



SPECIAL TRAINING ISSUE



Our 2017 Family Mediation Certification Program concluded with the 40-hour Family Mediation Skills training on May 11-12, 15-17, 2017. Since January 2017, we have trained over 60 people in Toronto alone! Congratulations to all those who have made it through!



Participants were treated to a Riverdale-branded celebratory cake!

Class of 2017

Testimonials

"The presentations were fabulous. The coaching was very equipping. The actors were amazing. Lots of learning."
"The role plays and general participation level. It was very engaging and I felt like I learned a lot."
"I liked that all aspects of mediation were addressed. It was an excellent review and overview of the process. I also appreciated the inclusion of the legislation attached to mediation."
"The extensive content that we can refer back to in our work is an excellent resource. All the presenters were really informative. An interactive group was facilitated and a warm environment to participate."

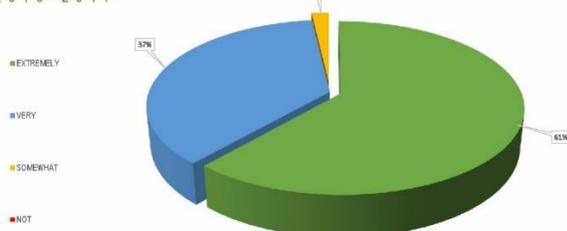
Course Satisfaction

- OVERALL (2016-2017) -

Current feedback from our course participants during the 2016-2017 season has been overwhelmingly positive!

To illustrate, we had compiled an "overall course satisfaction" chart using data from all courses delivered between September 2016 - April 2017. This includes feedback received from our off-site training in PEI, Halifax, and the Caribbean:

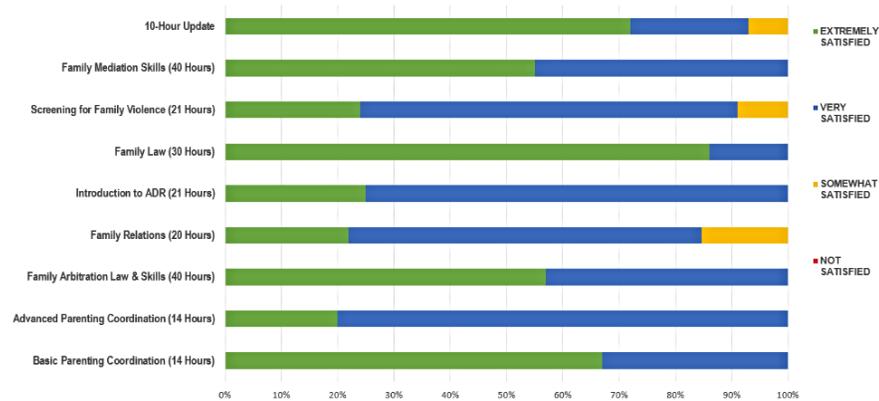
OVERALL COURSE SATISFACTION 2016 - 2017



As per the chart above, 61% of all our course attendees during the 2016-2017 season were "extremely satisfied" with their Riverdale course experience(s), whereas 37% were "very satisfied". Delivery of course content and effectiveness of trainer(s) are not the only factors that would influence such results, but also how the participants felt about the organization of course, their experience working with coaches & actors, the effectiveness of guests speakers, and quality of venue & food.

- AN OVERVIEW OF WINTER / SPRING 2017 COURSE SATISFACTION -

COURSE SATISFACTION 2017



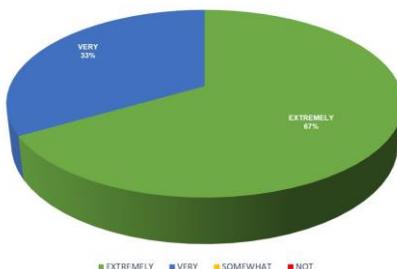
LEGEND

Table with 4 columns: Date, Course Name, Extremely Satisfied, Very Satisfied, Somewhat Satisfied, Not Satisfied. Lists various courses and their satisfaction percentages.

Training in P.E.I - March 2 & 3

In collaboration with the Family Law Centre, Hilary and Elizabeth delivered a two-day Family Arbitration course at the Saint Peter's Cathedral in Charlottetown, PEI on March 2 & 3, 2017. The course was designed to provide family arbitrators and parenting coordinators with basic level overview of the legislation, case law, procedural steps, ethical dilemmas and practical aspects of Parenting Coordination practice.

Overall, how satisfied were participants with this training?



Testimonials

"I enjoyed hearing about specific cases and how the presenters proceeded in cases. Also enjoyed the role plays."
"(I really liked the) large amount of materials we were provided with that we can use in future."
"Incredibly interesting - very knowledgeable - excellent."



FROM OUR BLOG

What We Learned Training Mediators in Barbados

Hilary Linton

Our team had a wonderful experience working with the mediators of the Barbados Supreme Court.

The training was funded by the IMPACT Justice Project, an initiative of the Canadian government that is designed to enhance access to justice at all levels—from community to court— throughout the CARICOM countries.

This training followed a week of training with The Royal Barbados Police Force, also as part of the IMPACT Justice project. (See our prior blogs on the workshops we have previously done with police officers and community leaders throughout the Caribbean.)

Sir Marston Gibson, the Chief Justice of the Barbados Supreme Court, explained the importance of courts in Barbados making high-quality mediation accessible. Courts there, as here, are backlogged with cases that could be resolved more effectively and efficiently out of court. The culture of mediation is relatively new to Barbados in both civil and family disputes.



The pilot project that he has established there encourages judges to refer all appropriate civil and family cases to mediation. As in many jurisdictions, the project recognizes that family mediation is probably not appropriate in situations of coercive and controlling domestic violence. But all other cases are considered appropriate for the initial three hours of mediation, which is paid for by the parties at established rates.

All of the mediators in our group were already trained and



many were experienced mediators.

We learned that mediators in Barbados face the same challenges as the rest of us; resistance from the legal community based on perceptions that mediation presents competition to lawyers; general lack of awareness among litigants about the merits of mediation; lack of resources to pay mediators appropriately and lack of funds on the part of litigants.

Our training focused on teaching aspects of mediation that the students had not learned, including how to

analyze the underlying emotions and relationships driving the conflict; understanding how to work effectively with 'high conflict' people; strategies for empowering parties to negotiate more effectively, and tools for making strategic decisions about when to caucus with the parties.

Our use of the concept of a "perceived injurious experience" as the starting point for understanding how conflicts escalate into disputes and our inclusion of mental health professionals on our training team was well received by the participants.

Training in another jurisdiction presents many opportunities for mutual learning, particularly in this case where our "students" had much to teach us about the culture, history and dynamics that are unique to dispute resolution in Barbados.



A token of appreciation: This "Thank you" card containing the signatures (and messages) of our Barbados participants was a pleasant surprise!

Testimonials

"The professionalism of all the facilitators was excellent in general. A lot of information about the subject was shared. Adequate working materials were available and a very high standard of participants."

"The role plays were very educational and really aided us in the role as Mediators. Also, the speakers and coaches were really informative and kept our interest in the seminar."

"I like the role plays and the coaches' interventions were very useful."

"The facilitators' ability to share their knowledge. They worked as a team and offered lots of clarity. I also loved interacting with the participants."

"I like that this course was mostly interactive with the role play and exercises which brought some kind of reality to the theory."

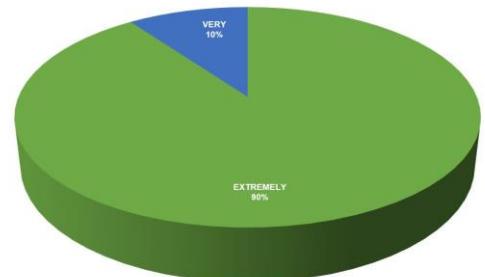
"The information received was valuable. It has opened up my ideas into the correct and appropriate process of mediation."

"I love the practical part of the course. It helps me to better understand my role as a mediator."

"The subject matter was very relevant to the course description so it was very easy to follow."

"Very informative and well planned out."

Overall, how satisfied were participants with this training?



Legend: EXTREMELY, VERY, SOMEWHAT, NOT

Peacebuilding Beyond 2017



Sponsored by Mediators Beyond Borders International, Hilary joined several highly accomplished women mediators, negotiators and leaders during the Peacebuilding Beyond 2017: Women as Agents of Change event in New York. Their dialogue explored how we can foster gender equity and create lasting economic empowerment opportunities for women. Read the complete blog piece by Hilary on our website.

Recent Testimonials

FAMILY RELATIONS

"I like that Key issues were presented and continued. I appreciated the modelling that Jared presented and his non-judgemental stance. Thank you."

"The knowledge and dynamics about the family and the roles that all members play. Allows you to get your mindset in the right direction of the family relations."

FAMILY ARBITRATION LAW & SKILLS

The content was dense and detailed. Very relevant."

"Found (the course) extremely practical and easy to follow."

"As a non-lawyer, content was provided in a way we understand. Excellent experiences shared that provided practical understanding. Handbook is a great resource."

The pace was good! Materials helpful and the collegiality."

FAMILY LAW

"I would highly recommend this course to professionals... lawyers, social workers, mental health professionals."

"Lots of relevant, applicable information."

"This has been the best experience that I have had as an adult learner... What I made it so was the theory taken into practice with coaches and professional actors. Fantastic!"

"Exposure to foundational issues, confidence in instructors."

ADVANCED PARENTING COORDINATION

"I enjoyed the personal experience / stories. This is hard work! The practical information is invaluable."

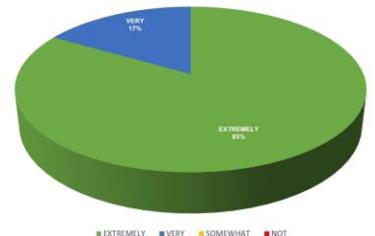
"It was very informative. I appreciated the group discussions."

"Better understanding of the process and role of PC."

Power Imbalance Training in Halifax

Hilary delivered a two-day training session on Identifying, Assessing and Managing Power Imbalance & Family Violence in Family Dispute Resolution Processes. Presented by the Association of Collaborative Family Law Professionals of Nova Scotia, the training took place at the Holiday Inn Express & Suites Halifax-Bedford on April 7 & 8, 2017.

Overall, how satisfied were participants with this training?



Legend: EXTREMELY, VERY, SOMEWHAT, NOT

Testimonials

"Thank you so much for the "awareness" you have imparted. Having learned the extremely important role of screening for "family violence". Now I realize that most of my past and current files have issues of violence."

"You have no idea how much you have opened our eyes"

"Liked the role playing and group discussion and having Hilary and other people's experiences."

UPCOMING COURSES 2017-2018

September 6 & 7 / 8, 2017
Family Relations (14 / 21 Hours)

September 18 & 19, 2017
Basic Parenting Coordination (14 Hours)

September 25, 26 & 27 / 28, 2017
Family Law (21 / 30 Hours)

October 16, 17 & 18, 2017
Screening for Power Imbalances Including Family Violence (21 Hours)

October 25, 26, 27, 30 & 31, 2017
Family Arbitration Law & Skills (40 Hours)

November 22, 23 & 24, 2017
Advanced Family Mediation/Practicum (21 Hours)

December 4 & 5, 2017
Advanced Parenting Coordination (14 Hours)

January 23, 24 & 25 / 26, 2018
Family Law (21 / 30 Hours)

February 21, 22 & 23, 2018
Family Mediation Module I: 20/40 Hours of Basic Family Mediation (21 Hours)

March 19, 20 & 21, 2018
Screening for Power Imbalances Including Family Violence (21 Hours)

April 16, 2018
10-Hour Update on Identifying, Assessing and Managing Power Imbalances and Risk in FDR

May 10 & 11, 14, 15 & 16, 2018
Family Mediation Module II: 20/40 Hours Basic Mediation Training & 20/20 Hours Advanced Family Mediation Training (40 Hours)

