

CADRE and JAMS Foundation Present:
Voices from the Field
Interview Clip #2 Transcript – Kacey Gregson

Marshall: You have a continuing passion about mediation and facilitation. Do you have advice for the fledgling mediator who is just entering the profession?

Kacey: Do you know what - I've given a lot of thought to what qualities a Special Ed mediator should have. And I've gone back and forth with what is more important – to have really good mediation skills or to have a good basis of knowledge of special education? And I think what I've decided is, you need a little bit of both. I mean you need a lot of good mediation skills. I think that's really first and foremost so important to be able to facilitate a good flow of conversation and to get people into the right frame of mind for moving past the problems that they've had and looking forward to positive results. But, I do think the mediator has to have some knowledge of special education. He or she needs to be able to speak the language that the family and the school are speaking. And they need to be able to understand the process enough to help the parties write a durable agreement that's going to be able to be implemented when they get out of that mediation room and into the real world. So if had to give any advice to a new mediator entering this field it would be to take advantage of any training that their state department of education either offers internally or is willing to send them out so that they can get that knowledge. And to also keep in mind that this is a different process from a lot of standard mediation in that there are children involved and there are feelings involved and that they need to try and put themselves into the shoes of both parties.