

April 2010 Newsletter



Dear Mediators

Further to my letter to you in the last meeting I have included with this newsletter a plan of operation for this coming year. You will see there are two 'strands' to it, one regarding maintenance of our present role in the Borough and doing what we can to ensure this is maintained, while the other is regarding development of new areas of work beyond April 2011.

Some of you have expressed an interest in the past in helping in the development and publicity of the service and this year we will be very grateful if you came forward to assist with this as it could make the difference between whether we are still providing mediation in the Borough beyond April 2011 or not.

We are looking for the following support:

For any of our mediators to talk about what we do on any occasions that arise when they are involved in local Hillingdon activities.

Continued on back page.....

Diary Dates:

**Volunteer
Support Session
at Christchurch,
Uxbridge**

**Wed, 21st April'10
6.30pm ~ 8.30pm**

**Management
Committee
Meeting at Key
House, Yiewsley**

**Tues, 13th April'10
6.00pm ~ 8.30pm**

**Our AGM is
being held on
Wednesday,
21st July'10 from
7pm ~ 9pm**

London Mediators Day

All the information is in the enclosed flyer. If you would like to go please let Alan know by 31st March '10 latest. We are able to send 6 people so if more than 6 of you want to attend, we'll draw names from a hat.



Getting the message across

Along with the March 2010 newsletter we enclosed a letter from Alan entitled "A call to action". Items from the content of this letter also formed the basis for our Organisational Review Day, which was held on 13th March in Ealing.

It is essential for the future of HCM that we actively promote the organisation as widely as possible to the general public and LBH Councillors during 2010/11. At the Review Day we looked at how we saw the future for HCM and discussed different ways we could get our "message" across (and Alan will be saying more about these in this newsletter). We considered "**what was the message that we wanted people to hear about HCM**", and how could we ensure that everyone, staff, mediators and Management Committee members were all getting the vital points across to whoever they were talking to about us.

So..... we are asking the people who know most about us ~ you. Could you please consider what you would say if you were asked to state, in three bullet points, what were the things about HCM that were key to you. We have enclosed a sheet of paper in the hope that you could share your thoughts on this subject with us either by posting it back to us or you can send your thoughts to me via email. My email address is carole@hcmediation.co.uk Thanks for your support ~ Carole

Anger

I recently read an article about anger by Ariel Leve in a magazine I was flicking through. Anger is an emotion I have often viewed as a negative, however, this article has caused me to rethink.....



"I know people find anger frightening, but I've never understood this at all. People tend to think getting angry means shouting, throwing things, being out of control, but I think anger, like having blue eyes or being tall, is part of our DNA and is a valuable emotion that can be useful.

Managing anger, though, is a skill. Situations arise all the time when it's productive to let someone know how you're feeling, and the way you communicate the irritation makes the difference between anger that's constructive and anger that's not. For instance, explaining why something someone's done has hurt you: that's helpful. Telling them they're an idiot? Not so much.

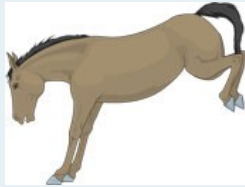
The biggest misperception of anger is that it's futile, but I think the opposite is true. Anger mobilises people. It's a valuable tool to have in the arsenal of emotions and it spurs people on to create ~ as well as to engage in more fruitful relationships".

Carole

"Confronting what makes us angry is a way to avoid self-destructive behaviour too. Anger, when not expressed outwardly, is usually turned inward and that can lead to depression. Not to mention that getting really angry forces you to set limits. There's a reason the line, "I'm mad as hell and I'm not going to take this any more!" became popular. It's a battle cry for high self-esteem".

Silly Joke

How do you
hide a horse
behind cheese?



Use mearpore

Answer:

Cont'd from front page..... Carole has written to you about developing a 3-point list of important things to try to make sure we communicate to people about mediation and HCM (see page 2). This is something we hope any of you can take part in wherever you can.

Other more specific activities include:

- Assisting at talks given to local groups such as Tenants and Residents Associations and at public events such as stalls and fun-days – we hope to develop clear activities to do at these events so that it is not just 'standing at a stall'.
- Accompanying a staff member or other mediator to Councillors and MP's surgeries to directly get across to them what we do. This will obviously be after the May elections.
- Helping by doing on-line research and giving other support to help develop our Accreditation development and our University Mediation and Conflict Management Support.
- If any of you know of publications that are widely read in the Borough that we may be able to submit an article about mediation to, please let us know.

If you would be interested in the above or in doing other things that you feel would help publicise the service, please let me know so that we can draw upon your support when the time comes.

Best wishes

Alan

