

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

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Quote:

"Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has."

- Margaret Mead

GREETINGS

As the new Executive Director of the Center for Conflict Resolution, I would like to take this opportunity to celebrate the return of Caucus and express my gratitude for the warm welcomes I have received since my arrival.

Over my past few months with CCR, I have learned a great deal about the organization – its history, its relationships and its purpose. Through all my meetings, phone calls and interactions, what has struck me the most is the number of dedicated volunteers, Board members and community supporters involved with the organization. The time, energy, and commitment each of these groups puts forth are truly remarkable. It brings me great satisfaction to know I am working with a community of talented individuals who believe in the power of mediation and the mission of the Center.

2004 marks the 25th Anniversary of CCR. Through the years, this organization has made incredible strides. From its beginnings in a storefront in Chicago's Uptown Neighborhood to today, where CCR is equipped to handle 40-hour performance-based training and over fifteen mediation programs, the organization continues to grow by leaps and bounds. This year alone we have expanded our court mediation program to the 2nd Municipal District in Skokie in addition to expanding our Chancery Court mediations and design trainings. We continue on the road to success.

As exciting things continue to happen at CCR, we will continue our communication with you, to let you know the most up-to-date news. We hope you enjoy this edition of Caucus and look forward to our work together in the future.

Enjoy the summer!

Susan Kozacik Rodgers
Executive Director



On behalf of the thousands of clients we have served, the numerous mediators we have trained and the countless volunteers and staff who have carried out CCR's work, we thank those individuals who were spirited enough to take the lead, guiding us to achieve our mission and continually believing in our cause!



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An Organization By Any Other Name...

In 1991, the Neighborhood Justice of Chicago changed its name to the Center for Conflict Resolution. There were several names CCR could have chosen. Each name generated during this time was listed and then rated according to a variety of criteria.

The following names - with some variations - generated the greatest amount of support:

Conflict Resolution Center
Center for Dispute Resolution
Conflict Management Center Institute for Dispute Resolution
Conflict Management
Conflict Management Institute.

Names that did not make the cut but were brought to the table:

Help!
Face-to-Face
Agreement Doctor
Reconcilable Differences
By Mutual Agreement
Justice For All
Quick Court
The Justice Exchange
The Emotions Exchange
Agreement Broker
Agreements R Us
The Peoples Court
The Feelings Court
Conflictbusters
Courtbusters
Complete Accord
Dispute Healers
Conflict Cure
YES, Inc.
Conflict Conclusion

Names from the above list that moved on to the next round but were eventually eliminated:
By Mutual Agreement
Justice For All
The Justice Exchange

FROM DISCO BALLS TO DVDs – CCR PROVES IT STILL HAS STYLE!

CCR and Pop Culture collided at the Chicago Cultural Center on March 11th when over 250 judges, attorneys, and corporate professionals took a walk down memory lane to celebrate CCR's 25th Anniversary, at its 3rd Annual Fundraising Gala.

The evening showcased exhibits highlighting the past 25 years of CCR and Pop Culture – taking guests from the organization's beginnings as the Neighborhood Justice of Chicago the same year Pac-Man was first introduced, to today, when CCR launched its 9th Court Program as Xbox hit store shelves. Through

all the trends and icons, CCR has remained in vogue.

"The organization has made remarkable strides over the past few decades," commented Beth McMeen, CCR's Event Chair. "This anniversary celebration was not only a fund raiser but an opportunity to bring together CCR's founders, long-time supporters and volunteers to celebrate their accomplishments in making the organization what it is today."

Throughout the evening, guests sampled from the mashed potato martini bar and cheesecake assortment while bidding on an

array of silent auction items including jewelry, relaxation packages, evening outings and sporting events.

Proceeds from the gala will help fund CCR's pro bono mediation services which include programs at the Daley Center, Maywood, Markham, Rolling Meadows, Bridgeview and Skokie courthouses, Misdemeanor Branch Courts, and Juvenile Court.

Ms. McMeen commented in the end, "We salute the organization and all those who have stayed committed to bringing conflict resolution and mediation into style."



One of the 25 exhibits on display during the evening.

Chicago Bar Foundation's Associate Director Leslie Corbett smiles as she finds her favorite action heroes among the Pez Dispensers given away.



CCR's new President, Jennifer Nijman, reflects on the past 25 years of CCR.



Board members James Alexander and Jill O'Brien toast to CCR's Anniversary.



CCR Past Presidents Beth McMeen, Rene Torrado and the Honorable Dorothy Kinnaird with Vice-President Aurora Abella-Austriaco.

TOP 10 WORST THINGS TO HEAR FROM A CASE MANAGER BEFORE YOUR MEDIATION

10. Hmmmmmm. Maybe we shouldn't have agreed to mediate this case.
9. By the way, the first aid kit is in the kitchen.
8. Careful not to knock over the Initiator's urn—I mean, grandmother.
7. The Initiator has to leave in five minutes. We told him you'd definitely be able to finish by then.
6. Here's a box of kleenex. You're going to need them.
5. The parties indicated that the mediator would need a background in molecular biology and quantum theory to understand the issues in this case, but we figured you'd be fine.
4. The Initiator is pretty sure it isn't contagious, but here's a surgical mask just in case.
3. Good luck. No really. Good luck.
2. We think it's going to be fine, but we have some police on stand-by just in case.
1. Didn't we tell you there were twelve people in this one? Sorry! Oh, and let me introduce you to your peer reviewer.

HARNESSING THE POWER OF NETWORKING

A few volunteer mediators had a concept and turned their idea into CCR's first Volunteer Networking Group. The Networking Group's design is to serve as a peer support group with a dual purpose: to give volunteers the opportunity to share valuable experiences with one another and improve their skills as mediators. Their first meeting was held on April 27th.

The introductory meeting was attended by fifteen volunteers and focused on networking opportunities. The agenda included introductions and a small group breakout activity that allowed the individuals to learn more about one another. Brigitte Bell, a long-time CCR volunteer, Board

member and independent practitioner, shared tips on establishing a career in mediation.

"This meeting demonstrated the beneficial support that comes from meeting face-to-face with other mediators to share backgrounds and ambitions," said CCR Volunteer Stanley Majka, who has played a large role in the organization of the group. "I expect much value will also come from the June meeting when we try sharing troubling case experiences to investigate behaviors and explore ideas for breaking impasses."

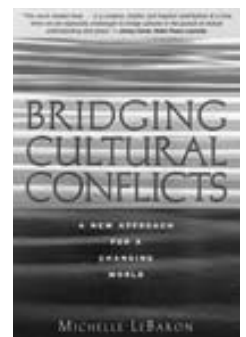
The group has grown to twenty-nine volunteer participants. Anyone interested should contact Stanley Majka at smajka@earthlink.net or at 312.666.4600 for more

CCR's BOOK CLUB IS BACK – BRIDGING NEW PERSPECTIVES FOR VOLUNTEERS

Looking for some light summer reading? We recommend joining us at CCR's second annual book club on July 13th from 5:30 – 8:00 p.m. as we discuss Michelle LeBaron's ***Bridging Cultural Conflicts: A New Approach for a Changing World***. As the publication describes, "The book introduces mindful awareness, cultural fluency, and conflict fluency as tools for decoding and moving through intercultural conflicts, and for deepening and integrating change."

Thirty volunteers are currently signed up for the discussion led by CCR staff members Stephanie Senuta and Annie Levin. For more information on the evening, please call Stephanie at 312.922.6464, ext. 15.

Can't attend, but still want to read the book? Find it at www.amazon.com.



WHEN MEDIATOR EYES ARE SMILING

The Luck of the Irish rubbed off on over 100 volunteers on May 6th when they came out to celebrate CCR's 2nd Annual Peacemaker of the Year Celebration at Fado' Irish Pub. CCR showed its appreciation to its volunteers for all the time, talent and dedication they have put forth in advancing the mission of the organization.

Special awards were presented to three individuals who have gone above and beyond their volunteer commitment. The 2004 Peacemaker of the Year Award was presented to Margaret Woulfe. Danielle Loevy was the recipient of the 2004 Trainer of the Year Award. Special recognition for Lifetime Achievement was given to Cookie Levitz for 25 years of service.

CCR was also proud to induct its newest members into the Mediator Hall of Fame. CCR recognized those marking five, ten and twenty years of service to the organization including:

5 Years

Deborah Bussert
Gene Chaiken
Moiria Clarke
Bruce Cook
Roselyn Friedman
Chandra Givens
Tracy Griffin-Colander
Gary Hicks
Danielle Loevy
Lorna Lucken Steuer
Leonard Schrage
Jennifer Shack

10 Years

Kathy Cheney-Egan
Carlos Middleton
Bill Walker

20 Years

Michael Nathanson
Susan Yates (21)

CCR also took time to recognize individuals who have surpassed expectations and presented those volunteers with the "Elite 8" Awards:

Fare Thee Well Award: Ann Chalem

Deep Devotion & Exceptional Effort Award: Pam Kentra

Energizer Award: Stanley Majka & Lynn Murphy

Renaissance Mediator Award: Patricia Deer

Honorary Case Manager Award: Paty Vasquez

Take One for the Team Award: Gary Hicks

Trial by Fire Award: Liz Simon

Frequent Flier Award: Jill Tanz & Katie Panattoni

CCR thanked all its mediators, trainers, and Board members. Words cannot express how much their hard work and dedication is appreciated. In the end, CCR raised its glass in a toast to say, all of the volunteers are CCR's pot of gold!

Peacemaker of the Year Recipients

Richard Shewfelt - 2003
Margaret Woulfe - 2004

Trainer of the Year Recipients

Kathy Cheney-Egan - 2003
Danielle Loevy - 2004



Dir. of Mediation Services Annie Levin hugs Ann Chalem as she receives her Fare Thee Well Award.



Above: Lifetime Achievement Recipient Cookie Levitz poses with fellow mediator Charles Hall and Dir. of Volunteer Development Stephanie Senuta.

Right: Trainer of the Year Danielle Loevy shares her thoughts about the moment.

Below: Peacemaker of the Year Margaret Woulfe smiles with her family.



Below: Last year's Peacemaker of the Year recipient Dick Shewfelt with mediators Liz Simon, Lorna Steuer & Margaret Woulfe.





CCR'S WALK OF FAME



FOR TWENTY-FIVE YEARS, CCR HAS EQUIPPED THOUSANDS OF PEOPLE WITH MEDIATION SKILLS IN ADDITION TO SERVING AS THE STARTING POINT TO MANY CAREERS IN THE ADR PROFESSION. CCR WOULD LIKE TO TAKE THIS OPPORTUNITY TO HIGHLIGHT A FEW OF THE INDIVIDUALS WHO HAVE PASSED THROUGH OUR DOORS AND MADE MEDIATION A CAREER. WE HOPE YOU ENJOY CAUCUS' 2004 FEATURE, "MEDIATION BEGINNINGS."

Once upon a time there was a Northwestern law student who excelled at school. Practicing law is what he wanted to do - or so he thought. The young man graduated and began litigating immediately. His experience was broad, representing and defending a multitude of clients. But as time went on he knew deep down it wasn't right for him. So he began searching.

In 1981, he began researching the new field of Alternative Dispute Resolution (ADR) and mediation. Through this he encountered an organization that provided free mediation services to area residents and decided to participate in their mediation skills training. This training, in addition to his other teachings, created a fondness for the process and what it had to offer. From there he set out to introduce others to this new field. And the young man was happy.

The likelihood of finding this in Grimm's Fairytales is slim. But it is more than a fairytale. It is the true mediation beginning of William (Bill) Hartgering, renowned mediator/arbitrator and founder of the Chicago office of the nationally recognized ADR firm, JAMS/ENDISPUTE. It is a story with a lot of depth and CCR is proud to be one of his first steps on his road to success.

With over 20 years of experience including the successful resolution of more than a thousand complex matters arising in over 40 states and foreign countries

and training involving three foreign governments, Bill says what he learned from CCR's training in 1981 still plays a role in his job today. He keeps the perspective of the parties in mind, using both facilitative and evaluative processes. "CCR's training provides a good balance to the other things I know."

Through the years, Bill has been a friend to the organization.

"I have watched CCR grow and change. It is a different entity than what it was when I went through training. But I think it is the neatest thing that CCR, this not-for-profit institution, is going out and tackling a variety of cases including public policy issues," Bill stated. The public policy issues are often handled through CCR's Community Consensus Project. "CCR does the cases that need to be done. It does what it does so well."

Bill is also a strong advocate for institutionalizing mediation. This way "When an individual graduates high school, they know what mediation is and can use it to handle their own disputes in life." It will take time to reach that goal but Bill is happy for CCR's early work in laying a strong base for peer mediation programs in the schools and for other future programs.

As for advice to those seeking to break into the world of mediation, "At the outset, keep your day job," Bill said

light-heartedly.

He continued, "It is much harder now than back then." But his first piece of advice is to get experience – "and CCR offers you the opportunity to get some of the best training around and allows you to gain experience mediating their various cases."

He also recommends keeping a journal of the cases mediated, logging the attorneys, firms and types of issues mediated.

In the end, Bill had only positive things to say about mediation, arbitration and the work he does. "I love my job. It feels more like a calling, and that all my previous legal training naturally led to this." But, it was a long road for Bill that took a lot of patience and perseverance.

"When I opened the doors of ENDISPUTE in 1982, (which later merged with JAMS) I felt like we built it, but few came."

But thanks to his hard work as a former CCR mediator, trainer and Board member, Bill has assisted in paving the road for more to encounter this great



process we call mediation. And now they come.

Bill Hartgering at CCR's 2003 Fundraising Gala.



Interoffice Memo

RE: CCR Staff Updates

In the midst of scheduling mediators, CCR's Manager of Mediation Services **Annalisa Harrington** is busy adding last minute touches to her wedding to Peter Peterson on July 24th in Duluth, Minnesota.

Training Coordinator **Genevieve Hurst** keeps active outside of CCR as Artistic Director for her theatre company, Infamous Commonwealth Theatre along with arranging her wedding in October to Craig Thompson in Valparaiso, Indiana.

Director of Operations **Deborah Klecha** is in the

final stretch of her graduate program at Adler School of Professional Psychology where she will receive her MA in Counseling Psychology. She is currently interning at Chicago Lakeshore Hospital for the PRIDE Institute.

The marathon bug bit CCR's Director of Marketing & Development, **Julia Langfelder**, since taking her position with the organization. In San Diego this June, she completed her 4th marathon.

Director of Mediation Services **Annie Levin** is taking a cue from all the

fabulous CCR volunteers! In pursuit of her interest in women's health, Annie will soon begin work as a Labor & Delivery volunteer at University of Illinois Medical Center at Chicago.

Justine McBride, Manager of Mediation Services, will work part-time at CCR this fall as she begins a Masters of Arts program at the University of Chicago School of Social Service Administration.

The task of becoming CCR's new Executive Director wasn't challenging enough for **Susan Kozacik Rodgers**. To spice it up, she and

her husband Kevin announced the birth of their son, Alexander Paul Rodgers, on June 10th.

CCR's Director of Volunteer Development **Stephanie Senuta's** highlight came at the beginning of 2004 when she married her Marquette University sweetheart, Colin Senuta, on January 31st in Chicago.

Manager of Mediation Services **Drew Starr** continued his thirst for knowledge as he entered his first semester of graduate school at Loyola University in January. Drew is working towards his MA in Political Science.

AND NOW, A WORD FROM YOUR CASE MANAGERS

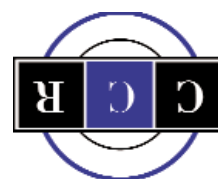
Dear Volunteers:

2004 has been an exciting year for case management and volunteers alike with increased numbers of mediations in our Criminal Misdemeanor (Branch Court), Chancery and Matrimonial Fee programs, as well as the upcoming start of two mediation programs at the Skokie courthouse! With all these programs thriving, having volunteers at our other court programs becomes even more important. **Daley Center, Bridgeview, Maywood and Markham need you!** Variety is the spice of life, so please call and sign up at a variety of programs. It will help you build a broad range of skills AND help all our programs continue to thrive.

Thank you so much for all your hard work!

Case Management
Annie, Anna, Justine and Drew

312.922.6464 ext. 22
cm@ccrchicago.org



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A Look Back at 1980

The Neighborhood Justice of Chicago celebrates its 1st Anniversary at its office in Chicago's Uptown Neighborhood. At the time of this photo, who could have guessed that CCR would reach the landmarks of 25 years and over 60,000 clients served.