



Mediation Services Annual Report 2023-2024

Mediation Services: A Community Resource for Conflict Resolution Inc.

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ANNUAL GENERAL MEETING – JUNE 20, 2024

5:00 pm @ 1200 Portage Ave., Winnipeg

AGENDA

1. Welcome & Introductions (p. 3) - Jen Armstrong
2. Approval of the Agenda
3. Approval of the AGM Minutes from June 22, 2023 (p.4-5)
4. Report from the Board of Directors (p.6)
5. Reports from Mediation Services
6. Executive Director (p.7) - Christine Ens
7. Training Program (p.8) - Tony Friesen
8. Community Mediation Program (p.10) - Jana Samolesky
9. Family Resolution Support (p. 12) - Rudy Dueck
10. Restorative Justice Diversion & Private Prosecutions (p.13-14) - Danny Epp & Jomer Ruiz
11. Volunteer Program (p.14-15) - Kriz Cruzado
12. Review & Approval of Audited Financial Statements (hand-out) - Mario Raimondi
13. Approval of auditor for 2024-2025 (p. 16)
14. Review & Approval of Board of Directors for 2024-2025 (p.17-18)
15. Other Business
16. Adjourn

WELCOME & INTRODUCTIONS

Our Purpose

To facilitate peaceful / purposeful interactions that transform relationships

Our Values

Caring- demonstrating openness, compassion and empathy for people and situations and a desire to help others

Collaborating- fostering relationships and better outcomes through working together

Empowering- providing resources, tools and practice to build knowledge, develop accountability and grow in capacity and confidence

Integrity- living out our principles of restorative justice and conflict resolution

Our Goal

To be at the forefront of the conflict resolution movement. To make it the preferred and natural approach to harm.

Mediation Services is located on Treaty One Territory - the birthplace of the Red River Metis. We drink water from Shoal Lake 40 First Nation and use hydro from Treaty 5. We commit to ongoing learning and discovery about reconciliation and peace in our community and we strive to stay in good relationship with Indigenous people.

With deep gratitude to:

Our funders: Province of Manitoba, United Way Winnipeg, Winnipeg Foundation

Our donors: various individuals, City of Winnipeg

Our partners: Onashowewin Justice Circle, Salvation Army, Restorative Justice Centre, Family Resolution Service, Palaver Hut, Healthy Muslim Families, Bilal Family Centre, Coalition of Manitoba Cultural Communities for Families, Evans Pollock Family Law, Trivenity, CreativeLittle.com, Social Planning Council of Winnipeg, Rotary Club of Winnipeg, Gaser Bridge, Kahanee

MINUTES OF THE AGM FROM JUNE 22, 2023

Attendees of the 2023 AGM:

Amal Khatib	Eriqueson Tayo-Jones	Leif Jensen
Ashley Hayward	George Labossiere	Madeline Vandale
Betti Pullman	Izzeddin Hawamda	Mario Raimondi
Carrie Werschler	Jen Armstrong	Martin Itzkow
Christine Ens	Kasia Keiloch	Rudy Dueck
Clare Schellenberg	Keewatin Kupp-Hayden	Tony Friesen
Dave Brickwood	Kriz Cruzado	Victor Kaicombey
Erinn Kellas	Kyle Giesbrecht	

1. Welcome & Introductions – Jen Armstrong called the meeting to order at 5:03 pm.
2. Land Acknowledgment – Ashley Hayward and Izzeddin Hawamda provided a land acknowledgement.
3. Approval of agenda – approved
4. Approval of Minutes (June 23, 2022) – approved
5. Report from the Chair of the Board – Jen Armstrong presented report from the AGM package:
 - a. Celebrated a year of “adapting” and “optimism”
 - b. Welcomed new staff
 - c. Acknowledged Christine’s leadership and passion for the organization’s mission
6. Reports from Mediation Services:
 - a. Executive Director – Christine Ens
 - i. Christine referred everyone to her report in the AGM package where she shares many highlights from the past year
 - ii. Highlighted the establishment of an Equity, Diversity, Inclusion and Belonging staff committee
 - b. Training Program – Tony Friesen
 - i. Revenues from training continue to grow
 - ii. Highlights from the past year as well as exciting things to come for 2023/24
 - c. Community Mediation Program & Private Prosecutions Program – Erin Anderson
 - i. Overview of the outcome of 3 strategic team visioning sessions held over the past year
 - ii. Dedicating time to building out a comprehensive Family Mediation Program
 - iii. Caseload remained high in private prosecutions and included a revamp of the PPR intake form
 - d. Restorative Justice Diversion Program & Volunteer Program – Danny Epp
 - i. An overview of stats for the Diversion Program are in the AGM package
 - ii. Relationship with Onashowewin Justice Circle strengthened this past year.
 - iii. Volunteer appreciation dinner was held in December and included personalized, hand-sewn gifts from Kriz and her mother

iv. A three-part mentorship training for senior volunteers with David Jung has launched and has been well received

7. Financial Statements for the year ending March 31, 2023 – Kyle Giesbrecht, Treasurer, went through the highlights of the financial statements.

a. Motion to approve the audited financial statements for the year ending March 31, 2022 put forward by Kyle – Approved

b. Motion to approve Talbot & Associates for another year put forward by Kyle – Approved

8. Reports from the Board Development & Recruitment Committee – Keewatin Rupp-Hayden referred to the AGM package and introduced the board members for 2023/24.

a. New members approved to join the board are George Labossiere, Mario Raimondi and Leif Jensen

b. Sarah Gravelines, Somia Sadiq and Darren Motuz were wished well as they are leaving the board

9. Other business – None

10. Adjournment – the AGM was adjourned at 6:05 pm.

REPORT FROM THE BOARD CO-CHAIRS

As Co-Chairs of the Board, it is our privilege to share some reflections on our progress and the path ahead.

This year has been a period of significant transformation and some challenges for our organization. We want to take just a moment to highlight some of our key achievements:

- Working through financial challenges as we recover from the pandemic
- Program expansion
- Training delivery
- community impact

We would like to take a moment to recognize the outstanding contributions of our Executive Director, Christine Ens. Under her visionary leadership, our organization has expanded and grown from the time we both joined the board. Christine has been the driving force behind our strategic initiatives, fostering a culture of positive relationships, and a sense of deep love. Her unwavering dedication and tireless efforts have not only propelled us towards achieving our goals but have also inspired each one of us to strive for greatness while remaining kind and grounded.

Christine has a remarkable ability to navigate complex challenges with grace and determination, always keeping our mission and values at the forefront. We are incredibly fortunate to have Christine at the helm of Mediation Services. On behalf of the entire board and our community, we extend our deepest gratitude for her exceptional leadership. Thank you, Christine for all that you do.

The staff members and volunteers are the backbone of Mediation Services. Their professionalism, commitment, and tireless

efforts ensure that we deliver on our mission every single day whether that is through the restorative justice diversion program, community mediation, by delivering quality training or helping families navigate separations in a more peaceful way. Each one of you brings unique skills, perspectives, and passion to your roles, and it is this collective energy that drives our success. Your resilience and adaptability, especially in the face of challenges, have not gone unnoticed and you deserve a moment for us to express our deepest appreciation. You are the heart and soul of our organization, embodying the spirit of community, practicing self-reflection, and placing relationships at the core of your work. Together, you form an exceptional team and on behalf of the entire board, we would like to thank you.

On the staffing front, we had the pleasure of welcoming two new people to the Mediation Services team since our last AGM – Amal, who joined us for the summer; and Melissa who joined the team in November.

We do have some sad news and that is that both of us have made the decision to step away from the board at Mediation Services. While we have enjoyed our time immensely and found it rewarding to contribute to MS in this way, it is time for us to depart.

In closing, we would like to express our deep appreciation to our fellow board members for their wisdom and guidance, and of course, to our staff and volunteers for their hard work and dedication. Thank you all for your ongoing support. We look forward to seeing what the next year will bring.

– Jennifer Armstrong and Ashley Hayward

REPORTS FROM MEDIATION SERVICES

Executive Director's Report

Eric Butler from the organization *Talking Peace* defines restorative justice as *“a way of us finding out what our common value system is, and then figuring out a way to use those values to penetrate the needs of the community.”* I like this definition as it speaks to the individual needs and values of the community – whether that is a workplace community, a service provider community, or justice-involved community.

This was a year of returning to balance and finding stability. It was an ongoing exercise in returning, as recovery from the Covid-19 pandemic will take more than one year. On the financial side, we were thrilled with the uptick in interest in conflict engagement training. The United Way renewed our core funding for another four-year term and the Department of Justice signed a three-year funding agreement with us. New funding came in from the Family Resolution Service of the Province of Manitoba for setting up resolution supports for families going through separation and divorce. These agreements help to create organizational stability.

We experienced growth in our team with Amal Khatib joining us with a Summer Student Jobs Grant (federal government) and Melissa Urban joining the Family Program. We are exploring RJ in schools with some presentations delivered by Maraleigh Short and Odelia Duffus. We are increasing our skill set and having new learning experiences in delivering restorative circles, having listening conversations in community, and by hosting the National Restorative Justice Symposium.

Along with the growth we signed another five-year lease on our office space and with that came the opportunity to freshen up our space. You may have noticed new paint, lighting and flooring.

The staff team at Mediation Services is an incredible group of people. They have demonstrated a commitment to:

- embody restorative justice in work and life
- understand and work to dismantle racism and systems of oppression
- self awareness and discovery in the journey of reconciliation

I am grateful to each one for the gifts they bring to the team and for their patience, feedback and encouragement this past year.

2023 – 2024 Staff Listing:

Amal Khatib	Danny Epp	Kriz Cruzado	Odelia Duffus
Betti Pullman	Erin Anderson	Laleema Senanayake	Rudy Dueck
Christine Ens	Jana Samolesky	Melissa Urban	Tony Friesen
Clare Schellenberg	Jomer Ruiz	Nicholas Warsza	

I am also thankful to the board of directors that has supported me and the organization through the ups and downs over the past few years. Thank you, especially, to the ones leaving the board this year: Kyle Giesbrecht, Ashley Hayward and Jen Armstrong. I appreciated your steadfast support and dedication.

Training Program

Mediation Services Training Program offers tangible tools and knowledge on how to deal with conflict and disrespect. This is a social enterprise that financially supports the other programs in our organization.

We offer training programs to individuals and groups. Individuals can achieve certificates in:

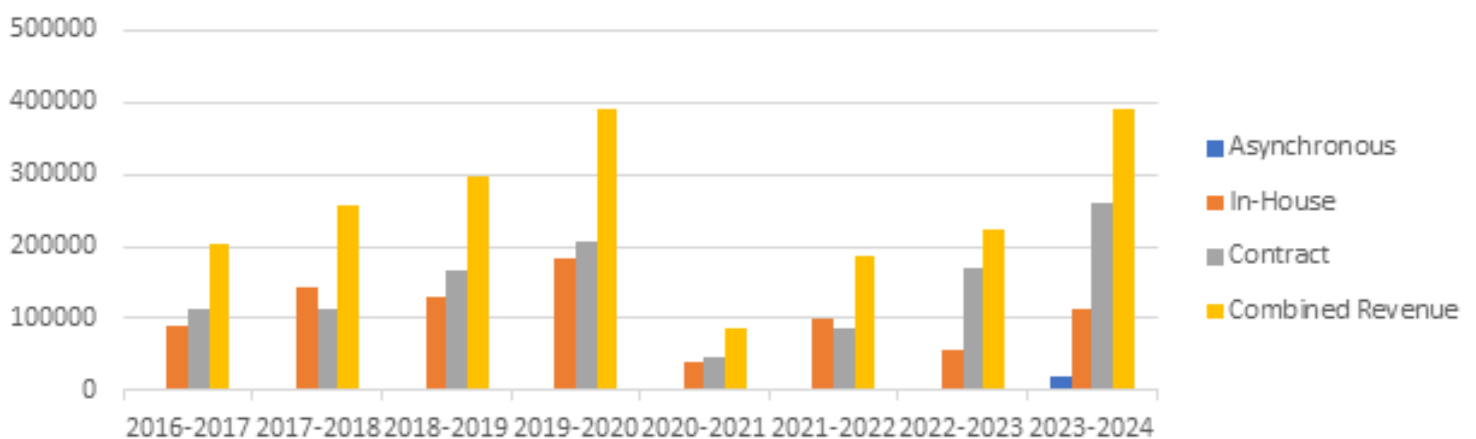
1. Conflict Management
2. Leadership Skills
3. Mediation Skills

Highlights:

- Successfully launched Conflict 101, a free, on-demand webinar. This course currently has more than 600 registrants
- Substantial revenue growth in 2023, with an increase of 75% compared to 2022, and an increase of 360% over our revenue lows during the Covid period
- Mourned the death of Rick Schmidt who was actively engaged in Mediation Services as a trainer, volunteer mediator and mentor to staff
- Completed the transition away from our outdated 90's database system

	2023-2024	2022-2023	2021-2022	2020-2021	2019-2020	2018-2019	2017-2018
Asynchronous	\$ 18,494						
In-House	\$ 111,851	\$ 55,719	\$ 100,952	\$ 39,794	\$ 183,482	\$ 131,005	\$ 144,439
Contract	\$ 261,276	\$ 168,401	\$ 86,616	\$ 45,450	\$ 207,123	\$ 166,159	\$ 111,755
TOTAL Revenue	\$ 391,621	\$ 224,120	\$ 187,568	\$ 85,244	\$ 390,605	\$ 297,164	\$ 256,194

Training Revenue Trend



Looking Ahead to 2024-25:

- Kickstarted the fiscal year with over \$100,000 in contract training agreements
- Grow the program – expand our asynchronous training offering with Effective Feedback, recruit new associates for our pool of trainers, enhance training content offered
- Implement a new Client Relationship Management system to streamline operations and enhance customer relations
- Looking forward to celebrating with Laleema, as she adds another member to her family in fall

Training Testimonials

“Wow, this has been an incredible course. I have learned a lot and will move forward with all of this in mind. Thank you for the manual and the journal log. Fantastic!”

“Fantastic information. Well presented and really enjoyable and thought provoking. Real examples and real ideas to reflect and take in. Thank you!”

“I have been meaning to tell you the workshop on Monday with Janet Schmidt was excellent! She’s a great presenter – I loved her style; so efficient and clear and interesting. The content was exactly what we needed, and I have honestly already seen a difference in the staff morale since Monday!”

Thank you to our Contract Training Associates:

Facilitated Solutions
Janet Schmidt
Kalyn Falk

Karen Ridd
Maraleigh Short
Paul Kruse

Sue Hemphill
Tanya Clarke Marinelli

Community Mediation Program

The Community Mediation Program has remained stable over the last year and has enjoyed greater cohesiveness because of previous visioning work and streamlined file triaging. We handled 50 new files this year, comprised of 45 community files and 5 workplace files.

2023-2024 Program Highlights

- **Family conflicts** - We saw many community files related to family relationships in the past year. Many were related to communication between adult children and one or both parents. Given the deep history and context underlying these conflicts, clarifying the line between counselling and mediation for participants, and ourselves as caseworkers, can be a challenge. These files, while challenging, can also be deeply satisfying given the importance these conflicts can hold in participants' lives.
- **Workplace / group conflicts** - In response to community need and clearer case criteria set out in 2022-23, Mediation Services has been working to focus our workplace support around charitable, non-profits in our community. The workplace files we handled this year included 4 mission-driven, smaller non-profits. All services were offered for free or at a highly subsidized rate as planned. We have seen a growth in the number of requests for restorative group processes for non-profits and for larger families and are making efforts to better meet these demands. We have training in place around Transformative Group Dynamics and are building up our broader team's capacity to offer circle processes as well.
- **Large scale listening process** - This year Mediation Services, working closely with Jan Schmidt (an experienced associate), to take on a large-scale listening process with a faith-based community. The process involved nine staff and volunteers and heard from just under 50 individuals and spanned 11 months. We will continue to explore how we can support capacity building around conflict engagement within faith communities in the coming year.
- **Outreach** – Outreach was truly a group effort this year. MS was lucky to have a number of experienced, dynamic staff reach into the community to deliver presentations and workshops. Kriz Cruzado, Odelia Duffus, Jana Samolesky, Jomer Ruiz, Melissa Urban, and Danny Epp all played a part in connecting further with our community. Including the extensive work done on the National Restorative Justice Symposium, MS reached 1039 individuals through 25 individual engagements. This is up four-fold from previous years.
- The **National Restorative Justice Symposium** was hosted by MS this year on November 20 - 21. Co-chaired by Kriz Cruzado and Erin Anderson, alongside Christine Ens who offered considerable support, the event saw 180 virtual attendees enjoy 17 individual workshops, panels and keynote addresses. It was a great opportunity for MS to network and connect with other RJ agencies across the country.
- With funding from The Winnipeg Police Services Endowment Fund, the **RJ in Schools** project continued to reach students under the leadership of Maraleigh Short and Odelia Duffus. They enjoyed connecting with students at St. James Collegiate, Tech Voc and and Shaugnessy Park. We would love to expand this programming in future years, funding and resources allowing.

- One of our most fruitful outreach connections this year has been with Quixote House's, **Next Steps Program**. The Next Steps Program helps individuals prepare for their life in-community after incarceration. Facilitators Kriz and Jana have found a dynamic, engaged group eager to connect with our conflict resolution content and share their own experiences freely. We are happy to be offering presentations regularly and hope this partnership continues into the future.

The year's statistics at a glance:

- 230 Intake line inquiries, down 114 calls from last year as we now have a different stream for family separation intakes. We handled approximately 150 intake calls related to family separation. About half of these calls received meaningful upfront coaching to move forwards
- A total of 65 files were opened for assistance in resolving conflict. This is nearly double the files handled last year. (This does not include PPR files as they are accounted for within our RJ diversion program statistics)

Relationships – Cases Received

	Family	Neighbors	Workplace	Other
2021-2022	24	13	7	7
	47%	25%	14%	14%
2022-2023	13	13	4	3
	39%	39%	12%	10%
2023-2024	31	17	5	12
	48%	26%	8%	18%

Non-Case Inquiries Coaching

	# Calls Coached	% of Calls Coached
2021-2022	67	18%
2022-2023	110	32%
2023-2024	112	49%

Family Resolution Support

Significant strides have been made to get the Family Resolution Program off the ground over the last year. Through a strong partnership with Family Resolution Services, we have hired an additional Family Mediator, Melissa Urban, to work alongside Rudy Dueck, and we have actively began accepting direct referrals from the province. We have a cohesive, clear case flow process, strong screening and referral protocols around Intimate Partner Violence (IPV) and meaningful partnerships with lawyer-mediators and contract family mediators that are dedicated to putting children's interests at the heart of this work. We opened 15 new family separation files over the last year with many more in the queue awaiting client paperwork.

2023-2024 Highlights:

- **Building strong partnerships** - Much of the past year has been spent building meaningful partnerships within Family Resolution Services to ensure we are properly screening files and working together to connect families with the right resources in a timely way. We have participated in weekly triage meetings with a range of practitioners honing our processes and flow as to best serve families. We have also been extremely grateful to Greg Evans and Alyssa Bird with Evans Pollock Family Law who have been instrumental in developing the lawyer-mediator component of this project and who will be largely responsible for the family files that are resolved via arbitration.
- **Intake supports** - One of the key resources being provided through the Family Program is support for individuals considering separation and working to understand the options available to them. We have seen call volumes to our intake line grow exponentially and fielded around 150 calls this year. We have dedicated 20 hours of weekly staff time to intake support, recognizing the importance of good information in times of stress and also the value in ensuring mediation or arbitration is the right process for the families accessing our services.

Restorative Justice Diversion

Mediation Services' Restorative Justice court diversion program was founded 46 years ago in response to a broad-based concern for people experiencing harm from crime and wrongdoing. During these years, Mediation Services has continually provided an opportunity for conversation with people who have experienced harm, people who have done harm and community members to address the impacts of crime and conflict.

Restorative Justice Diversion: In cases referred by the Crown Attorney's office or direct referrals from the Winnipeg Police Service, Mediation Services offers an alternative to the court process and a place to talk about the impact of crime and conflict.

Private Prosecutions: In cases where individuals are seeking limits to communication and contact with neighbours, family members, or acquaintances, Mediation Services facilitates alternative solutions to their challenges through mediation and conciliation.

2023-2024 Program Highlights

- Referrals to our program increased this year by almost 15%
- Success rate for files that reach an agreement and complete is up to 51%
- Private Prosecutions received nine more files than last year and drafted twice the number of agreements. There were 36 additional consultations over last year
- In addition to the typical agreement terms such as apologies, referrals to professional services, restitution and community service, we continue to see participants' creativity shine in their agreements. Offers of personal service and the creation of unique artwork provide powerful reminders that people possess the knowledge, skill and wisdom to make things right
- Total amount of restitution paid to folks who have experienced harm: \$34,086
- Jomer Ruiz and Odelia Duffus received training in circle processes. They have included these new skills in various settings with participants, staff and in community

2023-2024 Referrals Received by File Type

Referrals Received	2023-2024	2022-2023
Crown - Adult Post-Charge	168	165
Crown - Adult Pre-Charge	45	67
Crown - Adult Post-Plea	10	5
Total Adult	223	237
Crown - Youth Post-Charge	35	22
Crown - Youth Pre-Charge	11	4
Total Youth	46	26
WPS – Pre-Charge	121	56
Private Prosecutions (PPR)	25	14
Total Cases	415	333

Complainant Participation vs. Total Number of Complainants

2023 - 2024		
# of participants	total # of people harmed	% of involvement
97	383	25.2%

** the number of people harmed excludes retail stores that do not engage in a process*

Total Outcomes for All Restorative Justice Cases

	2023-2024	2022-2023
Total Closed - Successfully Completed	198	123
Total Closed - Unsuccessful	167	95

** files closed during a fiscal year include referrals that were opened in previous years*

Unsuccessful Referrals

	2023-2024	2022-2023
Accused no response – unable to locate	97	52
Accused unwilling	35	24
Crown recalled	28	16
Not appropriate or referred elsewhere	7	3

Volunteer Program Report

In restorative justice, community is a key component of understanding impact of harm. Mediation Services has a robust volunteer program, championed by Kriz Cruzado.

This year, four new volunteers joined the volunteer team, raising the current number of active volunteers to 42.

Volunteer mediators begin with Incident-based Mediation training, then have an orientation period – apprenticeship - for intentional feedback and coaching. This year, four people completed their apprenticeship. The apprenticeship happens with experienced volunteers who are coaches. Currently, we have 15 volunteer coaches.

PRIVATE PROSECUTIONS COURT

Jomer Ruiz and Odelia Duffus, with the support of various staff, continue to be an essential resource for participants and court operations in Private Prosecutions Court (PPR). MS attended all 25 court sittings over the last fiscal year, providing education and support to attendees, completing dozens of intakes, and opening 25 new case files. With parties generally further escalated as they prepare their evidence for court, PPR files remain a real challenge to support to a successful outcome.

We continue to strategize ways to reach parties that could benefit from conflict engagement coaching or mediation at an earlier stage in their conflict. We have also been proactively working as a team to educate ourselves around the by-laws regarding common areas of concern raised in these files to be of better service. The Community Legal Education Association (CLEA) has been a great partner in this area.

For 2024-25, we are working on cross training all staff to represent MS in Private Prosecutions Court and to mediate and case manage PPR files, as needed. This is to support staff learning and development and to ensure we have strong backup plans for PPR court room coverage.

Volunteer mediators receive regular training and professional development opportunities. This year we hosted the following:

1. Training for Coaches with David Jung – May 2 and July 18, 2023
2. Advanced Agreement Writing Workshop with Danny Epp and Mona Neufeld– September 5, 2023
3. Storytelling Workshop with Izzeddin Hawamda – February 8, 2024
4. Incident-Based Mediation with Kriz Cruzado – February 26-28, 2024
5. Basic Agreement Writing Workshop with Clare Schellenberg and Kriz Cruzado – May 23, 2024

Volunteer Utility

In November of 2023, we started collecting data on volunteer utility to measure how we effectively engage volunteers in restorative sessions.

Since that date, we have continued to be above 90% utility with November and March having complete utility.

Number of Sessions Conducted with volunteers: 68

Some participants have shared that they felt understood or represented by volunteers, which increases the quality of their participation in the session.

Gratitude to our registered volunteers:

Aderonke Adegunle
 Alecia Forbes
 Alia Harrb
 Amanda Shindak
 Ann Whitford-Fast
 Anna Weier
 Barb Heinrichs
 Beatrice Watson
 Berrigan Miller Harms
 Brynn Leikauf
 Caroline Kyoona
 Carolyn Harris
 Carrie Werschler
 Crystel MacLean-Grisdale

David Jung
 Dianne Little
 Dianne Seaberg
 Erinn Kellas
 Eriqueson Tayo-Jones
 Funmilayo Taiwo
 Inge Arnott
 Jesse Matas
 Joe Zukewich
 Joseph Beck
 Kalynn Spain
 Karen Stern
 Kasia Kieloch
 Ken Friesen

Krista Funk
 Laurel Dyck
 Marlowe Brownlee
 Michael Edwards
 Mona Neufeld
 Natella Roskoshna
 Phil Hossack
 Preetha James
 Robyn Dyden
 Sam Kornelsen
 Sean Petty
 Serign Ceesay
 Sim Pannu
 Zahra Hosseini

“Understanding someone’s suffering is the best gift you can give another person. Understanding is love’s other name. If you don’t understand, you can’t love.” - Thich Nhat Hanh

RECOMMENDATION FROM THE FINANCE & AUDIT COMMITTEE

The committee is recommending Mediation Services continues to work with Talbot & Associates as auditors for the 2024-2025 year.

REPORT FROM THE BOARD DEVELOPMENT & RECRUITMENT COMMITTEE

Meet the Mediation Services Board of Directors for 2024-25

Keewatin Rupp-Hayden, Chair - Keewatin has a Bachelor of Arts and a certificate in Human Resource Management. Since 2018, Keewatin has served in multiple roles in Manitoba Justice and starting Monday, will assume the position of Director of Indigenous Relations. Keewatin sits on multiple boards and committees and is passionate about using his skills and expertise to make a positive impact in the lives of Manitobans.

Kasia Kieloch - Kasia graduated from the University of Manitoba with a B.A., J.D., and M.P.A. She currently works as a lawyer and Contracts Specialist at Shared Health. In addition, Kasia volunteers as a mediator with Mediation Services, contributing to the Restorative Justice Diversion Program and mentoring new volunteer mediators.

Mario Raimondi - Mario has a Bachelor of Business Administration, CPA, CA designation with over 14 years of professional experience and is currently a Senior Manager with PwC. He is part the board's Finance & Audit Committee.

Leif Jensen - Leif has a Bachelor of Arts, a Juris Doctor, a Master of Laws, and several years of professional experience. He is currently working as a Lawyer practicing administrative and labour law. Leif chairs the board's Governance Committee.

Allan Kitaka – Allan started with the board mid-year. He holds a Bachelor Degree in Accounting & Finance and a CPRA designation. He has over 14 years of professional experience and is currently working as the Manager of Financial Planning & Analysis for Wellington-Altus Private Wealth. He is on the Finance & Audit Committee.

Welcome to our new board members:

Kawser Ahmed - Kawser holds a doctorate in Peace and Conflict Studies and has three master's degrees in various fields. Kawser is a retired Colonel and former UN Peacekeeper. Currently, he is a

public servant for the Province of Manitoba, an adjunct professor at the University of Winnipeg, and the Executive Director of the Conflict and Resilience Research Institute of Canada.

Jennifer Nembhard - Jennifer is currently a Program Coordinator for SEED Winnipeg and has been a member of the Board of Directors for the Legal Help Centre since September 2020. Jennifer has worked in a number of private and public sector roles and enjoys working with people from diverse backgrounds and takes a compassionate and objective approach to her work and interactions with others. Jennifer holds a certificate in mediation from Mediation Services.

Dave Brickwood - Dave is retired from the Province of Manitoba, where he served as the Assistant Deputy Minister of Administration & Finance with Manitoba Justice. He has extensive board experience, including being a former board chair with Mediation Services.

Robert (Bob) Fisher - Bob holds bachelor's degrees in civil engineering as well as sociology and master's in city planning. Bob is a retired professional engineer with national and international experience in project management and business development. Bob has served on multiple public and non-profit boards, agencies and committees at the executive level.

Farewell to our out-going board members:

Ashley Hayward, Co-Chair: Ashley has served on our board for the past 3 years

George Labossiere: George served a short time on the board and due to work commitments resigned mid-way through the year.

Jen Armstrong, Co-Chair; Chair of Board Recruitment & Development: Jen has served on our board for the past 4 years

Kyle Giesbrecht: Kyle has completed two three-year terms on our board and is the outgoing Treasurer.

Thank you for your contributions – you will be missed!

Renewing Board members & terms

	Date Appointed	End of Term	Term
Keewatin Krupp-Hayden	6/23/2022	6/30/2025	1
Leif Jensen	6/22/2023	6/30/2026	1
Kasia Kieloch	6/23/2022	6/30/2025	1
Mario Raimondi	6/22/2023	6/30/2026	1
Allan Kitaka	2/1/2024	6/30/2027	1

Did you know we have a blog? Here's a recent entry...



A question for you: **How many different types of conflict do you think there are?**

It may sound like a riddle, but let's take a moment and give it some thought.

Is there only one type of conflict? No, the messiness of lived experience tells us that it's more complicated than that. *So are there infinite flavours of conflict because every situation is entirely unique?* That feels a bit more accurate, but there also seems to be repeating patterns in the myriad of ways it plays out.

Organizing conflict in any sort of clear way is difficult when we're in it, no matter how much experience we have. But from a zoomed-out perspective, we can begin to see the commonalities at play.

It's important to note that [conflict is a natural part of human interaction](#). It's not good or bad in itself, but simply a part of living in community that needs to be worked with.

Understanding the different types of conflict can help us navigate them effectively. By recognizing their characteristics, we can develop strategies to address them constructively.

Though a simplification, it's useful to start with the assumption that there are only two types of conflict.

Conflict Type #1: Missed Expectations

Missed expectations occur when someone does something that goes against what we expected them to do or fails to meet our expectations. This type of conflict involves unmet or violated agreements. By understanding the dynamics of missed expectations, we can approach them in a way that fosters understanding and resolution – hopefully avoiding the pitfall that is [the attribution problem](#).

In cases of missed expectations, **it's always best to lead with questions of curiosity**, such as: *what was going on for you when this*

happened? Tell me a little bit more about the situation. What caused this expectation of mine not to be met?

Very often we will find that there was some rationale for why things unfolded the way they unfolded. And the person who is being asked these questions will likely make the connection that what happened didn't work for you. And if that's the case, if we have a healthy relationship and the person wants to make amends, that gives them a space to let them know that they didn't intend to cause harm. And if they did cause harm, they're likely going to want to make it right.

Conflict Type #2: Disagreements

Disagreements arise when individuals have differing opinions, beliefs, or preferences. Although disagreements may not involve violated agreements, they can still lead to tensions and conflicts. Understanding the nature of disagreements allows us to engage in productive dialogue and explore potential resolutions.

Disagreement doesn't necessarily equate with conflict. Consider this example: You want to go to a restaurant with two of your work colleagues, but you don't agree on what type of restaurant to visit. At some point, if you don't come to a solution you're going to get hungry. And a few minutes later, you might start to get hangry! At this point the disagreement has the potential to become conflict (relatable, right?).

Solutions to disagreements aren't as straightforward as those to missed expectations, but the process remains the same: **always aim to shift judgement to curiosity.**

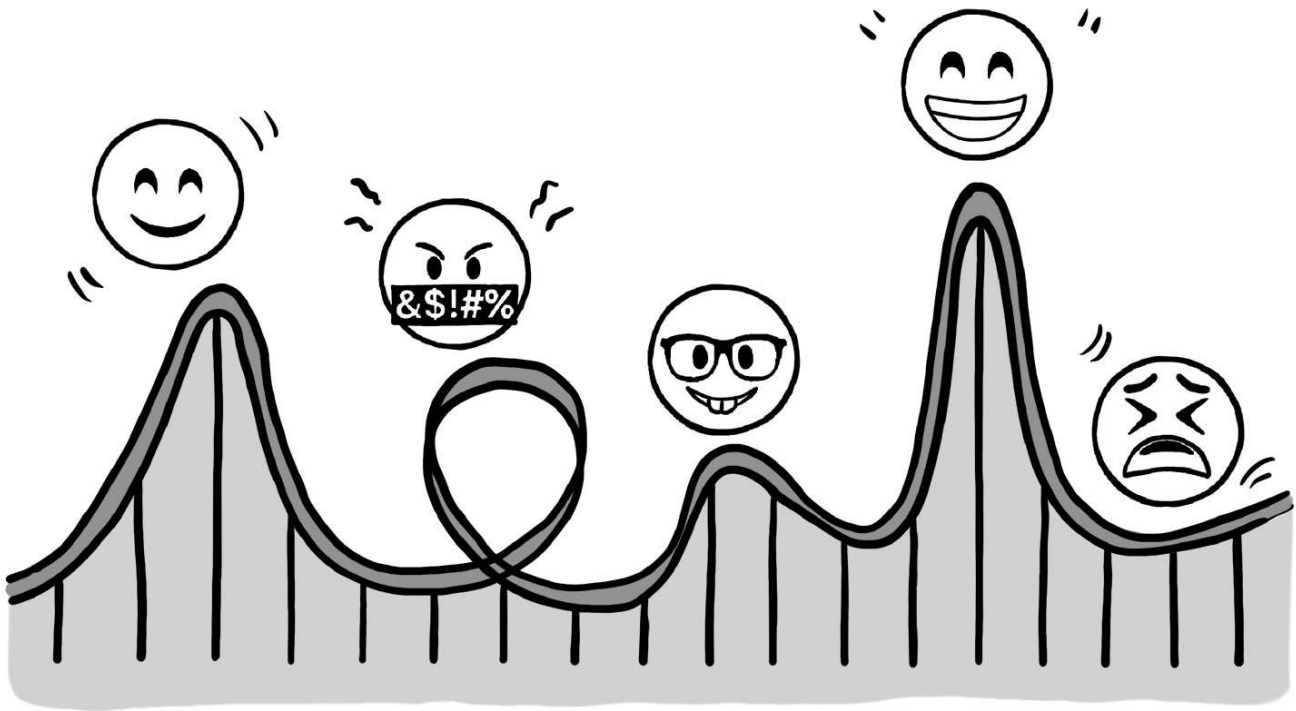
A conversation grounded in curiosity might sound like this:

I see your point and I understand how your position allows you to meet the needs for X, Y and Z. And I also think that A, B, and C (i.e. my needs) are also important. And I'm not sure how your position might address these things that I think are important. Could you let me know a little bit about your position and how it might be able to meet these needs if I'm missing something? Or do you think there is space for your position to be shifted a little bit so that we can prioritize my needs as well?

By staying grounded in an attitude of curiosity, we open up the potential for landing on a solution. There are four types of solutions we can arrive at:

1. Shift in position (*okay, you convinced me to get a burger for lunch instead of pizza*)
2. Compromise (*since we can't agree on a restaurant, let's go to a food court where we can all get what we want*)
3. Separate (*respecting each of our different needs, let's go our separate ways for lunch today*)
4. Shift from consensus-based decision-making to majority-rule decision-making (*let's vote on it and decide that way*)

You won't necessarily know what solution you're aiming for when you start managing this type of conflict, which is why you should instead **focus on the process of curious and respectful conversation.** Eventually, the right solution will present itself to you and the others involved.



So, how many types of conflict are there? The answer is that it depends on the framework that you look upon it from.

At Mediation Services, we ground the conflict resolution process in the perspective that there are two types of conflict. From this understanding, we build a framework to address tough relational situations that otherwise feel like an up-and-down [rollercoaster of emotions](#).

And how can you establish this for yourself? Well, that's a question we do have a clear answer for. Our FREE on-demand [Conflict 101 webinar](#) is an opportunity for anyone (like you!) to begin unpacking what conflict is and how it's playing out in your life.

We also invite you to attend our [in-person trainings](#) that we offer here in Winnipeg or, for your convenience, our expanding [online collection of webinars](#) that embrace

accessibility, flexibility, and getting to learn at your own pace.

If you need deeper support for a specific situation, head over to our mediation self-referral page and fill out an intake form for [neighbourhood/community conflict](#), [family conflict](#), or [workplace conflict](#). We can serve as an experienced third-party and facilitate a mediation session to help generate an understanding of everyone's issues and concerns – and, importantly, to work towards an agreement.

Navigating conflict is a complicated process for which there is no one-size-fits-all solution – but don't be daunted! **The most important thing is to start unpacking conflict more consciously.**

It takes time to integrate these tools into one's life and its relationships, but the effort pays off in dividends. Start today!