

## CONNECTING THE VIRGINIA MEDIATION COMMUNITY

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### PRESIDENT'S MESSAGE BY PAULA MARIE YOUNG

My mediation students, I love them so. This week, I welcomed students to my Certified Civil Mediation course. They have decided to become members of our "tribe"-- as Seth Godin would say. And mediators are my "tribe," as I have said so many times when given a chance. I want to thank you for giving me the opportunity to lead our VMN chapter of the tribe. It has provided opportunities for growth, joy, love, and greater connection. How may I serve my tribe next?

#### The Four Stages of Skill Development

This return to school has also reminded me of the four stages of skill development.

In *Bringing Peace into the Room: How the Personal Qualities of the Mediator Impact the Process of Conflict Resolution* (D. Bowling & D. Hoffman eds. 2003), Peter Adler, a well-known mediator, describes the four stages of skill development: (1) unconscious incompetence, (2) conscious incompetence, (3) conscious competence, and (4) unconscious competence.

He illustrates these stages by following the efforts of a person who is learning to surf. The first day, after much effort, the new surfer may find himself half-standing, half-stooping on the board fighting each swell of the water. The surfer is "dumb and happy" and perhaps a little sunburned. He is ignorant of the deeper skill level required to become a master surfer. He has found the unconscious incompetence stage of skill development.

If he sticks with the task, he will quickly move to the consciously incompetent stage. At this stage, he is now aware of the skills he lacks, but resolved to learn more. He knows what he doesn't know. He will eventually move, with practice, to the consciously competent stage of skill development.

At the third stage of the cycle, the surfer can skillfully catch a wave, knows a lot about the equipment, and has a good time each day on the beach. But he returns home exhausted by his efforts. He then crosses an invisible frontier in which surfing gets easier. He takes on a bigger wave at exactly the right moment on a beach he knows as well as the curves of his face. He comes off the wave energized and exhilarated, not exhausted. He has found the fourth level of competency - unconscious competency.

#### The Learning Cycle Begins Anew

But here's the good and the bad news. No sooner has he reached the fourth level of competence, he throws himself back to the beginning of the cycle. He decides to learn to surf the giant waves of Hawaii. His first day on the beach leaves him battered. The waves win that day. But because he is now consciously incompetent, he will find the mentors he needs to teach him the mastery of these powerful waves.



### A Mediator's Cycle of Learning

Mediators cover this same skill development cycle. The first stage comes after a person completes what I call the "baby" mediation training program – often a 16- or 20-hour program that offers the person the very basic techniques of interest-based bargaining, the structure of the classical mediation, some ethics, and some experience in simulated mediations. The new "qualified" mediator rushes home to tell his or her spouse all about this eye-opening experience that was also such fun.



The mediator then moves to conscious incompetency the first time he or she mediates a case. The basic training did not cover the topics that now seem to control the dynamics of the conflict – the parties' psychological and emotional needs. The mediator can work all the techniques he learned in the training program, but he still feels utterly lost and out of control – and he is. He must go home to his spouse to explain that he learned today what he did not know.

A mediator with this level of self-awareness begins a self-directed process of learning. He may attend a conference, participate in an advanced training workshop, subscribe to an ADR journal, or read books on mediation. She may volunteer at a community mediation center to get more hands-on experience. After many months of dedicated learning, the mediator may move to the next level of competence. Many mediators stay at this stage – consciously competent – for years.

Members of the mediation tribe know that they can always be more skillful in their effort to serve parties. VMN has so many talented mediators who so freely teach the lessons they have learned. Our conferences offer high quality training and opportunities for thoughtful reflection about what we do, why we do it, and how we do it. One well-respected colleague who shall not be named (Sam Jackson) said that our VMN conferences "are better" than those offered by the ABA's Section on Dispute Resolution. I agree! But we can so easily take for granted the professional and personal growth opportunities VMN offers.

### My Own Cycle of Growth

Some years ago, I read about a man who believes he can master any task or subject by dedicating 3,000 hours to learning about it. He then serially takes on topics of interest to him – flying a plane, buying stocks, or cooking. He masters the subject, then moves on to the next challenge. I ran across the reference to this man at the same time I received my diploma recognizing my completion of a LL.M. in Dispute Resolution. The diploma came in a cardboard envelope and measured less than 8-1/2 by 11 inches. Given all the time, effort, expense, and learning it represented, I really wanted something the size of a 1970s-era Farrah Fawcett poster.

It also represented some part of the 2,200 hours of training in dispute resolution I have accumulated – not counting the mediations I have conducted, the books and articles I have read independently of my formal studies, my writing, or the hours I have spent preparing to teach ADR topics to law students. Do I feel like an expert at anything? Yes, in a few ADR-related subjects. However, I find myself moving to new levels of conscious incompetence.

My learning now focuses on emotions and psychological needs of parties, on the power of apology and forgiveness, and on reconciliation. My new teachers will have skills of the heart and of the spirit. At the end of the movie "13 Days" – a wonderful study in dispute resolution – the lead character quotes the Fisherman's Prayer: "O God, the sea is so great and my boat is so small." The responsibilities of a mediator humble me in the same way. My incompetence frightens me and spurns me on to new cycles of learning.

**Paula Marie Young**

**VMN President**

## Don't Miss VMN's Fall Conference

The Virginia Mediation Network's Annual Fall Conference, "Dialogues Across Divides", will be held September 28-29, 2013 at Eastern Mennonite University (EMU) in Harrisonburg, VA. Co-sponsored with EMU's Center for Justice and Peacebuilding, the weekend promises excellent and informative workshops along with an opportunity for mediators and conflict resolution professionals to network and share.

Professors Howard Zehr and Carl Stauffer will be presenting the Plenary entitled, *Putting a Face on the "Other"* which will look at the importance of humanizing those we consider to be different from us - the "other" - and explore creative ways of doing this through restorative justice & artistic media. Dr. Zehr, widely known as the "father of restorative justice", has been a practitioner and theorist in restorative justice since the late 1970s at the foundational stage of the field. Dr. Stauffer has been the Director of the Capital Area Victim-Offender Mediation program and has worked on various transitional justice processes in South Africa.

Other topics to be presented at the conference include:

- "This is Your Brain on Conflict"
  - "From Impasse to Freedom: Trauma Awareness and Conflict Resolution"
  - "Five Years of Restorative Dialogue Circles in Virginia State Correctional Facilities"
  - "Dimensions of Trust and Distrust"
  - "Let's Chat: Child Support"
  - "Breaking Down Barriers Between Family Mediators of Different Professions"
  - "Lessons from the Body about Conflict Resolution"
  - "Making Space for Mediation"
  - "Family Group Conferencing"
  - "The Limits of Rationality: Effective Conversations with Difficult Individuals"
- 2 hour Ethics class will be offered for those needing to recertify in October!  
The Bookzone featuring the book "*Stumbling on Happiness*" by Daniel Gilbert  
Peer Consultation



The cost of the Fall Conference is \$245 for VMN members and \$315 for non-members. (One-day-only conference registration is available.) Saturday night's reception, dinner, and entertainment at the Spotswood Country Club in Harrisonburg are included in the conference registration.

The VMN Fall Conference Committee has established special conference rates at the Courtyard Marriott, Fairfield Inn and Suites and Hampton Inn-University in Harrisonburg which will be available until September 6, 2013. So don't delay in making your hotel reservations!

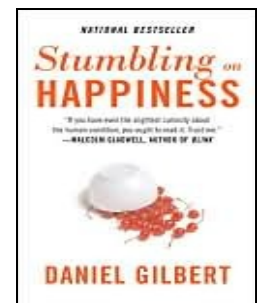
**To register for the Annual Fall Conference, [click here.](#)**

## Fall 2013 Bookzone

VMN BOOKZONE - NEXT SELECTION

*Stumbling on Happiness* by Daniel Gilbert, Vintage Books, New York (2006)

You think you know what makes you happy, but you are probably wrong! Dan Gilbert, a Harvard professor, draws on the fields of psychology, neuroscience, philosophy and economics to explore how well humans can predict future affective states. It turns out that by any objective standard, we're pretty bad at it. Insights from this witty, engaging book are immediately transferable to the practice of mediation, where people in conflict are making choices they believe will make them happier. Deepen your understanding of how the brain works to hamper the ability to choose what brings true satisfaction. If you would like to hear Dan Gilbert discuss the "science of happiness," click on this link to hear his 20-minute TED talk. [http://www.ted.com/talks/dan\\_gilbert\\_asks\\_why\\_are\\_we\\_happy.html](http://www.ted.com/talks/dan_gilbert_asks_why_are_we_happy.html)



Available at Amazon: <http://www.amazon.com/Stumbling-Happiness-Daniel-Gilbert/dp/1400077427>

## VMN Board of Directors—Nominations Time!

**Who will our new VMN Board members be? We hope YOU know the answer!**

The VMN Board is recruiting VMN members to fill three upcoming vacancies on the Board.

Nomination Committee Chair, Karen Asaro, is taking nominations ([karen.asaro@gmail.com](mailto:karen.asaro@gmail.com) or call 757 717-1969). Non-profit management experts tell us that the most effective boards are those that are able to recruit a diverse group of people that bring a range of thought and perspective. We are looking for talented and conscientious volunteer board members to help lead and strengthen our organization.

**We have work to do. Please do it with us.**



## Many Thanks.....



The Virginia Mediation Network Board of Directors would like to recognize Larry Harris for his service on the Board and his work with the corporate sponsorships committee. Larry has had to step down from his Board position due to professional and personal obligations. Larry is a Human Resources Specialist and Mediator with the Department of Defense in Northern Virginia and a Virginia Certified general and family Mediator/Mentor. He is a volunteer mediator with the Up Center and travels to Norfolk to assist military and low-income families.

Thank you, Larry, for all you do for the field of mediation.

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## Divorce in Indian Marriages

By: Geetha Ravindra

*Geetha Ravindra, VMN Past President, is the Mediator for the International Monetary Fund. She is the Chair-Elect of the American Bar Association's Section of Dispute Resolution, the Chair of the Joint Alternative Resolution Committee for Virginia, and the former Director of Dispute Resolution Services at the Supreme Court of Virginia. Geetha recently published her book, **Shaadi Remix – Transforming the Traditional Indian Marriage** (Wheatmark, Tuscon, AZ: 2013), to provide an overview of the factors Indian families have traditionally relied upon in arranging Hindu marriages and to highlight that primary consideration of these criteria may no longer lead to successful marriages. You may order her book at [Amazon.com](http://Amazon.com) or [barnesandnoble.com](http://barnesandnoble.com). By ordering through Amazon, you can also financially support VMN. Go to VMN's webpage and click on the Amazon link to order Geetha's book and VMN will receive a percentage of the sale.*

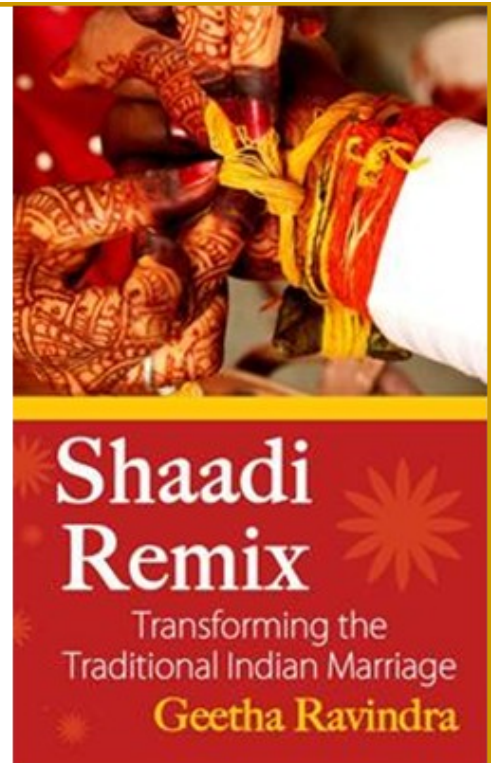
Shaadi, or marriage, is the most sacred institution in India. The marriage ceremony is the thirteenth ceremony among sixteen ceremonies in a Hindu's life. It is a holy sacrament solemnized in accordance with rituals enjoined in the Vedas, the ancient scriptures of Hinduism. Vedic scriptures describe the wedding ceremony literally as the gifting of a young maiden from her father to her future husband, or Kanyadaana. When Indian parents successfully get their children married, it is considered a huge accomplishment, and they feel tremendous joy and relief from fulfilling one of life's most important responsibilities.

For centuries, marriage between Indians has been a commitment for life. The concept of divorce is still taboo to the vast majority of the Indian population. If a husband and wife don't get along, the wife is expected to adjust and make things work. Some amount of flexibility is expected in any new relationship, yet in Indian society this burden falls primarily on the wife. Women are instructed by their mothers, sisters, aunts, and grandmothers to concede to their husband's wishes and expectations, with the hope that they will be able to win their husband's heart and ultimately lead a happy life together.

The Hindu belief in karma and dharma also impacts traditional perspectives on marriage. Karma, the belief that everything happens as a consequence of past deeds, is integral to the Hindu faith. If a woman or man has an unhappy marriage, the community assumes it is because of some bad actions they committed in a previous life. There is also an important Hindu belief that one must do his duty, or dharma. Dharma requires men and women to marry, as that is an integral part of being a householder, which is a key stage in life. The Vedas divide human life into four stages, brahmacharya ashrama (student), grahashta ashrama (householder), vanaprastha ashrama (retirement), and sannyasa ashrama (renunciation). Dharma forces one to remain married, even if it is an unhappy or difficult relationship, in order to fulfill responsibilities to family and society during the grahashta stage.

Another very important cultural factor for many Indians is saving face. An Indian's reputation is a critical part of her identity and self-respect. Being divorced in Indian society carries with it a strong stigma. Couples often prefer to remain in an unhappy marriage in order to protect their image as an ideal Indian family, regardless of the pain and heartache the marriage may bring each day. When an Indian marriage fails, there is often a tremendous sense of guilt, shame, and fear of social rebuke. As a result, couples strive to remain together, no matter how painful the situation, in an effort to protect their reputation and children from the challenges associated with divorce, and to save face in the community.

Although Indians can proudly declare that nearly 100 percent of their marriages are a success, recent urbanization and women's growing financial independence are causing the divorce rate to rise. Gender equality is now giving rise to ego clashes between couples, especially where the wife is also well educated and employed. The empowerment of women has stimulated the dissolution of many Indian marriages in the U.S. Indian women are now more open to the option of ending their marital relationship, as opposed to silently bearing lifelong abuses, as generations of women did before them.



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**Blog**

## Featured Mediation Bloggers

As a member benefit, VMN plans to provide links to some featured mediation blog posts. Our first offering suggests the following bloggers:

- Vivian Scott, *Conflict of Interest*, <http://blogs.bothell-reporter.com/conflictsofinterest/> (everything you ever wanted to know about conflicts at home, at work, or in the neighborhood).
- F. Peter Phillips, *Business Conflict Blog*, <http://businessconflictmanagement.com/blog/> (conflict management expertise).
- Jan Frankel Schau, *View from the Middle of the Road*, <http://viewfromthemiddleoftheroad.blogspot.com/> (tools and lessons for more successful mediations).
- Cinnie Noble, *Cinergy: Peacebuilding . . . One Person at a Time*, <http://www.cinergycoaching.com/blog/> (for persons who work with people in conflict on a one-on-one basis).
- Joseph C. Markowitz, *Mediation's Place*, <http://www.mediate-la.com/> (exploring whether mediation offers a better way to settle litigated cases).
- Eight authors who are law professors, *ADR Prof Blog*, <http://www.indisputably.org/> (negotiation, mediation, arbitration, and dispute resolution).
- Various authors, *JAMS ADR Blog*, <http://jamsadrblog.com/> (reporting on the latest developments in mediation and arbitration from around the world).
- Jeff Thompson, *Enjoy Mediation*, <http://www.enjymediation.com/> (police detective on conflict and communication skills).
- Allison Pescosolido, *Divorce Detox*, <http://divorcedetox.com/category/blog/> (the feel good exit to post divorce peace).
- Vicoria Pynchon, *Negotiation Law Blog*, <http://www.negotiationlawblog.com/> (lawyer, neutral, negotiator, author).
- Tammy Lenski, *The Conflict Zen Blog*, <http://lenski.com/blog/> (simplify problem solving and transform interpersonal conflict into peace of mind).
- Larry Susskind, *The Consensus Building Approach*, <http://theconsensusbuildingapproach.blogspot.com/> (the uses of consensus building tools and techniques for more democratic decision-making).
- Eileen L. Coen, *Divorce That Works*, <http://divorcethatworks.wordpress.com/> (better ways to divorce).

## Divorce in Indian Marriages

*Continued from Page 5*

As a mediator of Indian origin I have assisted hundreds of divorcing or separating American families in resolving issues related to contested custody, visitation and support matters. Over the past 20 years, I have also helped numerous men and women of Indian origin deal with issues of marital discord, domestic violence, adultery, alcoholism, and desertion. As the idea of divorce is no longer as unimaginable as it once was and the number of divorces among Indians is rising, I became concerned about the future of the sacred institution of marriage in the Indian community. I believe that the viability of the Indian marriage and the family unit is dependent upon younger generations of Indians better understanding the purpose of Hindu marriage traditions and determining which customs and values they choose to preserve.

In my book, I share more contemporary approaches to determining cultural compatibility as well as good communication and conflict resolution skills. In addition to being helpful to Indian families, my hope is that *Shaadi Remix* will be a useful resource for family mediators and overview of Hindu marriage traditions and a cultural context for why divorce among Indian families is so difficult.

## Passings.....

These last few months have seen the passing of mediator friends and colleagues from across the state. We honor them for their devotion to the field of mediation and for working tirelessly to help people find a peaceful way to resolve conflict.

### Jerryanne Taber Bier

On Thursday, June 27, 2013, after a life full of love and beauty, Jerryanne Taber Bier died in the peace and comfort of her home, surrounded by love on all sides. Jerryanne grew up in Delmar, N.Y., and on the shores of Lake Ontario. For the last 37 years, her home was on Whetstone Branch in Ferrum.

Jerryanne's gifts for seeing the good in all people came out in many ways. She worked with the Conflict Resolution Center in Roanoke for many years, training and organizing mediators and mediations, and mediating herself with workplaces, courts, schools, and families. Her passion for peace and justice led her to work with the Plowshare Peace Center in Roanoke, the Sierra Club, Grace House in Saint Paul, and relief efforts after Hurricane Katrina. She traveled to South Dakota for ten summers with Nonviolent Alternatives to live and work with the Lakota, and she journeyed with the same group to India to experience the roots of the nonviolence movement.

But even more than all of these works of compassion and adventures of beauty, Jerryanne will be remembered for her love of family and friends. As her only grandson put it, "She has been one of the bolts that has held my life together." She married Jim Bier on August 3, 1968, six months after meeting him, and she was his faithful partner and companion through thick and thin. Together, they had four beautiful children. Her family gave her many opportunities to practice her patience and loving-kindness, and Jerryanne moved through even the hardest times with grace and forgiveness. She passed on to all of her children a love of the land, an appreciation of beauty, and the strength of family.

She is survived by her husband, Jim Bier, of Ferrum; her four children, Rebecca Stevens, of Ferrum, Jessica Bier, of Pound, Jonathan Bier, of Ferrum, and Sara Bier, of Chilhowie; five grandchildren, Asa, Ursula, and Flora of Ferrum, and Sadie and Sylvia of Chilhowie; and her brother and sister-in-law, Art and Bunny Taber of Wilmington, N.C.

To see Jerryanne's obituary, go to <http://www.legacy.com/obituaries/roanoke/obituary.aspx?pid=165590191#fbLoggedOut>

### Sanders Thornley Schoolar, II

Sanders Thornley Schoolar III, "Bud," passed away July 17, 2013. Bud graduated from the University of Richmond with a BS in Business Administration with honors in 1965. He served his country from 1965 to 1970 in the Army National Guard. It was during this time he met and married the love of his life, Peggy, on June 10, 1967. Bud was quite the entrepreneur starting his own company in 1979, Ditch Witch of Virginia, which he owned until 1999.

Bud became a Virginia Certified General and Family Mediator for the Virginia Supreme Court (1999 to 2010) where he was a Family Mediator for Juvenile Domestic Relations Court and was Private General and Family Mediator. He was a member of the Association of Conflict Resolution, Virginia Mediation Network and Central Virginia Mediation Network.

He served on the Board of Directors for the Draper Aden Associates, the University of Richmond Board of Associates and Board of Trustees; he served on the Board of Directors Executive Committee and Chairman of the Nominating Committee for the MCV Hospitality House (1998 to 2001). Bud also served as the Chairman Foundation Board of Westminster Canterbury (2000 to 2006). On February 21, 2013 he received the Lettie Pate Whitehead Evans Award for Distinguished Volunteer Leadership Service at Westminster Canterbury. He was currently serving on the Admissions Committee at Westminster Canterbury.

He is survived by his loving wife of 46 years, Margaret "Peggy" Crocker Schoolar; son, Sanders T. "Lee" Schoolar IV and his wife, Bobbi; daughter, Meredith Anne Schoolar; grandchildren, Sanders T. "Ty" Schoolar V. and Taylor Tavss Schoolar; brother, Fairleigh Schoolar and his wife, Cil; many nieces, nephews, cousins and close friends. He will be missed by his four-legged companion, Dudley, the Dachshund.

To see Bud's obituary, go to <http://www.legacy.com/obituaries/pilotonline/obituary.aspx?pid=165936489#fbLoggedOut>



*Continued on Page 8*

**PASSINGS...****Sandra S. Drahozal**

Sandra S. Drahozal passed away June 19, 2013. Born November 10, 1958 in Detroit, Michigan, Sandy graduated from Illinois State University and later moved to Maryland to work for Hewlett Packard. This is where she met David Drahozal, whom she married on July 5, 1986.

Sandy was a Christian mediator and volunteer for the Northern Virginia Mediation Services. Sandy worked hard to bring harmony to opposing sides with great success. In all of her endeavors, no matter where she went in the world, Sandy had a hidden agenda – to make every single person with whom she interacted feel important and valued. She was able to do this because of her ability to put herself in someone else's shoes.

Optimistic and outgoing, Sandy committed to becoming the very best wife, mother, daughter, sister and friend. Sandy devoted her life to loving and supporting her family, friends and the community. She spent countless hours volunteering at various fundraising and charity events. She carved out time to assist the community as a youth soccer coach, substitute teacher and Herndon Youth Soccer Commission.

Sandy leaves behind her beloved husband David, her dearly loved children Christopher and Stephanie; her mother Joan; her three sisters Suzy Merriman, Sheri Sarno (and husband David) and Shelly Murray (and husband Ken), numerous nieces and nephews as well as a multitude of friends she considered family.

To see Sandy's obituary, go to <http://www.obitsforlife.com/obituary/722048/Drahozal-Sandra.php>

**Charles T. Hardwick**

Charles T. "Chuck" Hardwick, 70, passed away May 30, 2013 after a short illness. A kind and caring person (with a wry sense of humor) to the many people he worked with at the former Virginia Conflict Resolution Center (Community Mediation Center of Southeastern Virginia), Chuck devoted the last 11 years of his life to helping parents find a peaceful way to stay actively involved in their children's lives.

Chuck's varied personal and professional life experiences framed the person he was to become, starting with his early life as a "Navy brat" traveling around the country and the world. He was proud of his service in the U.S. Armed Forces during the Viet Nam war. Chuck attended the University of Missouri and graduated with a degree in Journalism. He worked at various newspapers in the Midwest as well as worked as a freelance writer in the private sector.

In 2002, he came to the then-Community Mediation Center of Southeastern Virginia where he worked with individuals, businesses and families in conflict. Chuck became a Virginia certified mediator for civil and family situations. He also became certified to teach parents the importance of how to co-parent peacefully, drawing on his own life and the challenges of being a divorced dad. These parents appreciated "Mr. Chuck" and his stories and the empathy he brought to each group as he was passionate about helping parents find ways to keep their children out of the middle of their adult conflicts.

Chuck is survived by his mother, Mildred May Barton of Norfolk, Virginia, his sister, Shannon E. Hardwick of Chesapeake, Virginia, his brother, James Hardwick of Virginia Beach, Virginia and three children: Melinda Hardwick, Thomas Hardwick, and Rebecca Hardwick.

To read Chuck's obituary, go to: <http://www.legacy.com/obituaries/stltoday/obituary.aspx?n=charles-t-hardwick-chuck&pid=165216875#fbLoggedOut>

Our deepest sympathy to the family, friends  
and colleagues of these wonderful members of the mediation community.



## What a Wonderful World it Might Be

What if all our elected politicians were well-trained and well-respected mediators? It might end political grid-lock. It might ensure that public policy served the interests of constituents. It might preserve working relationships across party lines. What a wonderful world it might be.

Our own VMN Board Member, Jane Dittmar, will get to test that hypothesis if she is elected to the Scottsville Magisterial District seat on the Albemarle Board of Supervisors. Jane announced her candidacy in early August and is running in a special election which coincides with the November general election.

Jane is a Virginia Certified Mediator for both General District and Circuit Courts and serves as court coordinator for the General District, Juvenile and Domestic Relations, and Circuit courts of the City of Charlottesville and the counties of Albemarle, Fluvanna, Greene, and Louisa. She has served on the VMN Board for nearly two years and has worked on the corporate sponsorships and the membership committees.

Jane is a principal in Positive Solutions Group and a business consultant specializing in strategic planning. She served as President of the Charlottesville Regional Chamber of Commerce from 1992-2000.

For more information about her campaign, go to: <http://www.jane4supervisor.com>

Good luck, Jane.



## Have you taken advantage of one of VMN's newest Member Benefits? Reach out to your VMN Colleagues through the listserv.

### Here's How:

Address your email to:

[vamediation-announce@lists.vamediation.org](mailto:vamediation-announce@lists.vamediation.org)

Include in the subject line a clue as to what you are asking about. Type the body of the email and be sure to include your contact information.

**Important!** When you reply to the listserve email—the ENTIRE list will see your reply, which is fine if you are replying to the topic and creating a useful discussion. Just be aware that there will be instances that you will want to take your discussion “offline” in which case you should just begin a new email directed to that particular person.

Are you a member of listserve? If you are a member in good standing of VMN, yes. You can opt out at any time by emailing [office@vamediation.org](mailto:office@vamediation.org) or clicking the link at the bottom of an email received from the list serv.

Questions? Contact [office@vamediation.org](mailto:office@vamediation.org)

