



CENTER FOR CONFLICT RESOLUTION

Mediator Mentorship Program (MMP)

CCR mediators have the unique opportunity to mediate a wide variety of cases, work with diverse parties and gain meaningful experience facilitating communication in high conflict, high emotion disputes. We encourage our volunteers to continue to develop their mediation skills by offering a number of additional benefits, including:

- Experienced staff/mediators present at mediation sites to offer support and debriefing opportunities
- Yearly peer reviewed mediations
- Monthly Continuing Education events
- Networking and social events
- CCR newsletter to keep volunteers informed of CCR projects and activities, as well as developments in the dispute resolution field

Please note that parking is discounted and many programs are located near public transportation. To keep mediation services available at no cost to our clients, we are not able to reimburse travel expenses incurred by CCR Volunteer Mediators.

We want our mediators to keep their high skill level when volunteering with us. To do this, we ask them to fulfill the following requirements in order to maintain their active status with CCR:

- The volunteer must schedule to mediate for CCR at least twice a month for a period of 18 months, including one mediation per month at the volunteer's selected Priority Program (top of pg. 4 of the application)
- The volunteer must participate in CCR's Peer Review process within the first 6-month period of certification.
- The volunteer must participate in two CCR Continuing Education Programs every 12 months, one of which must be related to cultural competency.

CCR Volunteer Mediators are trained, mentored and certified using a performance-based evaluation standard. Prospective volunteers must be able to demonstrate a master skill level in the CCR Mediation Model through a simulated mediation session before being certified as a CCR Volunteer Mediator. Interested individuals are required to enroll in CCR's volunteer training, known as the Mediator Mentorship Program (MMP).

The MMP is designed to prepare individuals to meet CCR's strict performance-based evaluation criteria and, if certified, be able to provide top-quality mediation services in our many mediation programs throughout the Chicagoland area.

| The MMP consists of:

- 4 day Basic Mediation Skills Training
- 1/2 day Orientation
- 1 day Advanced Court Mediation Training
- 3 month mentorship program

Application Process

Enrollment is extremely limited and based on CCR's current needs. **At this time, we are focused on diversifying our volunteer pool and increasing the number of volunteers able to mediate in our South Suburban court mediation programs, as well as individuals who are able to mediate in Spanish or Polish.** Because enrollment is extremely limited, we need to give priority to interested individuals who meet one or more of those qualifications. Regretfully, we will not be able to accept all applicants.

CCR accepts applications for the MMP two times a year: FALL and SUMMER. Before submitting an application, please make sure that you can attend all orientation and training days for your chosen MMP session. If selected, you will need to attend all training sessions associated with your MMP. If you cannot attend all the training dates, please choose a different session.

It is mandatory that all applicants attend one half-day Meet and Greet informational session during the application process. This is an opportunity for you to meet some staff members and CCR volunteer mediators. The day will consist of program specifics, clarifying questions, group activities and individual conversations. Individuals may turn in their applications before or after the Meet and Greet session.

The deadline for all Summer 2010 applications is April 1, 2010.

After receiving your application, CCR will contact you to set up a phone interview. The interview for the Summer 2010 program will be scheduled in April. Notification of acceptance into the Summer 2010 program will be given by April 30, 2010. If selected, you will need to attend all training sessions associated with your MMP. If you cannot attend all the training dates, please choose a different session. All program participants must pay the \$150 administrative fee prior to the first day of training.

The CCR MMP consists of a half day orientation, 5 full days of training, a 3-month mentorship component, and concludes with a certification simulation. The full day trainings incorporate lectures, facilitated discussions, small group exercises, and role-plays to teach the specific skills necessary to master the CCR mediation model. The mentorship component enhances the training experience and supports a prospective volunteer's understanding of CCR's mediation model by assigning a mentor to each prospective volunteer. During the mentorship component, prospective volunteers will design a self-directed post-training program, with the support and assistance of a CCR mentor. On average, prospective volunteers spend 5-10 hours a week working on the

post-training exercises. CCR provides both required and suggested post-training exercises through our MMP Curriculum. All prospective volunteers must complete a minimum of 10 additional exercises before they can schedule their certification mediation simulation, but may choose to do as many post-training exercises as they would like during the 3-month time period. Mentors are experienced CCR volunteers and trainers who have received special training in teaching the CCR mediation model. A copy of the MMP curriculum is available on our website.

The MMP culminates in our certification process. The certification process requires all prospective volunteers to demonstrate a master skill level within the CCR Mediation Model during a simulated mediation setting. Prospective volunteers may schedule a certification simulation once they have completed the MMS program (Orientation Day, the four-day Mediation Skills Training, the Court Adapted Model Mediation Training and the minimum 10 additional exercises). Prospective volunteers must complete the MMP process and schedule their certification simulation no later than 3-months after the conclusion of their basic mediation training. **All trainees for the Summer 2010 program must be certified by September 3, 2010.**

Completion of the MMP does not guarantee certification as a CCR Volunteer. While CCR will provide the resources to fully support MMP participants in their efforts to become certified as a CCR Volunteer, the performance-based evaluation standard is extremely difficult. All participants in the MMP program will not necessarily be certified.



CENTER FOR CONFLICT RESOLUTION

Summer 2010 Mediator Mentorship Program (MMP) Application

Please provide the following information:

Name: _____

Address: _____

Home #: _____ Work #: _____

Email: _____ Fax #: _____

Employer: _____ Title: _____

I am a Social Worker and would like CEUs. My license number is: _____

I am an Attorney and would like CLEs*. My ARDC number is: _____

Summer 2010 (May – August)*:

Please choose one of the following Meet and Greet dates for the application process:

Tuesday, February 23, 2010 from 9:30am-12:30pm

Wednesday, March 30, 2010 from 9:30am-12:30pm

May 26, 27, June 2, 3, 2010: Basic Mediation Skills Training, 8:30am-5:00pm

Please check this box if you have already taken CCR's 32-hour or 40-hour Mediation Skills Training. DATE OF TRAINING: _____

June 5, 2010: Orientation 8:30-12:30pm

July 17, 2010: Court Adapted Model Mediation, 8:30am-5:00pm

** A \$150 administrative fee will be due prior to the start of your session if accepted into the MMP program. If you are an attorney and would like MCLE credit, please add \$33 to your administrative fee.*

Please answer the following questions, in no less than 150 words per question:

- 1) Why would you like to become a volunteer for CCR?
- 2) What is your interest in mediation?
- 3) CCR takes great pride in the diversity of its volunteers in terms of professional work, educational background and life experience. Please describe what unique factors that you feel you would bring to CCR if approved to serve as a volunteer.
- 4) Explain your current availability and means to mediate in the priority programs you selected below (i.e. transportation, work schedule, etc.)
- 5) (Optional) If you are able to mediate in a language other than English, please describe proficiency, ability and experience utilizing the other language(s).



CCR MEDIATION PROGRAMS

Priority Programs

Enrollment in the MMP will be extremely limited and based on CCR's current needs. **At this time, we are looking to diversify our volunteer pool and expand the number of volunteers able to mediate in our court programs, as well as individuals who are able to mediate in Spanish or Polish.** All applicants must select a Priority Program you will commit to mediate in if selected as a volunteer. Currently we rank our need at each program as Markham - 1st, Bridgeview - 2nd, Skokie - 3rd, and Maywood - 4th. We will be selecting applicants based on this ranking of need. **Each applicant must commit to at least one Priority Program.**

<p><input type="checkbox"/> Markham Courthouse Location: 16501 S. Kedzie Parkway Markham, IL 60426 Schedule: Thursdays 9:00am – 12:00pm Details: 30 minute mediations for small claims disputes.</p>	<p><input type="checkbox"/> Bridgeview Courthouse Location: 10220 S. 76th Avenue Bridgeview, IL 60455 Schedule: Tuesdays 9:00am – 12:00pm Details: 60 minute mediations for small claims disputes.</p>
<p><input type="checkbox"/> Skokie Courthouse Location: 5600 Old Orchard Rd. Skokie, IL 60077 Schedule: Mondays 1:15 – 4:15pm Details: 60 minute mediations for small claims disputes.</p>	<p><input type="checkbox"/> Maywood Courthouse Location: 1500 Maybrook Dr. Maywood, IL 60153 Schedule: Mondays 12:45 – 3:45 pm Details: 30 and 60 minute mediations for small claims disputes</p>

ALL Programs

CCR volunteers provide mediation services in a variety of settings. If you are approved as a CCR volunteer, we would like to offer you the opportunity to additionally mediate in other programs of interest to you. Please indicate all the different programs you may be interested in mediating in the future. *Programs require additional training through CCR.

<input type="checkbox"/> Daley Center Courthouse Location: 50 W. Washington Chicago, IL 60612 Schedule: Monday-Fridays 9:00am – 12:00pm Details: 30 minute mediations for small claims disputes.	<input type="checkbox"/> Rolling Meadows Courthouse Location: 2121 Euclid Ave Rolling Meadows, IL 60008 Schedule: Fridays 9:00am – 12:00pm Details: 60 minute mediations for small claims disputes.	
<input type="checkbox"/> CARE* Location: CCR Office Schedule: Monday-Thursdays 9:30am, 1:00pm, 6:00pm, and Saturdays 9:30am Details: Mediations for beneficiaries under the Ryan White Care Act about services	<input type="checkbox"/> Chancery* Location: CCR Office Schedule: Monday-Thursdays 9:30am – 5:00pm Details: Mediations for chancery cases for lower-income families such as injunctions, foreclosures, contract matters, liens, construction of wills and trusts.	<input type="checkbox"/> City of Chicago Sexual Harassment* Location: CCR Office Scheduled: Monday-Thursdays 9:30am, 1:00pm, 6:00pm, and Saturdays 9:30am Details: Mediations services for the City of Chicago personnel involving sexual harassment on the job.
<input type="checkbox"/> Civil Trial Location: CCR Office Scheduled: Monday-Thursdays 9:30am, 1:00pm, 6:00pm, and Saturdays 9:30am Details: Mediations for civil trial cases referred by the judge.	<input type="checkbox"/> Criminal Misdemeanor Location: CCR Office Schedule: Monday-Thursdays 9:30am and 2:00 pm Details: Mediations for disputes between adults involved in misdemeanor court cases.	<input type="checkbox"/> EEOC* Location: CCR Office Schedule: Monday-Thursdays 9:30am Details: Mediations for employment discrimination and sexual harassment claims.

ALL Programs cont.

<p><input type="checkbox"/> Family Rescue* Location: TBD Schedule: On call mediations as necessary. Details: Mediations for disputes between residents of domestic violence shelter or between staff and residents.</p>	<p><input type="checkbox"/> Guardian ad Litem, Post-Decree, Parental Agreements* Location: CCR Office Schedule: Monday-Thursdays 9:30am, 1:00pm, 6:00pm, and Saturdays 9:30am Details: Mediations for disputes that involve guardianship of a child, an adapted parental agreement of a divorced couple, or the parental agreement of a non-married couple.</p>	<p><input type="checkbox"/> Illinois Department of Human Rights (IDHR)* Location IDHR Office 100 W. Randolph Chicago, IL Schedule: Monday-Thursdays 1:00pm Details: Mediations for employment and housing discrimination.</p>
<p><input type="checkbox"/> Juvenile Criminal Cases Location: CCR Office Schedule: Monday-Thursdays 9:30am, 1:00pm, 6:00pm, and Saturdays 9:30am Details: Mediations services for juvenile offenders who are participating in a Cook County 1st time offenders diversion program for offenses including vandalism, petty theft, and simple assault.</p>	<p><input type="checkbox"/> Law Division* Location: CCR Office Schedule: Monday-Thursdays 9:30am Details: Mediations for complex law division court cases.</p>	<p><input type="checkbox"/> Matrimonial Fee Disputes* Location: CCR Office Schedule: Monday-Thursdays 1:00 – 4:00pm Details: Mediations for disputes between attorneys and their former clients regarding fees owed for representation in divorce matters.</p>
<p><input type="checkbox"/> Residential Location: CCR Office Schedule: Monday-Thursdays 9:30am, 1:00pm, 6:00pm, and Saturdays 9:30am Details: Mediations for disputes between neighbors, roommates, landlords/tenants</p>	<p><input type="checkbox"/> Senn High School* Location: Senn High School Schedule: School Hours Details: Peer Mediation services for high school youth</p>	



CCR COMMITMENT CONTRACT

Thank you for your interest in the MMP at the Center for Conflict Resolution (CCR). CCR is known for having quality volunteer mediators and takes pride in offering high quality and consistent mediation services to our clients. CCR is investing a significant amount of financial and organizational resources into each Volunteer Mediator and therefore if an individual is accepted into the MMP and withdraws from the MMP, or is certified through the MMP and does not fulfill their volunteer commitment to CCR, you may be required to reimburse CCR for the cost of the training that was covered by the MMP (\$1300.00). This contract must be submitted with the MMP application.

In order to be eligible for the MMP, an individual must commit to the following (*please read and initial the individual lines and sign at the bottom*):

____ I agree that if accepted into the MMP, I will pay the administrative fee of \$150 prior to the first day of training (May 26, 2010).

____ I agree that if approved to serve as a Volunteer Mediator with CCR at the end of the Mediator Mentorship Program, I will accept the position of Volunteer Mediator with CCR.

____ I agree that if approved to serve as a Volunteer Mediator with CCR at the end of the Mediator Mentorship Program, I will schedule to mediate for CCR at least twice a month for a period of eighteen (18) months, including once a month at my selected Priority Program.

____ I agree that if approved to serve as a Volunteer Mediator with CCR at the end of the Mediator Mentorship Program, I will participate in CCR's Peer Review process within my first 6-month period of certification.

____ I agree that if approved to serve as a Volunteer Mediator with CCR, I will attend two CCR Continuing Education Programs within my first 18-month period of certification.

____ I agree that if I am accepted into the MMP and withdraw from the MMP, or if I am certified through the MMP and do not fulfill my volunteer commitment to CCR, I may be required to reimburse CCR for the cost of the training that was covered by the MMP (\$1300 minus the \$150 administrative fee).

Name (Print)

Signature

Date



MMP Application Checklist

MMP application will not be accepted without completed checklist.

- Provide contact information
- Review all dates for the Summer 2010 program
- Choose one of the Meet and Greet dates for the application process
- Answer essay questions with the minimum of 150 words per question
- Select Priority Programs
- Review additional mediation interests
- Sign CCR Commitment Contract
- Submit resume with application

*Please send this completed application, along with your **resume**, to:*
Volunteer Director
Center for Conflict Resolution
11 E. Adams, Suite 500
Chicago, IL 60603