



CCR's MISSION

*Working with
individuals,
communities, courts
and other
institutions to
manage and resolve
conflict*

WELCOME WAGON

*CCR Would Like to
Welcome the Center's 2001
Volunteer Mediators*

- Gina Arquilla
- Elyte Baykun
- Mark Bergner
- Lynn Buelow
- Corrado Cirillo
- Maria Cockroft-Kidd
- Barbara Dillon
- Eric Feldman
- Bob Fink * Ann Fung
- Ann Kemmy
- Jerald Kessler
- Tara Kovach
- Matthew Kromm
- Kimberly Krugman
- Patricia Lane
- Travis Life
- Ann Lawrence
- Madelina Ma
- Peter McLeod
- Michael Miller
- David Muschler
- Jennifer Nijman
- Jim Ware
- Rebecca Zuber
- Marilyn Pearson
- Lonna Radunsky
- George Rashid
- Rhonda Reed
- Morse Tan
- Carrie Washington
- Kimberly White
- Sharon Zingery

UNITED STATES POSTAL SERVICE SELECTS CCR 6 for BLUE RIBBON PANEL

The Center for Conflict Resolution's (CCR) Director of Training Services, Andy Miller, was recently selected for the United States Postal Service's (USPS) "Blue Ribbon Panel" of REDRESS mediators along with five CCR volunteers: Michael Nathanson, Ed Sacks, Jan Bohn, Steve Shewfelt, and Dick Shewfelt. REDRESS (which stands for Resolve Employment Disputes Reach Equitable Solutions Swiftly) selected 19 out of a possible 100 mediators, in the Great Lakes Region, to be members of the panel. These six recipients were among many other CCR staff and volunteers who currently serve on the USPS roster of mediators.

The selection for the panel was based on criteria including the mediators' training, experience, reputation and exemplary skills as mediation practitioners. The REDRESS "Blue Ribbon Panel" then completed a 2-day, advanced USPS training course on the REDRESS mediation program and the use of the transformative model of

mediation this past April in Bloomingdale, IL.

The REDRESS program uses mediation in addressing Equal Employment Opportunity (EEO) and other workplace disputes. The design is to bring about positive change in the culture of the USPS through improved communication, understanding and empowered decision-making.

The REDRESS program is perhaps the largest and most studied mediation program in the world and, by every measure, one of the most successful. Statistics have shown a positive impact since the institution of the REDRESS program. The filings of pre-complaints and formal complaints have decreased, representing significant financial savings. Additionally, 75% of the USPS complainants in the Great Lakes Area choose to have their dispute mediated rather than pursuing the traditional EEO process. In the end, 85% of the cases are closed (i.e. the parties settled at the table, the parties withheld their complaint or never pursued filing a formal complaint).

NORTHWESTERN LAW ELECTS CCR's TRAINING

When Professor Lynn Cohn of Northwestern University (NU) School of Law wanted to create a first-rate Mediation Process and Advocacy Workshop for her students, she turned to CCR. For the second year in a row, CCR will train NU Law students in mediation skills this fall. NU is the third law school program, along with Chicago-Kent and DePaul, who have come to CCR for specialized training.

"I wanted three things: a true "skills" training, high performance standards, and some way for my students to gain real, practical experience using the skills they would acquire," explained Cohn.

Professor Cohn wanted a training that not only gave the students a good conceptual understanding of mediation but also an appreciation for the process, emphasizing the necessary skill sets to be effective as mediators and advocates in mediation.

"The individualized feedback from so many experienced coaches is what sets CCR's training apart," stated Cohn. "This along with the Center's reputation for excellence in training, the experience level of the lead trainers, the high certification standards for Center volunteer mediators, and the opportunity for students to do pro bono work as volunteer mediators made CCR incomparable."

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CCR's Director of Training, Andy Miller and Executive Director of CAADRS, Susan Yates will lead the training.

"Professor Cohn is a very accomplished mediator and trainer and Northwestern Law School's reputation is as good as it gets," remarked Miller. "The fact that CCR has been chosen to do the skills piece of this class reflects well on both us and them."

In addition to mediation skills, the workshop will bring students together with experienced attorney-mediators to train the students on mediation advocacy skills. This training is a unique opportunity for advocates and mediators to collaborate on promoting the best practices in mediation and the law.

For additional information on regularly scheduled mediation skills trainings, or a

specifically designed training for your organization or group, please contact Andy Miller at (312) 922-6464 x25.



ADR RESOURCE CENTER: ON-LINE NOW!

The first database devoted solely to court-related ADR is now on-line. The Center for Analysis of Alternative Dispute Resolution Systems (CAADRS), an organization affiliated with CCR, has made its Resource Center even more accessible by posting it on its web site (www.caadrs.org) in an easy-to-use, searchable format. The on-line Resource Center currently contains more than 1,000 items specific to the interests of those involved, or looking to be involved, in court-related ADR. Judges, court administrators, lawyers, neutrals, and litigants will find resources that address their interests, such as the effectiveness of court ADR programs, how different jurisdictions are handling ADR, discussions of ethical issues, and how to represent a client in mediation.

The on-line Resource Center contains information on books

and articles, statutes and rules, standards and ethics, program descriptions, program evaluations, organizations, and web sites. It is searchable and annotated, making it easy to find items and to decide if they are worth obtaining. Each item contains information on how to obtain the resource, including links to web pages when appropriate.

In related news, CAADRS has also expanded its list of court-related ADR programs in Illinois. Forty programs are listed by both program type and jurisdiction. Most of the listed programs are linked to descriptions that contain information on the process, statistics on use and settlement rates, and contact information. The lists can be found at www.caadrs.org/adr/court-IL.htm.

ILLINOIS ADOPTS MEDIATION RULING

For the first time, the Illinois Supreme Court has adopted a rule regarding mediation. Effective April 11, 2001, Rule 99 authorizes judicial circuits to undertake mediation programs with the approval of the Supreme Court. The circuits that elect to establish mediation programs are directed to adopt rules for the conduct of mediation proceedings, which are to be submitted to the Supreme Court for its review and approval. Circuits with mediation programs already in place are authorized to continue the program for one year after the effective date of Rule 99, but within 90 days must submit for the Supreme Court's approval the rules under which the program is operating.

The rules adopted by the circuits must address, at a minimum: actions eligible for referral to mediation; appointment, qualifications and compensation of the mediators; scheduling of the mediation conferences; conduct of the conferences; discovery; absence of party at the conference and sanctions; termination and report of mediation conference; finalization of agreement; immunity and confidentiality; and a mechanism for reporting to the Supreme Court on the mediation program.

Originally printed in the Spring/Summer 2001 issue of "Analyzing the Alternatives", published by CAADRS.

Top Ten Tips for Using Interpreters During Mediation

1. Set up the mediation so the party involved is sitting next to you and the interpreter is on the other side of the party.
2. Talk with the interpreter before the mediation begins to determine whether the interpretations will be on a start/stop or continuous basis. If you have a preference, let the interpreter know.
3. Ask the interpreter to "convey accurately the meaning of what is being said."
4. If you aren't sure whom to look at, focus on the parties. Always address your client directly.
5. Check in regularly with the party involved to make sure that he/she understands what is happening and what is being translated.
6. Remember the interpreter is not an advocate. If the interpreter is a family member or friend, remind him/her to keep personal thoughts and opinions separate from what is being translated.
7. Take breaks. These mediations can run longer than normal.
8. Be aware of hand gestures and facial expressions. Actions can really speak louder than words.
9. Make sure the summary given by the interpreter is somewhat similar in length to the statements made by the parties. Be cautious of lengthy interpretations and/or those that aren't long enough.
10. If the mediator speaks the language, this should be disclosed at the beginning of the mediation session.

THURSDAYS
at Markham
Mediating at the
Sixth Municipal District

Since July 1994, CCR has provided mediation services in the Sixth Municipal District in the small claims court of Markham. The judges now refer all pro se cases to the Center's mediation program.

Who: Judge Morrissey: Room 209
 Judge Macellaio: Room 207
 Present Case Manager: Dipal Shah

Where: 16501 S. Kedzie Pkwy
 Markham, IL 60426

When: Thursday Mornings

Meet Carolyn Dow:

CCR volunteer sharing her thoughts on mediating at Markham:

Q: *What type of mediations do you find most common at Markham?*

A: "Small business, breach of contract, consumer-merchant, insurance, landlord-tenant: a variety."

Q: *Why do you mediate at Markham?*

A: "I like the interaction with all the different types of people. I also get a sense of satisfaction from helping the different parties come to a common solution. There are a lot of needs satisfied in mediation that are not met through rendered judgments."

Q: *Any memorable experiences?*

A: "Every week is a memorable experience at Markham! Once, I had thirteen parties in one room, all partners in a business. I had to appoint a spokesperson and be very creative with my skills. It was difficult, but very productive. We even reached an agreement!"

This installment is a tool to inform readers on the happenings at CCR.

AND THE THANK YOU GOES TO

Each year the Center for Conflict Resolution (CCR) trains volunteers from all walks of life including social workers, human resources specialists, lawyers, therapists, teachers, managers, executives, ministers, doctors, consultants, police officers and students. Due to the volunteer mediators, CCR continues to offer mediation as an option for individuals, organizations and communities in conflict throughout the Chicago-land area.



(L to R) Exec. Director Bradley Ginn, Volunteers Michael Cohen, Mark Marquardt, Cookie Levitz, Ed Sacks and Board President Beth McMeen at the 2001 reception

On May 15th, the Center for Conflict Resolution recognized the devotion of all its volunteers and honored seven mediators during the annual Volunteer Appreciation Reception at CCR's downtown loop office. The evening brought together volunteer mediators, trainers, board members, judges, clients and staff for food, drink and spirit and relayed a message that, even though the event was for one evening, the dedication and hard work of the CCR volunteers is appreciated everyday!

During the evening, CCR took time to recognize a few of the dedicated individuals who surpassed expectation with their exceptional work for CCR.

Michael Cohen was presented with an award for over *20-Years of Service*, assisting CCR as a volunteer mediator, trainer and serving on the Board of Directors.

Four CCR volunteers received awards for *10-Years of Service*. Recipients included **Ed Sacks**, who serves as a mediator and RADR consultant; **Julie Stratton**, serving as a CCR mediator, trainer and a former member of the Peer Review Committee; **Rocky Perkovich**, who currently serves as a mediator, trainer, on the Board of Directors and a former member of the Peer Review Committee; and **Mark Marquardt**, who currently serves as a mediator, trainer and grant consultant for CCR.

George Williams also received an Appreciation Award for *14-Years of Service*. George most recently served CCR as a member of the Board of Directors; but also served as both a mediator and trainer for the Center.

Additionally, **Cookie Levitz** was recognized for receiving the *Mediator of the Year Award* from the National Association for Community Mediation (NAFCM). Cookie has been a volunteer for over 20-years, serving as mediator, trainer, coach and active member of Peer Review.

NEWSWORTHY

The ABA Journal article "Case Clothed" noted volunteer **Harvey Nathan** for his mediation between the suburban Naperville Teachers Association and the local school board, where reporters made his bow tie the "voice" of the mediation.

Board member **Stephen Stern** and volunteer **Linda Ochsenfeld** were highlighted in May's addition of the *CBA Record* in the article "Lawyers Doing Good in Chicago: Five Attorneys Explain How and Why They Serve the Public."

Executive Director **Bradley Ginn** was interviewed for the *Association for Conflict Resolution News Magazine*. Ginn and other ACR members shared their experience and expertise as conflict resolution practitioners.

WELCOME & WELL WISHES

CCR's NEWEST BOARD MEMBERS:

James Alexander from National Louis University
Shelley Malinowski from Jenner and Block
Helena Gurley from Grant Thornton LLP
 Clifford Law Office's **Kevin Durkin**
 From Andersen **Carol Sabransky**

The Center would like to send the following wishes:

A special thanks to **Erica Wade-Elcock** who left Case Management in August for her move to Texas. Good luck to **Lisa Felding** in her new position with the EEOC. * Much gratitude to **Emily Schmelzle** and **Erika Doyle** for their outstanding job as Case Management Interns.

THIS JUST IN

CCR Staff

Bradley R. Ginn

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Consensus Project

Caucus

Caucus is published by the Center for Conflict Resolution; a not-for-profit corporation established by the Chicago Bar Association.

CCR Board member and trainer **Brigitte Bell** will be speaking on "Prayerful Mediation" at the first ACR conference this October in Toronto.

Congratulations to the newest addition to the **Fogarty** family. **Sheila Maureen Fogarty** was welcomed into the world in May. Congrats also to CCR Board President, **Beth McMeen** on the birth of her son **Jack** this September.

Volunteer mediator **Em Griffin's** text book *First Look at Communication Theory* was translated into Hungarian.

Best Wishes to **Kelly Olsen**, CCR mediator and trainer, who recently received a position beginning a mediation program at the University of Arkansas.

Robert "Rocky" Perkovich and **Anita Rowe's** article "What Part of 'Zero' Don't You Understand?" The Arbitration of Sexual Harassment Discipline and "Zero Tolerance" Policies was published in the *Willamette Law Review*.

CAADRS' Executive Director **Susan Yates** and Director of Research **Jennifer Shack** have recently completed an article for the Northern Illinois University Law Review, that will be published sometime in Spring 2002. The article discusses the role of empirical analysis in court-related mediation programs.

OCTOBER

10 - 13 - ACR, in cooperation with NAFCM, will hold their first-ever joint conference on "*Coming Together: Community Connection, & Conflict*" in Toronto, Ontario Canada. For info call (202) 667-9700

20 - CCR *Continuing Ed*: **Cancelled**

22 - 26 - *Victim Offender Mediation Association's 18th Annual International Training Institute and Conference* in Portland, OR. For info call (386) 424-1591

23 - *Advanced Training* for current IDHR Mediators: 5:30-8:30pm at CCR

23 - Nov. 2 - WAM & University of Wisconsin-Madison's 10th Annual Conference, "*Emerging Issues in Mediation*" in Madison, WI. For info call (800) 442-4617

NOVEMBER

7 - *The Power of Apology* presented by Carl Schneider: *TBA*

1 - 3 - *The International Academy of Mediators' Conference* in Hilton Head Island, SC. For info call (416) 250-5050

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