

# March 2010 Newsletter

## Diary Dates at Key House, Yiewsley

Volunteer  
Support Sessions

Thurs, 4th March  
2.30pm ~ 4.30pm  
&

Tues, 30th March  
2.30pm ~ 4.30pm

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## At St. Giles, Ickenham

Themed  
Training

Wed, 10th March  
6.30pm ~ 8.30pm

Theme to be  
advised

## A call to action ~ but you have the right to pass!

You will have heard the good news that we had the 10% cut in our contract fee from Hillingdon Homes more than met by an increase in our other contract by £9K, meaning overall we are up by about £4.5K for next year. We also won the contract to help Plymouth University set up a student complaints mediation service for which we will charge at least £14K, although a large part of that will be our costs in running the contract.

Sadly, while this may feel like we are 'out of the woods' it is likely to be the 'lull before the storm'. All of us are aware of the

financial challenges that exist at the moment and organisations have different ways of responding to them. I recently had a meeting with Ed Shaylor, LBH Community Safety Manager, the person who managed to secure the extra £9K for us and the forewarning from that meeting is that he expects that between now and October'10 there are likely to be more severe cuts across the council which will then be passed on to the organisations they commission.

**Please carry on reading the enclosed letter from Alan to learn more.**



## Listening Skills

At the recent Themed Training Evening we were revisiting the topic of Listening Skills. One of the handouts I gave out was a set of questions compiled by Sallyann Roth from the Public Conversations Project. I've looked on their website and they say that: **'The Public Conversations Project (PCP) guides, trains, and inspires individuals, organizations, and communities to constructively address conflicts relating to values and worldviews.'**

I included it as a handout because I thought the questions were thought provoking for us individually and could give us the opportunity to reflect on some of the difficult conversations we have both personally, and professionally as mediators. Also for us to think about what thoughts we have individually when we hear things we may personally disagree with and how this might prevent us from listening as attentively as we would like. Here are a few of the questions posed in the article:

**“What makes it possible for me to listen to them?”**

**“When I meet people who challenge my views, or my beliefs, or my values**

What makes it possible for me to listen to them?

What makes it possible for me to invite them to tell me more about what they think and feel?

What makes it possible for me to ask them how they came to think and feel as they do?

**“What makes it possible for me to invite them to tell me more about what they think and feel?”**

**When I feel challenged, or even threatened by others**

What makes it possible to wonder about, to be interested in, to ask about, how they came to believe or to “know” what they know when it is so different from what I believe and from what I “know”?

### **What kinds of actions and contexts encourage me**

To speak with an open heart?

To listen with an open heart?

### **What kind of contexts feel safe enough**

To enable me to speak and listen so openly to others that I may be changed by the contact, influenced by the conversation? “

### **Leone**

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This is just an extract from the document but I hope you find it interesting. If you have any thoughts or comments for the newsletter about this article please let us know.



**“To speak with  
an open heart?  
To listen with an  
open heart?”**

## **Organisational Review Day**

**Saturday, 13th March, 2010 from 10am ~ 4pm at  
St. Andrews Church Hall, Ealing W5 2RS**

This will be a chance to stop and take a breather to think about what the future holds. It's not going to be a particularly 'intense' day, just a chance to reflect and find out how people are feeling about things, including staff, mediators and Management Committee.

**REFLECT**

## **Hillingdon Community Mediation**

Key House  
106 High Street  
Yiewsley

Director: 01895 447700  
Service Manager: 01895 447772  
Case Managers: 01895 446611

