

THE C-DRUM NEWS

A Publication of The Center for Dispute Resolution
at the University of Maryland School of Law (C-DRUM)

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CHARLES CRANE FAMILY FOUNDATION RENEWS CONFLICT RESOLUTION PROGRAM GRANT

The University of Maryland School of Law has received a second grant from the Charles Crane Family Foundation, enabling the law school to expand its work on reducing truancy and conflict in Baltimore City schools. The first Crane Family Foundation grant, received in 2004, helped the law school to create its Community Justice Initiative. Through a variety of innovative programs, the initiative seeks to reduce violence in Baltimore City through community involvement and community justice practices. With this second grant, received in 2007, the law school's Center for Dispute Resolution (C-DRUM) has enhanced its conflict-resolution program at the Baltimore Freedom Academy (BFA) and expanded the Truancy Mediation Program.

Comprehensive Conflict Resolution Education Program

C-DRUM is working with BFA, an innovative city-wide high school that encourages leadership and problem-solving skills in its students, to further its mission by implementing school-wide conflict resolution programs and practices. In fall 2007, 13 BFA students were trained as peer mediators. The peer mediation program, administered by students and a staff supervisor, encourages students to resolve their own disputes, addressing conflict at the lowest level possible and empowering the peer mediators to work through conflict in a productive manner. The peer mediators have already conducted informational sessions throughout the school for students and teachers, and have completed 10 mediations. Along with C-DRUM staff and two Mediation Clinic students, the peer mediators meet twice a month to practice their skills and discuss the effectiveness of the program.

On the staff level, a team of teachers and administrators meets periodically to discuss the support of students and integration of conflict

resolution practices. In February 2008, teachers received training on "The Daily Rap," a classroom meeting tool promoted by the Baltimore Community Conferencing Center. The Daily Rap will be utilized weekly during advisory sessions to build relationships among teachers and students and create an outlet for productive listening and discussion. Also in February, BFA teachers received hands-on training on "Creating an Intentional Culture of Excellence" from Phil Catania, a retired Prince George's County principal and current Director of Leadership for Schools at the Institute for Excellence and Ethics.

Building a culture of peace and learning effective conflict management is a difficult process for both staff and students, and C-DRUM will continue to work with BFA over the next three years to create sustainable change within the school.

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*Peer Mediators from Baltimore Freedom Academy and trainers
at the 2007 Peer Mediation Training*

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Truancy Mediation

Annually about 30,000 Baltimore City school students are truants, meaning they have more than 20 unexplained absences per year. Research indicates that students who miss school are more likely to have poor grades, drop out of school, and be involved in criminal activity. In 2006, C-DRUM initiated a pilot truancy mediation program, Baltimore Students: Mediation About Reducing Truancy (BSMART). The program is designed as an early intervention approach for K-8 schools. In its first year, C-DRUM worked with three schools. As a result of the Crane grant, BSMART has expanded its work to eight Baltimore City K-8 schools. The goal is to conduct 5 to 15 mediations per year at each school, as well as reduce the number of unexcused absences and lateness. By using a mediation model, BSMART promotes communication between the parent and the school and forges communication where it might not have existed otherwise. The mediations range from the surprisingly simple—such as resetting an alarm clock or obtaining the proper doctor's note—to the intensely complex issues of homelessness and parenting skills. The program will continue for three academic years; and there are plans to expand to more schools throughout the city.

To evaluate the success of the BSMART program, C-DRUM is engaging the Ruth H. Young Center at the University of Maryland School of Social Work to assess both the process and the outcomes to determine the overall effect of the program. This information will also complement work being done statewide to evaluate a variety of truancy initiatives.

C-DRUM, through the BSMART program, is proud to partner with the following schools to help improve student attendance:

- Beechfield Elementary School
- Benjamin Franklin Jr. Middle School
- Curtis Bay Elementary School
- Diggs-Johnson Middle School
- Maree Garnett Farring Elementary School
- Patapsco Elementary/Middle School
- Pimlico Elementary/ Middle School
- Dr. Roland N. Patterson, Sr. Academy

C-DRUM appreciates the collaborative efforts of the principals, attendance monitors, teachers, and other staff to ensure the program runs smoothly.

On January 3, two mediators from Japan visited the University of Maryland School of Law to learn more about the variety of methods used to assist people in the early resolution of disputes. Experienced mediators Hideaki Irie and Dai-ske Kato are working with the Japanese Ministry of Economy, Trade, and Industry to research and establish a consumer-business ADR program for specific service industries in Japan. Mr. Irie and Mr. Kato engaged with C-DRUM staff and representatives from the Maryland Mediation and Conflict Resolution Office (MACRO) on a variety of topics from conflict resolution education in schools, to mediator ethics, to encouraging the use of mediation by businesses and consumers. Despite the geographical distance, the discussion demonstrated that mediators around the globe face similar challenges.



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YOUR VOICE, YOUR CHOICE: PEER MEDIATION AT THE BALTIMORE FREEDOM ACADEMY

By Phillip Hummel '08 and Matthew Laver '08

Phillip Hummel and Matthew Laver are both law students enrolled in the Mediation Clinic. Upon graduation this spring, Matthew will study for the Pennsylvania and New Jersey Bar Exams, while Phillip will prepare for the Maryland Bar Exam. Phillip also plans to clerk for Judge W. Michel Pierson in the Circuit Court for Baltimore City. They would like to thank Wendy Walker of BFA, Professor Roger Wolf, and the peer mediators for the opportunity to participate in this exciting program.

Since February 2007, the Center for Dispute Resolution at the University of Maryland School of Law (C-DRUM) has established a strong partnership with the Baltimore Freedom Academy (BFA) to encourage nonviolent conflict resolution in academic and social forums. This objective involves an intensive collaboration between C-DRUM and the BFA community, including students, teachers, and parents. In order to achieve the goal of promoting a safer and more rewarding school environment, the school has created a new club that epitomizes the goals of alternative dispute resolution. The aptly named “Your Voice, Your Choice: Peer Mediation Club” is the solid beginning of these joint efforts toward enhanced productivity in the school community.

In Professor Roger Wolf’s Mediation Clinic, we had the privilege of working toward these goals. While the experience has not been without its challenges, we have witnessed and taken part in what we hope will become a successful and long-lasting peer mediation program at BFA. What began as a small group of high school students with little understanding of the mediation process has grown into an effective and proactive club, known throughout the school community for hard work and dedication to peaceful resolution of conflict.

When we arrived at BFA, we realized that we were joining forces with an extraordinary school. While some school administrations may limit their academic and social goals, BFA has a vision that requires its students to go beyond the ordinary and to achieve higher levels of accomplishment—encouraging youth leadership and community advancement in addition to academic success. In particular, Ms. Wendy Walker, the faculty coordinator of the peer mediation club, has proved to be an invaluable ally in implementing the non-violent conflict resolution program. From finding the necessary classroom space for the biweekly gatherings to encour-

aging student participation in group meetings, Ms. Walker facilitates a comfortable and relaxed environment during club sessions, while maintaining an appropriate expectation of seriousness from the peer mediators.

We have been inspired the most by the interest and dedication of the BFA students themselves. Whether it is actively engaging in peer mediation training, raising awareness of the nonviolent conflict resolution program, or reflecting on their own mediation experiences, the students of BFA have exhibited a desire to change their academic community by providing an effective alternative to violence. When asked why he wanted to be a peer mediator, ninth grader James Robinson



Peer Mediators (l to r) Corey Bailey, Da'Ondrea Warren, and Nathaniel Lawson, Jr.

II explained, “I want to help build a more peaceful school community.” This sentiment was echoed by fellow mediator and tenth grader Darius Hansley when he said, “I hope to stop people from making the same mistakes I made.” This willingness and interest in helping others work through their problems peacefully has been a staple of the group’s philosophy since day one, and as ninth grader Quorren Bullcock said, “You feel like you really accomplished something.”

As the program continues to develop, there is a strong sense among all participants that the club will become even more valuable as

a resource for both students and faculty. Tenth grader William Mathews is eager to continue his work and relishes his role as a “leader and positive role model” in the BFA community. Each week brings new problems, but the Baltimore Freedom Academy Peer Mediation Club is ready for the challenge. Ninth grader Jessica Paige remarks that “we can’t help everybody, but it’s important to try.” With their assistance, it is likely that instances of conflict will dwindle dramatically.

COMPLETING THE CIRCLE: LEARNING MEDIATION THEORY THROUGH PRACTICE

By Ryan Palmer '09

Ryan Palmer is a second-year student at the University of Maryland School of Law. She is the recipient of the Anne Gallagher Memorial Scholarship, and plans to remain in Baltimore after graduating to pursue a career in Alternative Dispute Resolution.

In spring 2006, I announced to my day care center co-workers that I would be leaving in the fall to attend law school. Initially they were confused; they did not view me, a non-litigious day care administrator, as an argumentative lawyer. I told them that even though I was not entirely sure of what I would do with a law degree, I knew that it would ultimately provide me with an excellent way to serve children and families. At the end of my first grueling year of law school, I was inclined to agree with my co-workers' initial assessment. Then, over the summer I took the course *Alternative Methods in Dispute Resolution* taught by ADR practitioner and adjunct professor Keith Seat. The course exposed me to an entirely new area of the law. Having spent several years at the day care center helping to resolve disputes between staff, parents, and the administration, I realized I was a mediator at heart.

My desire to work with children and family issues combined with the new knowledge of alternative dispute resolution drew me to the law school's ADR externship program. I was matched with the North Baltimore Center (NBC), a non-profit organization that provides a wide variety of mediation-related services to children and families. The NBC's core initiatives involve conflict resolution education in schools, parent education classes, and mediation of custody and divorce disputes.

I have had the opportunity to work extensively with the peer mediation programs in local schools, observing and participating in some of the training sessions involving 4th through 7th graders. I also helped NBC conduct a survey of the more than 60 schools that have been involved in NBC-sponsored peer mediation programs over the last 18 years. These conversations with peer mediation program administra-

tors have provided a wealth of information about implementing peer mediation programs, and the qualities of successful and sustainable programs.

NBC also provides mediation services, both at its facilities in Towson and as part of the Baltimore City Circuit Court's in-house mediation program, where mediations are provided free of charge in custody disputes on the day of trial. Observing mediator-attorneys at the courthouse has enabled me to learn much about the issues that are often unique to family mediations, as well as the practical application of mediation techniques in a family setting. What is apparent in these mediations is that the custody issues spread beyond the mother and father into the extended family and the community. This additional support is often vital to the success of any mediated custody agreement. Through a new process called Circle Mediation, NBC is working to include all stakeholders in the discussion to make decisions in the best interest of the child. Exposure to these processes has provided a real-life application of the family law issues I studied in law school.

Although my specific career goals are not yet final, I know that I will continue to concentrate on positive, productive, and collaborative dispute resolution, focusing on children and families. I think my former co-workers would agree that this area of law is a suitable fit for someone with my personality and passion for children's issues. It is rewarding to watch young people embrace new ways of conflict resolution, as well as see two parents who have not spoken in six months make positive decisions regarding their child's care. My experiences at NBC will serve as an excellent foundation for my future endeavors.

CONFLICT RESOLUTION EDUCATION REPORT NOW AVAILABLE

After six years of providing conflict resolution education grants to Maryland public schools, the collaborative partnership among C-DRUM, the Maryland Mediation and Conflict Resolution Office (MACRO), and the Maryland State Department of Education (MSDE) has published a report on the impact of the program in Maryland schools: *Making a Difference: Creating More Skillful Educators and Students, and More Peaceful Schools Through Conflict Resolution Education*. The report describes the grant program and highlights the success of 10 Maryland schools. Since the program's inception, 80 grants have been provided to 62 Maryland elementary, middle, and high schools to fund conflict resolution programs and have influenced the lives of numerous teachers, students, and parents. To learn more about the program or receive a copy of the report, please contact C-DRUM at 410-706-3295 or cdrum@law.umaryland.edu.

C-DRUM STUDENT NEWS

STUDENT ATTORNEYS TEST THEIR NEGOTIATION SKILLS

On November 10, four law students traveled to Widener University School of Law in Delaware to participate in the American Bar Association's annual Negotiation Competition. First-time competitors Claire McLamore '09, Talley Kovacs '09, Ali Herischi '09, and Hal Blatt '09 were anxious to put their legal educations and life experiences to the test. This year's competition focused on family law, with the first round involving a property settlement agreement, and the second round involving the development of a parenting plan for the divorcing couple's two children. According to Talley Kovacs, the competition "perfectly combined the adversarial spirit of advocacy with the shared interest of ultimate resolution."

Although the Maryland students did not progress to the next round of competitions, they represented the School of Law with passionate professionalism and learned a great deal about effective negotiating. As Claire McLamore said, "It may be easy to internalize some of the issues, but it is best to remain friendly with opposing counsel, flexible on the issues, and not too invested in the formalities or the process of being a lawyer." Promoted by the ADR Group at the School of Law and supported by C-DRUM staff, the annual event helps to expose law students to one of an advocate's most valuable skills—effective negotiation. The Maryland students plan to apply their lessons learned from the 2007 competition to the March 2008 Intra-school Competition.



*Claire McLamore '09, Talley Kovacs '09,
and Ali Herischi '09*

REPRESENTATION IN MEDIATION COMPETITION: LEARNING TO USE ADVOCACY AND MEDIATION

Lyn Sweetman '09 said, "I have participated in moot court and I would say this competition was a lot more difficult" after the first round of the Representation in Mediation Competition. Sponsored by the American Bar Association's Section of Dispute Resolution, the annual competition is designed to acquaint law students with advocacy skills specifically in mediation. The competition encourages the use of attorneys as collaborative problem solvers and creative advocates for their client's interests. School of Law students Lyn Sweetman, Dora Tartakovsky '09, Timothy Costello '09 and Nicolle Katrivanos '09 traveled to American University to participate in the Region 3 competition during the first weekend in March. To prepare for the competition, students mooted workplace discrimination and advance directive problems with team coach Toby Treem Guerin, and received assistance from adjunct faculty member Keith Seat

and fellow students Allison Strudler '10 and Jinho Suh '11. As Mr. Costello stated, "Given the adversarial nature of many of our law school classes where the trial decides who wins and who loses, I found the competition rather challenging."

Although none of the students had participated in a mediation before, they effectively used interest-based negotiation and objective standards to work toward client based solutions. The team of Mr. Costello and Ms. Katrivanos finished the first day of competition in first place only to be defeated by the team from American University in a very close final mediation. As Dora Tartakovsky reflected on her experiences, she commented "there is no 'proper' way to conduct mediation, rather there are certain principles that one can apply in working out a resolution, but in the end it is a combination of the client's will to come to an agreement, and the attorney's and mediator's skill to assist him/her to reach it."

PROFESSOR ROGER C. WOLF IS RECOGNIZED FOR HIS OUTSTANDING ACHIEVEMENTS IN ADR

Twenty six years ago Roger Wolf joined the University of Maryland School of Law as the Special Assistant Attorney General and Deputy Director of the School of Law's Attorney General's Clinic. Today he is a Professor at the School of Law and Director and Founder of its Center for Dispute Resolution (C-DRUM).

At the 2007 Maryland State Bar Association Section on Dispute Resolution annual dinner, Roger was honored with the Chief Judge Robert M. Bell Award for Outstanding Contribution to Alternative Dispute Resolution in Maryland. His nominators, Karen Rothenberg, Dean of the School of Law and Rachel Wohl, Executive Director of the Maryland Mediation and Conflict Resolution Office, describe Roger's leadership in the field of conflict resolution as

"nothing short of inspiring; his work in Maryland will create a legacy for years to come. He has motivated many law students, attorneys, judges and others to seek alternative methods to assist others in the effective resolution of their disputes."

What is probably most impressive about Roger Wolf is the breadth of his ADR involvement. He has testified before the Maryland Legislature on a variety of bills involving ADR legislation, trains new mediators several times a year, mediates for the Maryland Circuit and District Courts, and has served as president of the Maryland Council for Dispute Resolution and the first chairperson of the Maryland State Bar Association's Section on Dispute Resolution. While at the School of Law, he created the school's Mediation Clinic, worked with nursing and medical professors to co-develop an interdisciplinary course titled Conflicts in Health Care, initiated an ADR concentration for law students, and founded C-DRUM. On top of everything else, he volunteers his mediation and training expertise in a variety of areas.

As the *Daily Record* Editorial Advisory Board said, "Through Professor Wolf's commitment, energy, and passion, the use of alternative dispute resolution has increased in all corners of the state." We at C-DRUM and the School of Law echo this message and feel privileged to work with such a visionary and motivated director, colleague, and professor.



Roger C. Wolf and Chief Judge Robert M. Bell at MSBA Annual Dinner



STACY SMITH JOINS C-DRUM

After serving as the Truancy Mediation Program Coordinator during the pilot period of the Baltimore Students: Mediation About Reducing Truancy (BSMART) program in 2007, Stacy Smith is now a formal member of the C-DRUM family. She will continue to bring her energy and expertise to BSMART as she manages a larger, eight-school program and integrates the involvement and supervision of the Mediation Clinic students. We look forward to working with Stacy and seeing the truancy mediation program grow under her leadership.

NEWS AND NOTES

C-DRUM

Peer Mediation Training for Baltimore Freedom Academy, Baltimore, MD (October 17–18, 2007).

Conflict Resolution Skills for Leaders, Maryland Department of Labor Licensing and Regulation (November 14, 2007).

Overview of the C-DRUM Programs for visitors from Japan, University of Maryland School of Law (January 3, 2008).

Mediation and Conflict Resolution Education Truancy Mediation Training, University of Maryland School of Law (January 22 and 29, 2008).

Winter School Grants Training, Conflict Resolution Grant Recipients, Annapolis, MD (February 20, 2008).

Difficult Conversations, University of Maryland School of Nursing, Baltimore, MD (April 10, 2008).

Maryland Program for Mediator Excellence Skills Based Mentoring Program for Private Practitioners, Columbia, MD (April 9, 2008).

Roger C. Wolf

Conducted a training session for the Maryland Commission on Human Relations, *Ethics and Confidentiality in Mediation* (December 5, 2007).

Conducted a conflict resolution and communication skills workshop for the School of Nursing, University of Maryland Baltimore (March 14, 2008).

Co-presenter, *Does our Mediation Orientation Impact Our Interpretation of and How We Apply the Model Standards of Conduct?* ABA Section of Dispute Resolution Annual Conference, Seattle, WA (April 4, 2008).

Toby Treem Guerin

Co-Facilitator, *Ethics Discussion, Maryland Program for Mediator Excellence*, Annapolis, MD (October 17, 2007).

Co-Presenter, *Orientation to the Mediation Skills Based Mentoring Program*, La Plata, MD (November 15, 2007).

Co-Presenter, *Maryland Program for Mediator Excellence (MPME): How to Promote Quality Through Maryland's Premier Mediator Excellence Program*, Maryland Mediation Roster Managers Conference, Annapolis, MD (December 7, 2007).

Facilitator, Girl Scouts of Central Maryland.

Speaker, *Networking Without Conflict*, Girl Scouts of Central Maryland Annual Conference, Baltimore, MD (March 29, 2008).

Barbara Sugarman Grochal

Facilitator, Discussion on *Healthy Relationships*, Baltimore Freedom Academy, Baltimore, MD (November 2007).

Facilitator, *The Development of a Principals' Leadership Group Focused on Peaceful Schools*, Sheppard Pratt Health Systems, Towson, MD (December 6, 2007 and January 23, 2008).

SCHOOL OF LAW ALUM PREPARES STUDENTS FOR ABA COMPETITION

“Life is full of negotiation” Richard Melnick, Esq. explained during a Negotiation Skills Workshop to a group of law students competing in the ADR Group sponsored Intra-School Negotiation Competition. From the boardroom to the bedroom negotiation occurs when “two or more people communicate to solve a particular problem over which they have competing needs, interests, and desires.” Mr. Melnick, a 1985 graduate of the School of Law and Associate County Attorney for Montgomery County, Maryland, is no stranger to negotiation. He discussed various negotiation strategies including bargaining techniques, information gathering, and questioning. The students in attendance practiced a couple of negotiation exercises and explored topics such as the best and worst alternatives to a negotiated agreement. The information learned in the workshop will be applied by the 35 students participating in the March 30, 2008 Intra-School Negotiation Competition. The competition will establish the two primary teams and two alternate teams to represent the University of Maryland School of Law in the 2008 American Bar Association Law Student Division Negotiation Competition.



Richard Melnick '85

JOIN OUR CONFLICT RESOLUTION IN EDUCATION LIST SERV!

A list serv has been established for those interested in conflict resolution programs in schools (K-12), to share and exchange best practices, worst headaches, solution brainstorming, great lesson plans, and more.

To join send an email to
cdrum@law.umaryland.edu
and include "education list serv"
in the subject line.

*This list serv is not intended for book sales, trainings,
or other self-promotional activities.*



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Possessing more than 30 years of combined experience, C-DRUM provides mediation services, facilitation, and conflict resolution training in a variety of settings.