



SEA Role in Resolution Facilitator Process

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Iowa Department of Education

What is it?

**It is a state-wide mediation process available
through each AEA.**

Started March 2000

Iowa has 11 AEAs and each AEA has a contact person.

SEA assists with having state-wide system.

Contacts



AEA 8

Jerry Stremel..... (712) 335-3588 *or* (866) 540-3858

AEA 9

Tom Wirtz (563) 359-1371

Pat Kirkland (563) 359-1371

AEA 10

Leslee Sandberg (319) 399-6802 *or* (800) 332-8488

AEA 11

Steve Iverson (515) 270-9030 *or* (800) 362-2720

Northwest AEA

Linda Appleby (712) 222-6000, *ext.* 6035

Molly Twohig (712) 222-6000, *ext.* 6345

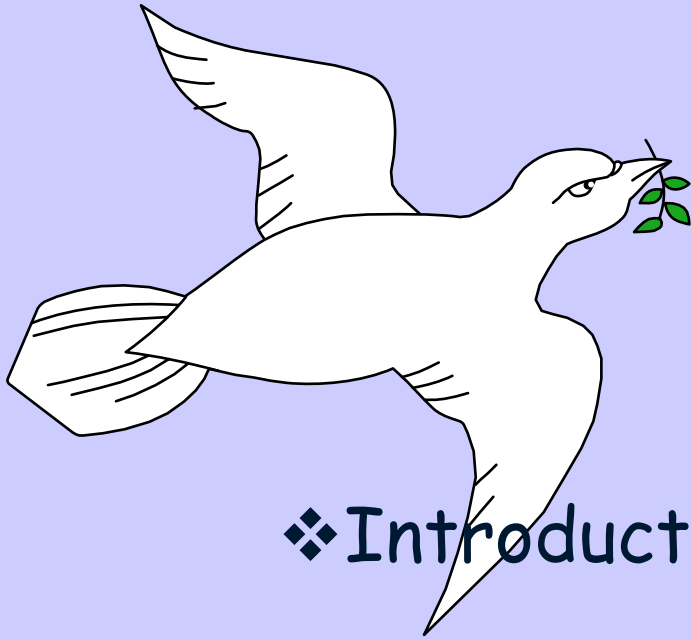
or

(800) 352-9040

AEA 13

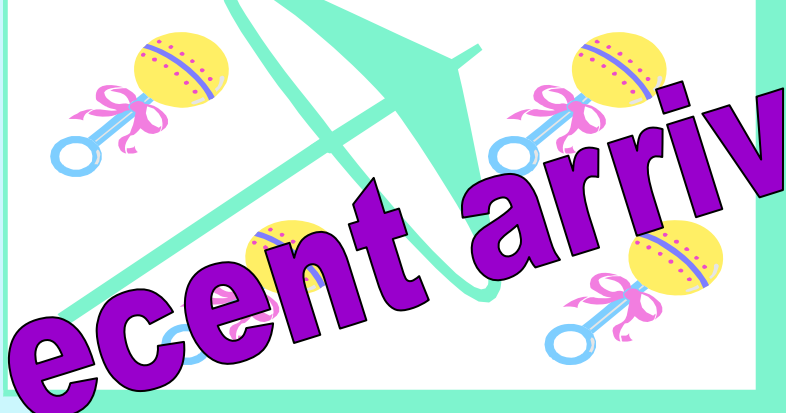
David Happe (712) 366-0503 *or* (800) 432-5804

AEA 14



Iowa DE will pay for AEA's or LEA's to receive training:

- ❖ Introductory Mediation (4 Days)
- ❖ Advanced Mediation (4 Days)
- ❖ Advanced Mediation Part II (2 Days)
- ❖ Refresher Courses (1-2 Days)
- ❖ Creating Solutions: Skills to Effectively Resolve Differences Between Parents and Educators (1-2 days)



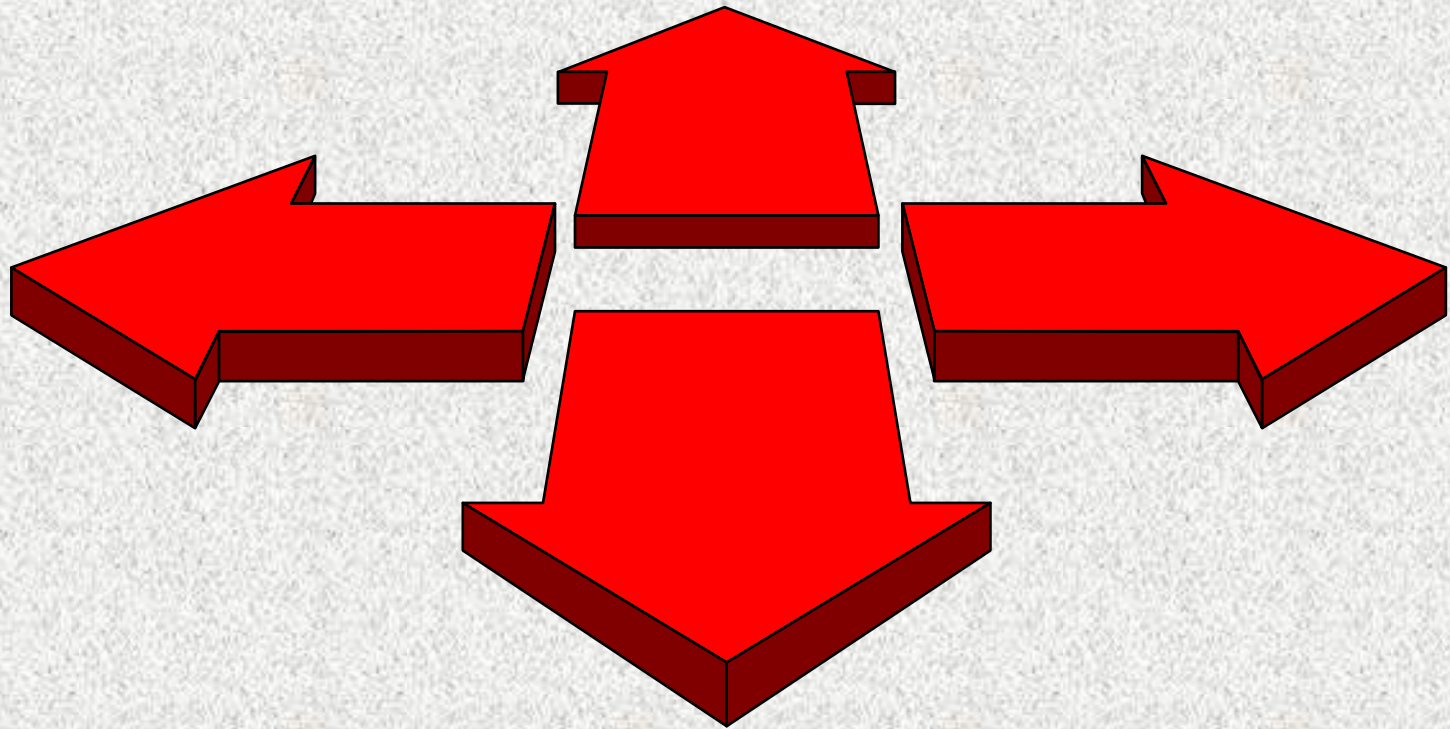
Most recent arrival

RESPECT Training

(Recognizing Everyone's Strengths by
Peacebuilding, Empathizing, Communicating
and Trustbuilding)

This is for members of IEP teams.

**600 people in Iowa completed
mediation training**





Pilot Project Preservice

UNI

**EASY
DOES
IT!**

Working things out
with a Resolution Facilitator



The State developed a pamphlet. We provide these for AEA's (and others).

Each AEA is responsible for promoting the process.

Preparing for



The Resolution
Facilitator
Process

April 2001

SEA asked Iowa
PTIC to develop
and design
material for
dissemination.

SEA provides
templates for
process (optional
to use.

OUT OF IDEAS?

Attention! Parents and Educators!

If you're having TROUBLE resolving DIFFERENCES over educational services and issues, try using a RESOLUTION FACILITATOR to get things going again.



An OBJECTIVE third party can help SMOOTH out the rough spots and SPEED you towards a SUCCESSFUL outcome for all involved.

CALL the ASK Family Resource Center for more INFORMATION

(515) 243-1713

SEA asks others to help promote.
This is example from PTI publication.

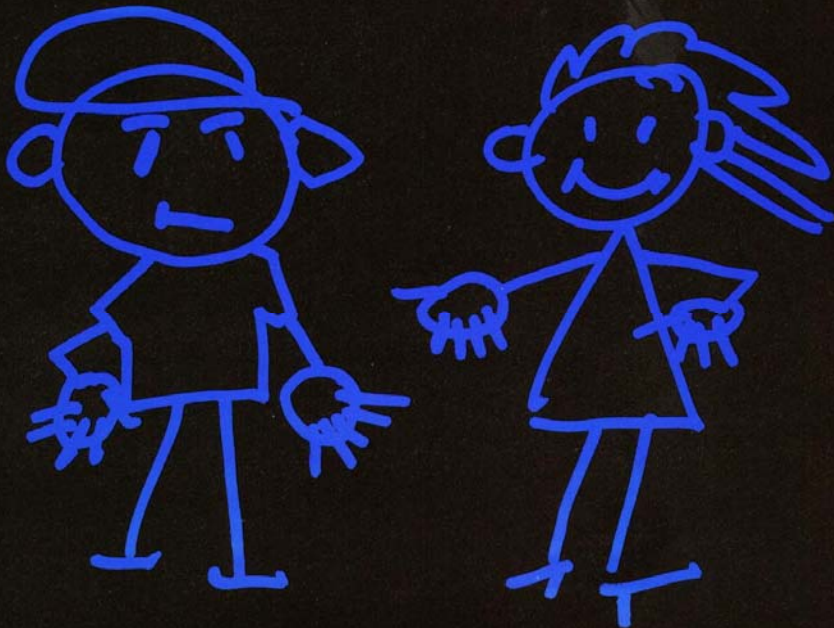
WORKING THINGS OUT

**WHEN
THINGS**

GO

WRONG...

The Special Education Preappeal Conference For Conflict Resolution



This is
about
preappeal

However,
tells about
RF process

Who can use Resolution Facilitator?



Parents and
educators

Educators

Others with LEA
or AEA

When use Resolution Facilitators?

Two or more parties are having differences
Before differences escalate



What type of issue?



**Special
education**

Section 504

**General
education**

Other

What kind of training have Resolution Facilitators had?



Minimum:
Four days of
introductory
mediation
training

Who are Resolution Facilitators?

AEA

Another AEA

LEA

Parent Coordinators

Other agencies

Secretaries

Other



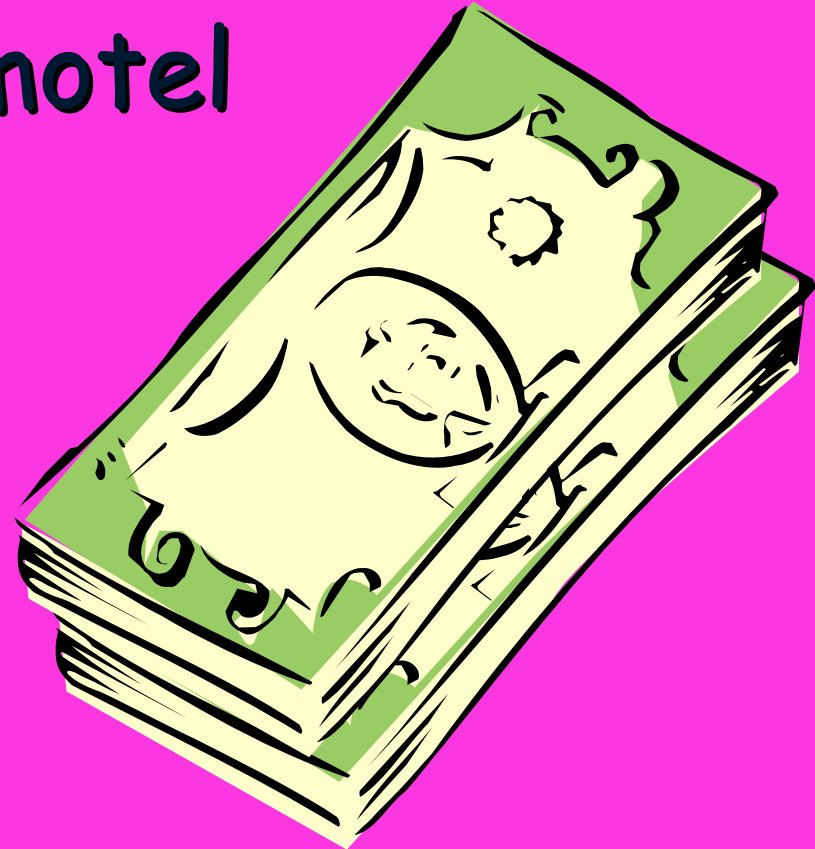
Exchange program



Cost?

Agency using the service
Mileage, meals, motel

Wages are
never factored
into equation.



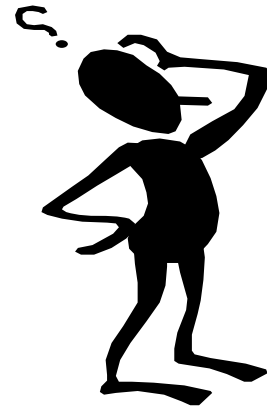
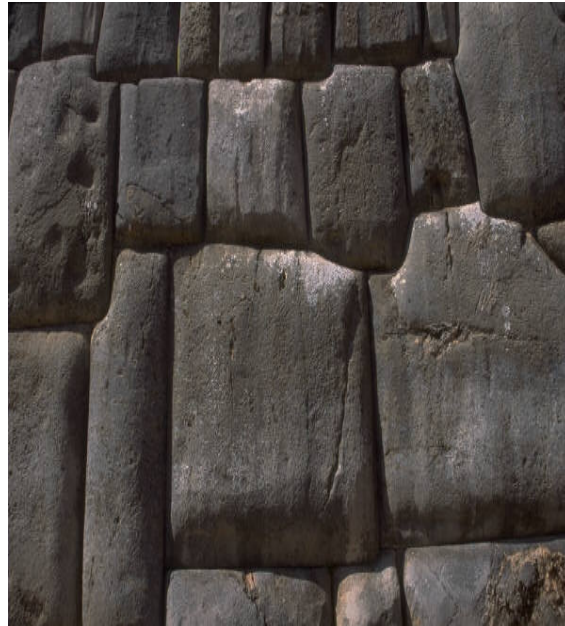
Goal for Resolution Facilitator Process:

Description in all:

**Parent/Student
Handbooks**



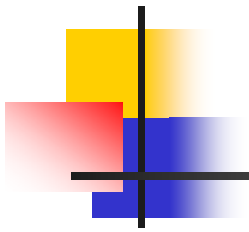
Impasse Defined



Impasse Defined



Impasse is reached when dialogue and negotiation come to a halt.



Impasse = no effective
communication





Parties often resort to their
adversarial positions.



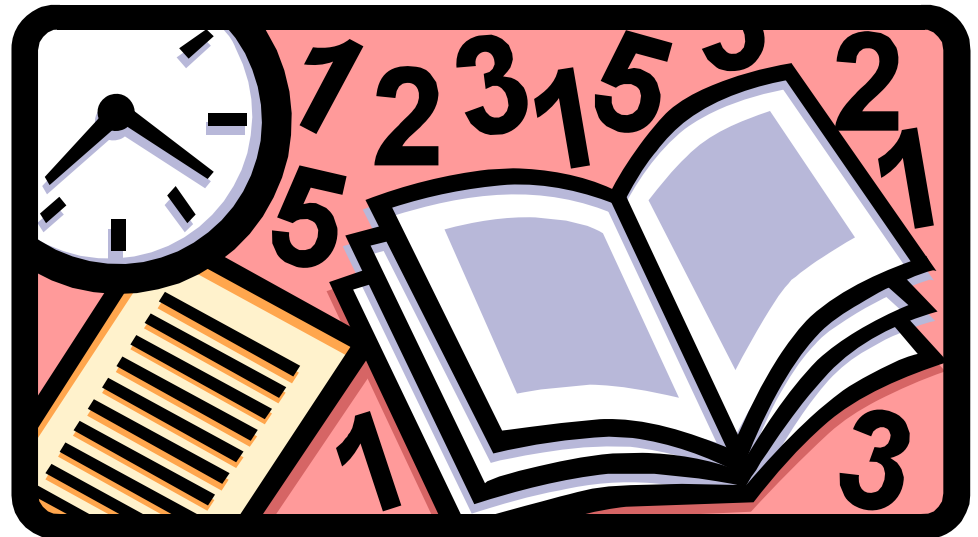


The mediator's job is to help persons at impasse return to effective communication and negotiation





**Impasse might result from
material (tangible) issues**



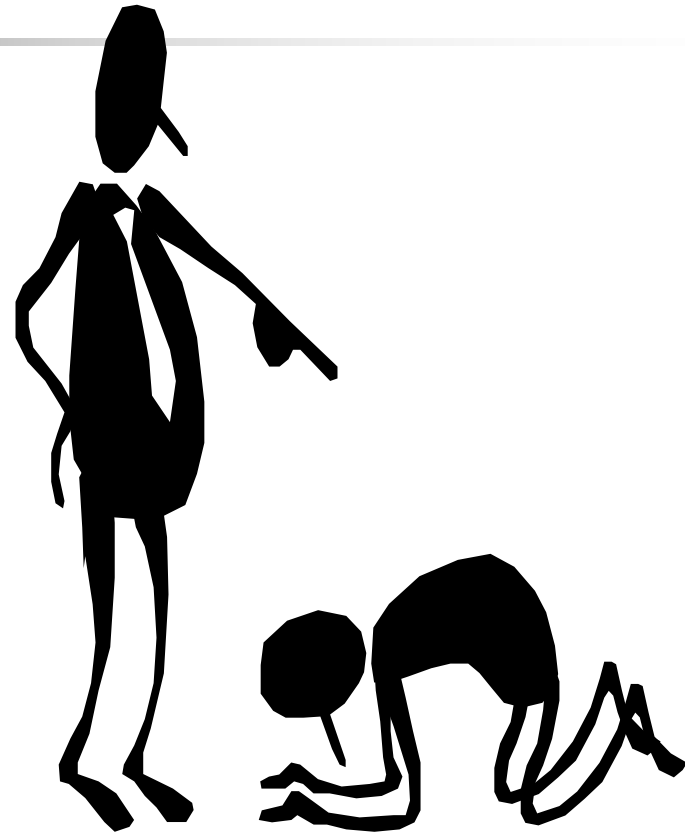


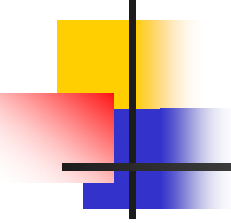
**Impasse might result from
issues involving interpersonal
dynamics**





**Impasse might result from
issues involving threats to
one's identity**





So, what's the mediator to do if he can't slip out the back Jack or get on the bus Gus, and..?

There really is much to discuss!

Again, the mediator strives to open the door to further communication



There are at least 50 Ways to Leave
Your Impasse ...

