatives at Johns Hopkins Medicine. Ms. Boyne joined the leadership at Johns Hopkins Medicine in 2011 after serving as President and CEO of Gilchrist Hospice and Vice president of GMBC for 12 years. Under her leadership, she brought in Baltimore Mediation to Gilchrist to design training modules over a three- year period that would empower and support her hospice staff of 350 care providers interfacing with families at end of life. The training designed for them included relational conflict theory and transformative intervention skills, personality self-awareness (gifts and blind spots), understanding sources of personal reactivity and grounded engagement.

Catherine carried her belief in the potential to create greater cohesion in teams among those who are working in stressful conditions to her work at Hopkins and employed Baltimore Mediation again to engage teams of providers in different departments and to facilitate their strategic decision making with the goal of integration and greater cohesiveness and collaboration. Catherine is a dedicated leader who sees what is possible and works to make it happen. Catherine also enjoys volunteering in the Baltimore County and time with her two children and husband.

### TEAM HIGHLIGHT – Beverly Hovmand



Beverly is a licensed clinical social worker with a specialty in transitions and trauma. She has been on the Baltimore Mediation team for 16 years as a mediator with a focus on workplace, family, and eldercare mediation. She is also one of the co-trainers for Baltimore Mediation's trainings. She has helped design for the Baltimore City Circuit Court and is a trainer for SHAPE (Shared Parenting Experience), an educational parenting program provided by the court for unmarried parents. SHAPE has been noted as a model in the US for parent education in custody conflicts. Bev enjoys spending time with her husband in Maine, two sons and her grandchildren.

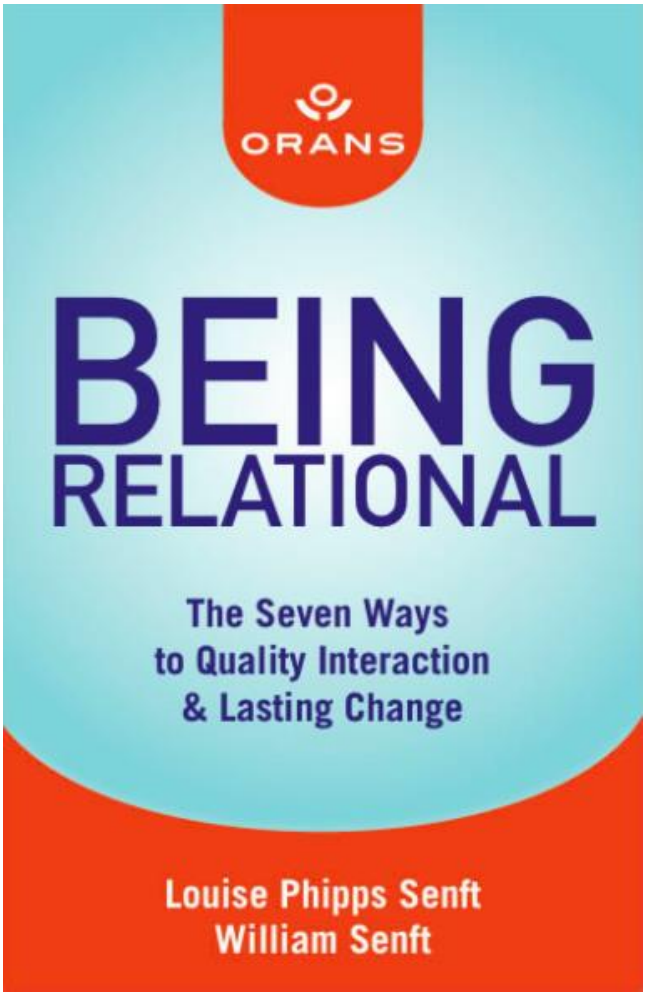
### TIP OF THE DAY: FOSTERING WELL-BEING IN AN ADVERSARIAL WORLD: RELATIONAL RECIPROCITY

You know the Golden Rule and you also know the expression tit for tat. When someone says something to you that you disagree with, instead of ignoring them or calling them a name or launching into all the reasons they are wrong, have you ever considered taking a deep breath and responding, "Yes, maybe, and… maybe not" as a way to open the communication pathway to dialogue when there are differences? It's an aspect of Being Grounded to foster quality dialogue. Try it! And let us know what happened!
office@baltimoremediation.com

## QUOTE FOR THE MONTH:

"Compassion for ourselves gives rise to the power to transform resentment into forgiveness, hatred into friendliness, and fear into respect for all things."

-Jack Kornfield




***Being Relational*** **became a best-seller in 2015. Available at Barnes & Nobel, Amazon, independent book stores. Louise Phipps Senft is now available for book signings, book talks, corporate speeches, organizational retreats, and conference keynotes! Have her visit your company, your local bookstore, school, conference, retreat or organization. Call us today to schedule!**

**443-524-0833**

## SHARE OUR NEWSLETTER! BE RELATIONAL!