



NYC Dispute Resolution Roundtable

September 4, 2025

ZOOM MEETING PUBLIC CHAT TRANSCRIPT

14:04:03 From Sabrina Richie to Everyone:

Sabrina Richie - first time joining - and I'm in Pennsylvania ! :]

14:04:25 From Sabrina Richie to Everyone:

and I work at Just Mediation Pittsburgh

14:04:24 From Maritriny Nova Abreu -NYC to Everyone:

Good morning everyone! My name is Maritriny and it's my first is joining. I'm any wait to see what this has in store.

14:04:52 From KEJI AYORINDE to Everyone:

Keji Ayorinde (NYC in-house counsel) - first time joiner! Thank you for coordinating this session.

14:05:20 From Tina Jones, ECF Trainer to Everyone:

Greetings from Delaware. 🍷

14:05:32 From Caroline Hanley (William & Mary, she/her) to Everyone:

Hi everyone, I am a sociologist at William & Mary (public university in Virginia). I completed mediation training last year and am very interested to learn more about the topic for this morning.

Frank Dukes UVA he/him): 👍

14:05:59 From Jennifer to Everyone:

Hi Jennifer here, It's my first time joining the session. I am in Ireland and a newly trained mediator. Thanks for having me

14:06:18 From Kjerstin (shir-stin) Pugh, she/her | NYC to Everyone:

Welcome all!

14:06:31 From Jeremy Lack to Everyone:

Hi everyone. Good to see you all again and best wishes from Geneva, Switzerland, where we are having a grey and rainy day!

14:06:45 From gloriahawkes - Lancaster, Pa to Everyone:

Hi from Lancaster, Pa. Volunteer for a restorative justice and mediation group.

14:07:19 From Niki Borofsky | Paris to Everyone:

Welcome to the Roundtable!

14:07:35 From Mansi Tarigoppula - NJ to Everyone:

Good morning everyone, I'm Mansi and it's also my first time joining the session! I am excited to learn more about the topic for today.

14:07:39 From Kjerstin (shir-stin) Pugh, she/her | NYC to Everyone:

If anyone is interested in ANOTHER zoom event today, you are all welcome to join Columbia's Negotiation & Conflict Resolution program's first webinar of the school year at 12p today - <https://sps.columbia.edu/events/necr-webinar-entrepreneurship-negotiation-and-conflict-resolution-opportunities>

14:08:26 From Yehemy-they/them (Chicago) to Everyone:

Hello! This is Yehemy Zavala from the Center for Conflict Resolution- Chicago

I am a bilingual mediator and i coordinate conflict management workshops to incarcerated youth and youth on tje re- entry programs in Cook County

I am a coach and facilitator and community organizer

14:09:05 From Laverne Berry to Everyone:

Laverne Berry first time joiner. Solo practice in Entertainment/copyright law.
AAA/IDCR arbitrator/mediator. Hello.

14:09:26 From Niki Borofsky | Paris to Everyone:

Welcome to all! We encourage everyone to add where you are calling in from to your screen name.

To do this:

Hover your cursor over the three dots "..." in the upper right-hand corner of your Zoom box,

Select "Rename", and

Add in your location.

(Your screen name should revert to your usual format for your next meeting.)

If you need assistance, please reach out to any of the co-hosts.

14:10:34 From gloriahawkes - Lancaster, Pa to Everyone:

Did a program - Deliberative Democracy with F&M University. These should be done more often!

14:13:33 From Frank Dukes UVA he/him) to Everyone:

@Gloria: my daughter is in Lancaster and did a Playback Theater gig with the RJ group this winter that I attended

gloriahawkes - Lancaster, Pa: ❤️

14:14:23 From Frank Dukes UVA he/him) to Everyone:

@Caroline - my daughter a W & M grad in sociology and French (2010)

14:14:45 From gloriahawkes - Lancaster, Pa to Everyone:

Replying to "@Gloria: my daughter is in Lancaster and did a Pla...":

I was there! Advoz is name of non-profit group!

14:16:03 From Frank Dukes UVA he/him) to Everyone:

Replying to "@Gloria: my daughter is in Lancaster and did a Pla...":

Maybe we met?!

14:16:35 From Frank Dukes UVA he/him) to Everyone:

brb

14:16:35 From Caroline Hanley (William & Mary, she/her) to Everyone:

Replying to "@Caroline - my daughter a W & M grad in sociology ...":

Amazing, I hope she had a great experience. There's a chance I would have had her in class (I was a visitor here 2009-2011 before starting tenure track).

Frank Dukes UVA he/him): 👍

14:18:37 From gloriahawkes - Lancaster, Pa to Everyone:

Replying to "@Gloria: my daughter is in Lancaster and did a Pla...":

Possibility ! I've volunteered for Advoz for quite a few years now. Also part of the school engagement team.

14:19:28 From Frank Dukes UVA he/him) to Everyone:

Replying to "@Caroline - my daughter a W & M grad in sociology ...":

She did - a fabulous time.

14:20:06 From Caroline Hanley (William & Mary, she/her) to Everyone:

Replying to "@Caroline - my daughter a W & M grad in sociology ...":

Oh great, glad to hear that. We have great students.

14:20:13 From Frank Dukes UVA he/him) to Everyone:

Replying to "@Caroline - my daughter a W & M grad in sociology ...":

Including meeting her future husband in Paris the first day she landed in her semester abroad program

Caroline Hanley (William & Mary, she/her): ❤️

14:21:10 From Mimi Tsankov to Everyone:

Good morning, Jess, all — I'll be on the bench until my retirement on 9/30, but will hit the ground running on 10/1 — Please feel free to email me at adr@neutralsolutions.com.

14:23:06 From Niki Borofsky | Paris to Everyone:

REACTIONS TO @Jeremy Lack's VIDEO?

<https://innovadr.com/>

Jess Kent: 👍

Tina Jones, ECF Trainer: 👍

14:24:25 From Sharon Press (Minnesota) to Everyone:

Jeremy - one question. Model Ethical Standards include prohibition on contingency fees. Do you think this is a problem?

Jess Kent: 👍

14:26:41 From Frank Dukes UVA he/him) to Everyone:

Replying to "Jeremy - one question. Model Ethical Standards inc...":

Also incentivizing pressure to agree...

Sharon Press (Minnesota): 👍

14:27:22 From Michael Wolf to Everyone:

Replying to "Jeremy - one question. Model Ethical Standards inc...":

That's a legitimate concern.

14:27:32 From LeeAnn King to Everyone:

Replying to "REACTIONS TO @Jeremy Lack's VIDEO?https://innovadr...":

I wasn't really excited to see it promoted here in this space. Maybe in the future, we could decide together if this kind of material or promotions fit in the social time of your offering?

14:27:51 From Unyime Morgan to Everyone:

Replying to "Jeremy - one question. Model Ethical Standards inc...":

That's the first thing that came to my mind. Many jurisdictions don't allow this. I don't know if Switzerland will.

14:28:10 From gloriahawkes - Lancaster, Pa to Everyone:

That's an interesting concept- especially with all the litigation going today!

14:28:41 From Michael Wolf to Everyone:

Replying to "Jeremy - one question. Model Ethical Standards inc...":

Serious ethical concerns.

14:29:26 From cynthia campbell to Everyone:

I do almost exclusively family mediations these days but I've done a few business partnership mediations. In some memorable cases the disputants have been

extremely grateful that their relationship was preserved. How often is this prioritized and achieved?

14:30:25 From Yehemy-they/them (Chicago) to Everyone:

When you were talking about teaching mediation skills to immigrants, what does that mean for your program or organization, and follow up what immigrants are u working with? Is it in english?

14:31:18 From Jeremy Lack to Everyone:

Apologies to anyone who may have been shocked by my video! Please feel free to send feedback/reactions to jlack@lawtech.ch.

14:32:26 From Jeremy Lack to Everyone:

Replying to "Jeremy - one question. Model Ethical Standards inc...":

@Michael Wolf Could you please elaborate? The neutrals don't work on a success fee. They are paid their usual market rates in any event.

14:33:17 From Jeremy Lack to Everyone:

Replying to "Jeremy - one question. Model Ethical Standards inc...":

@Unyime Morgan Is the problem you are referring to a problem for lawyers or the neutrals or both?

14:33:20 From Niki Borofsky | Paris to Everyone:

Recordings here : <https://www.youtube.com/@nycdr-rtbvideos>

14:33:22 From Robin Beckhard (she/her) | NYC to Everyone:

Date for Oct. in-person session, please?

14:37:59 From Michael Wolf to Everyone:

Replying to "Jeremy - one question. Model Ethical Standards inc...":

Collectively, the neutrals and others who financially rely on the viability of the program will have an incentive to settle even when settlement might not be in the best interest of one or more of the parties. I'll be glad to engage more offline if you are interested. ADR4US@gmail.com.

14:39:28 From Jeremy Lack to Everyone:

Replying to "Jeremy - one question. Model Ethical Standards inc...":

@Frank Dukes UVA he/him) The fund is not involved in the mediation. It simply helps to set up the process, and pays the neutrals. The only thing it requests of the parties and the mediators is to promptly inform it if/when it settles, but it proceeds as any other case would, so there is no additional pressure to settle. (If anything, a disincentive, since there is no fee to pay if there is no settlement).

14:40:41 From Niki Borofsky | Paris to Everyone:

Please feel free to put your comments and question into the chat...or raise your virtual hand.

14:40:57 From Cris Houston, Esq. to Everyone:

Thanks so much for this session. It is so timely and much-needed right now. I am excited to learn from Dr. Dukes on this topic today.

14:42:56 From Niki Borofsky | Paris to Everyone:

The recording of today's session as well as the sides and other resources will be available on our YouTube channel:

If you'd like to stay updated, please be sure to subscribe to our YouTube channel: YouTube – NYC-DR Roundtable Breakfasts

14:43:16 From Kim Lonzo (He/Him) NYC John Jay College to Everyone:

Air Force Vet as well

Niki Borofsky | Paris: ❤️

14:44:11 From Chelsea Feltman (she/her) to Everyone:

Music Major as well!

Niki Borofsky | Paris: ❤️

14:44:39 From Niki Borofsky | Paris to Everyone:

Institute for Engagement and Negotiation |
<https://engageduva.virginia.edu/uva-initiative/institute-engagement-and-negotiation>

14:45:47 From Cherise D. Hairston to Everyone:

Love Reaching for Higher Ground. Still on my bookshelf :)

14:46:47 From Isabelle Gunning to Everyone:

Please show results again

14:46:50 From Niki Borofsky | Paris to Everyone:

Share why you chose #3?

14:47:29 From Timothy Hedeem to Everyone:

I prefer not... neutral is not an available position. (What Sharon said!)

14:48:06 From Cherise D. Hairston to Everyone:

I use it in the context of my work at a community mediation center to help people understand how we might help their conflict situation

14:48:08 From Cris Houston, Esq. to Everyone:

I do not use the term much, but I am okay with it. I also find it hard to frame myself as neutral in dialogues that require me to employ mediation skills although they are not mediations per se in these times of such toxic politics.

14:48:31 From Sheldon to Everyone:

I prefer impartial.

14:48:33 From Sharon Press (Minnesota) to Everyone:

actually, the ethical responsibility is for impartiality - not neutrality

14:48:35 From Donna M to Everyone:

My organization (Advoz) has adopted the word "multi-partial" instead, acknowledging that it is difficult to eliminate bias entirely.

Kim Reisch (she/her)-Center for Dispute Settlement: 👍

14:48:36 From jill strauss to Everyone:

Neutral means zero and I'm not a zero. I have biases and I prefer to be transparent with myself and others. Impartial is a preferred term because I will try to do this in spite of my beliefs.

Michael Santos: 👍

LeeAnn King: 💡

14:48:58 From Unyime Morgan to Everyone:

Replying to "Jeremy - one question. Model Ethical Standards inc...":

I will be happy to share additional thoughts offline - stephenaee@yahoo.com.
The fact that the contingency fee does not directly impact neutrals adds an interesting twist to the current scenario.

14:48:55 From Linh Nguyen to Everyone:

I prefer the term “process-oriented” to “neutral”

14:49:54 From Cris Houston, Esq. to Everyone:

I would love a more technical definition in the context of mediation and conflict resolution that defines neutral and impartial. I am sorry if this is obvious to some. Thanks

14:50:00 From Yehemy-they/them (Chicago) to Everyone:

I use the term neutral similarly at my organization, we like to explain that we are neutral to the outcome of the conflict not to the ppl

14:50:46 From Debra Hamilton to Everyone:

We all should recognize our bias and I appreciate the challenges in the second question

14:51:02 From Astrid (she/hers) to Everyone:

Unfortunately, my mediation center closed (IMCR) but not due to Trump.

14:51:50 From Debra Hamilton to Everyone:

How do you navigate expressing your feelings about the administration and also remain neutral;

14:52:24 From Randy Duque to Everyone:

I use the term "neutral" because going into the philosophical area with parties in conflict doesn't help whereas they react better when I tell them I'm neutral. If I know I am going to be inserting myself into their dialogue or problem-solving, I will ask them if it's okay for me to go out of the bounds of being neutral, but that's usually with groups I work with on an ongoing basis....

14:52:45 From Jean Mizutani to Everyone:

the financial impact of the current gov policies force reduced opportunity to conduct DEI work

14:52:49 From gloriahawkes - Lancaster, Pa to Everyone:

We try to use different language when setting up school programs for what I believe are obvious reasons.

14:54:06 From gloriahawkes - Lancaster, Pa to Everyone:

Same with schools

14:54:22 From Ramona Buck to Everyone:

The Federal Mediation and conciliation Service where I used to work has been made much much smaller since the Trump Administration and a number of people were fired.

Jean Mizutani, fran katz: 👍

Harry Manasewich (he/him): 😬

Kim Reisch (she/her)-Center for Dispute Settlement: 😬

gloriahawkes - Lancaster, Pa: 😭

Debra Hamilton: 😬

14:55:38 From Chelsea Feltman (she/her) to Everyone:

Replying to "the financial impact of the current gov policies f...":

Yes, this has affected my work as well.

14:55:50 From Dennis Mccoy | Vienna, VA to Everyone:

We have student peer mediation programs in Fairfax VA schools -- over 150 different home languages.

14:55:51 From Debra Hamilton to Everyone:

Great question since it is a conundrum I am having

14:56:21 From Gill Mansfield (Mediator) to Everyone:

None of the above to Q3

14:56:26 From Sheldon to Everyone:

Attending every protest/demonstration I can.

Debra Hamilton: 👍

14:56:27 From Randy Duque to Everyone:

With respect to the Trump question, some of the issues have changed, but the more substantial changes is in the partnerships I have in the work I do to combat hate and extremism

14:56:41 From gloriahawkes - Lancaster, Pa to Everyone:

I'm a grandmother- extremely active.

Debra Hamilton: 👍

14:56:51 From Debra Hamilton to Everyone:

Replying to "Attending every protest/demonstration I can.":

Me too. And how might that impact our practice?

14:57:10 From Robin Beckhard (she/her) | NYC to Everyone:

My personal beliefs, behavior, advocacy do not enter the space of my mediations (which are usually smaller, 2-party conflicts).

Debra Hamilton, Sally Dear-Healey, jessica: 👍

14:58:36 From Debra Hamilton to Everyone:

Replying to "My personal beliefs, behavior, advocacy do not ent...":

Mine as well yet if we do something outside our work does it affect our work?

14:58:46 From Barbara J Spiegelberg to Everyone:

I personally am active, but I find it helpful not to demonize those with whom I disagree, and welcome dialogue.

Cris Houston, Esq.: ❤️

susan Glatki - Massachusetts - Permanency Mediation, sydell Tyson: 👍

Debra Hamilton, jessica: 👍

14:59:30 From Debra Hamilton to Everyone:

Replying to "I personally am active, but I find it helpful not ...":

I do my best yet I am likely not as welcoming as I could be 😞

14:59:34 From Gill Mansfield (Mediator) to Everyone:

I'm outside of the US so this isn't currently affecting my day to day practice. In the context of my mediations I maintain neutrality. In my personal life I would actively advocate for the principles I hold dear. If people choose not to instruct me because of that I'm fine with that.

Cris Houston, Esq.: ❤️

14:59:44 From Niki Borofsky | Paris to Everyone:

Anyone willing to share their reluctance?

14:59:59 From Sally Dear-Healey to Everyone:

This issue of "extraneous communication" is a big deal in higher education right now.

15:00:01 From Dr. Larry Schooler to Everyone:

I worry it will jeopardize my ability to do the work I do if I engage in public advocacy.

15:00:16 From gloriahawkes - Lancaster, Pa to Everyone:

I honestly believe this is an extremely pivotal time period and it's important to make a stand. Most mediations don't have it come up

Robin Beckhard (she/her) | NYC: 👍

Debra Hamilton: 👍

15:00:39 From Cris Houston, Esq. to Everyone:

When we work in jobs or spaces where we can become a target of retaliation, we are a bit reluctant to openly engage in advocacy. Yet, I find a way to do what I must because my people (African Americans) as well as others are under attack are not safe here.

Debra Hamilton: 👍

15:01:23 From Robin Beckhard (she/her) | NYC to Everyone:

Replying to "I personally am active, but I find it helpful not ...":

@Barbara, yes, I agree with the importance of dialogue and showing genuine curiosity, but in practice find it VERY DIFFICULT to understand what I perceive as extreme and at times inhuman (or inhumane) positions.

Cris Houston, Esq.: ❤️

Debra Hamilton: 😬

15:01:35 From m.piché to Everyone:

I have been noticing in youth culture, abrasive expressions of intolerance is seen as dedicated allyship.

15:01:58 From Michael Santos to Everyone:

As in-house corporate Ombuds, I would not want to be seen as advocating for any particular side publicly.

15:02:08 From gloriahawkes - Lancaster, Pa to Everyone:

I would be willing to be incarcerated to protect democracy and humanity.

Cris Houston, Esq.: ❤️

Gail Wright Sirmans: 👍

15:02:08 From Eva Garcia-Visus (she/her) - NYC to Everyone:

My third-party role brings incredible potential to move people's views, and I would not mix it with the role of advocacy, or sacrifice it. I intentionally keep them separate.

robertanderson, Robin Beckhard (she/her) | NYC: 👍

15:03:03 From Hannah Pilla to Everyone:

The types of advocacy we typically see only serves to separate people further. I think gaining understanding of different views is a better way to bring people together. I don't think advocacy is going to solve the problem. That's why I'm reluctant.

15:03:27 From fran katz to Everyone:

It becomes a mental struggle

15:03:29 From Joan D Hogarth - FL to Everyone:

If advocacy was pure educational, my answer would be different. Today, any advocacy becomes political and toxic. So, that makes it different answer.

Hannah Pilla: +

15:03:29 From Mindy Burrell to Everyone:

Cherise, thanks for sharing that.

Kelly Johnson, University of Dayton, Cris Houston, Esq.: ❤️

15:03:51 From Cherise D. Hairston to Everyone:

Replying to "Cherise, thanks for sharing that.":

Great you are here Mindy.

15:03:59 From gloriahawkes - Lancaster, Pa to Everyone:

I don't think of this as "political" at all.

15:04:07 From Cris Houston, Esq. to Everyone:

Thanks, Ms. Hairston. I feel that daily and am afraid for myself, my loved ones, and all POC. I find it hard to do nothing. The ancestors seem to require it to me.

Gail Wright Sirmans: ❤️

Cherise D. Hairston, Jean Mizutani, Stephen Sullivan, Maryann Locklin: 👍

15:04:18 From Marla Moss, Mediator to Everyone:

I am a workplace mediator in NJ handling civil rights cases so I have to be careful about my advocacy on social media. Overall the Trump administration has impacted my work and may ultimately impact case valuations (lower). I don't want to be on this recording, thanks. Just the Chat.

15:04:43 From Timothy Hedeem to Everyone:

Great (and fitting) to see Auerbach's work. Wasn't the subtitle, "Resolving Disputes without Lawyers" ?

15:05:57 From Niki Borofsky | Paris to Everyone:

A BRIEF HISTORY OF NEUTRALITY...

15:06:30 From Paul Ngotho to Everyone:

Greetings from Nairobi, Kenya. I joined late, so excuse me if my comment is a little off. I have taken a legal action against a local subsidiary of an international arbitral institution for financial mismanagement and corporate governance issues.

15:06:31 From Cherise D. Hairston to Everyone:

Love Laue & Cormick--still use this as a reference point

15:06:36 From gloriahawkes - Lancaster, Pa to Everyone:

Neutrality can be “normalizing”.

15:06:42 From Niki Borofsky | Paris to Everyone:

Justice Without Law?

Jerold S. Auerbach Wellesley College

Oxford University Press, USA, 7 Apr 1983 - 208 pages

Describes the disadvantages of litigation, looks at what the American legal system suggests about our society, and discusses arbitration, mediation, and conciliation, alternatives to our adversary approach to justice.

<https://www.amazon.com/Justice-without-Law-Galaxy-Books/dp/0195034473>

Kim Lonzo (He/Him) NYC John Jay College: ❤️

15:06:58 From Jean Mizutani to Everyone:

The threat and possibility of ambush at any time makes genuine neutrality difficult

15:08:09 From Timothy Hedeem to Everyone:

Laue's 1982 article "Ethical Choices in Third-Party Intervention Roles" in Peace and Change is required reading at every introductory mediation training I've ever led.

15:08:10 From Kim Lonzo (He/Him) NYC John Jay College to Everyone:

Replying to "Justice Without Law?Jerold S. Auerbach Wellesley C...":
thank you

15:08:27 From Dr. Kishor Dere FCI Arb to Everyone:

What is the difference between neutral, indifferent, non-aligned and fence-sitter?

Eva Garcia-Visus (she/her) - NYC: ❤️

Barbara J Spiegelberg: 🙌

15:09:03 From Niki Borofsky | Paris to Everyone:

Ethics of Intervention in Community Disputes | Ethics of Intervention in Community Disputes <https://www.ojp.gov/ncjrs/virtual-library/abstracts/ethics-intervention-community-disputes-ethics-social-intervention-p>

15:09:26 From Paul Ngotho to Everyone:

I have also given a conference presentation regarding the exclusion of women from Kenya's Permanent Court of Arbitration and ICSID appointment. See <https://youtu.be/zCQlrSBvAU4>

15:09:47 From Timothy Hedeem to Everyone:

Replying to "Laue's 1982 article "Ethical Choices in Third-Part...":

If you're interested, here's a copy:

<https://www.dropbox.com/scl/fi/7hdgkxojrec6uavr0nn3q/Laue.pdf?rlkey=2e6scxw02zydln9gxoune27lh&st=asi0nm39&dl=0>

Kim Lonzo (He/Him) NYC John Jay College: ❤️

susan Glatki - Massachusetts - Permanency Mediation: 👍

15:10:29 From Maryann Locklin to Everyone:

Replying to "Laue's 1982 article "Ethical Choices in Third-Part...":

Thanks Tim! ❤️

15:11:43 From jules | j. to Everyone:

Are there scholars and practitioners with Impact data and metrics with economic impact for commercial disputes specifically since '84?

15:11:44 From Kim Lonzo (He/Him) NYC John Jay College to Everyone:

Replying to "Laue's 1982 article "Ethical Choices in Third-Part...":

@Timothy Hedeem

15:11:53 From Kim Lonzo (He/Him) NYC John Jay College to Everyone:

Replying to "Laue's 1982 article "Ethical Choices in Third-Part...":

thank you so much

15:12:07 From gloriahawkes - Lancaster, Pa to Everyone:

Treating all people with dignity may be considered a bias...

15:12:11 From Jeremy Lack to Everyone:

When you refer to "neutral" here, are we also speaking about "impartiality"?
Are biases about neutrality or multipartiality/impartiality?

15:12:12 From Niki Borofsky | Paris to Everyone:

"Practice and Paradox: Deconstructing Neutrality in Mediation"

by Sara Cobb & Janet Rifkin (1991)

<https://www.cambridge.org/core/journals/law-and-social-inquiry/article/practice-and-paradox-deconstructing-neutrality-in-mediation/70B4F21EB7BE60BA50EA552A892FA3C0>

15:12:23 From Timothy Hedeem to Everyone:

Replying to "Laue's 1982 article "Ethical Choices in Third-Part...":

Oops... misremembered the title: "Ethical Considerations in Choosing Intervention Roles" ... ah, my aging brain.

Cris Houston, Esq.: ❤️

15:13:53 From Michael Wolf to Everyone:

Instead of telling parties that I am a neutral, I acknowledge that they are advocates for their interests and tell them that I am an advocate, too; an advocate for good process.

Hannah Pilla, sydell Tyson: ❤️

15:14:25 From Niki Borofsky | Paris to Everyone:

"The Neutrality Trap: Disrupting and Connecting for Social Change" — Bernard S. Mayer & Jacqueline N. Font-Guzmán (2022)

<https://commonslibrary.org/the-neutrality-trap-disrupting-and-connecting-for-social-change-book/>

LeeAnn King: 🙏

15:17:08 From Cris Houston, Esq. to Everyone:

Thank you, Dr. Dukes, for that work. As an African-American, I can fully understand the need for it.

Kim Lonzo (He/Him) NYC John Jay College, gloriahawkes - Lancaster, Pa, sydell Tyson: ❤️

15:17:20 From Niki Borofsky | Paris to Everyone:

Frank's University website : <https://www.arch.virginia.edu/people/frank-dukes>

15:18:40 From Niki Borofsky | Paris to Everyone:

Not In Our Town | <https://www.niot.org/>

Cris Houston, Esq.: ❤️

15:19:10 From gloriahawkes - Lancaster, Pa to Everyone:

Yes it is. I can't either.

Martha Chazanoff, Cris Houston, Esq.: ❤️

15:19:11 From Cris Houston, Esq. to Everyone:

Neither can I, Dr. Dukes.

Martha Chazanoff: ❤️

15:19:26 From Cris Houston, Esq. to Everyone:

Thank you for your service.

15:20:19 From Sally Dear-Healey to Everyone:

Who does legal observer training in NYS?

15:20:31 From JOHN ADAM KERNS JR to Everyone:

I counsel Mediators to not Arbitrate case in the same Subject Matter.

15:20:45 From Niki Borofsky | Paris to Everyone:

National Lawyers Guild | Legal Observer Program |
<https://www.nlg.org/legalobservers/>

Cris Houston, Esq., Kim Lonzo (He/Him) NYC John Jay College, sydell Tyson: ❤️

15:21:05 From Sally Dear-Healey to Everyone:

Replying to "National Lawyers Guild | Legal Observer Program | ...":

Thank you!

15:21:31 From Debra Hamilton to Everyone:

Replying to "I have been noticing in youth culture, abrasive ex...":

Very true-it should not be one over the other its a delicate discussion

15:21:57 From Gail Wright Sirmans to Everyone:

Thank you Dr. Dukes! Your commitment to justice is laudable.

15:21:59 From JOHN ADAM KERNs JR to Everyone:

How do you check what the Media contains as to your views?

15:22:06 From Niki Borofsky | Paris to Everyone:

More Justice, More Peace | <https://www.bloomsbury.com/us/more-justice-more-peace-9781538132944/>

Cris Houston, Esq.: ❤️

15:23:17 From gloriahawkes - Lancaster, Pa to Everyone:

Deliberative Democracy sessions have been very positive building consensus.

Linh Nguyen: 👍

15:23:54 From JOHN ADAM KERNs JR to Everyone:

In 1990 I took a Acting Course in Philadelphia that explored whether any line you speak can be delivered in a Neutral Way!

Cris Houston, Esq., Rahel-CMC, Buffalo, NY, Chelsea Feltman (she/her): ❤️

Timothy Hedeem: 👍

15:24:31 From Sally Dear-Healey to Everyone:

I'm curious, how do we get our clients to speak their truth if we don't/can't speak ours?

Linh Nguyen: 👍

15:24:36 From Jeremy Lack to Everyone:

I think that clarity in terminology is important here. I may be confusing things, but for me neutrality does not relate to biases or the parties. (That, for me, is where "partiality" comes in, whether multi-partiality or impartiality). For me "neutrality" relates to process, emotions and outcome. Are we "neutral" when it comes to process: caucuses, online technologies? Can we be "neutral" emotionally (which seems to be impossible neurobiologically, hence the importance of mediating with oneself too, and understanding one's own state of mind in mediation). Finally, can we be really "neutral" as to outcome, if we think a party is not properly informed or poorly represented, and the deal does not conform to objective criteria? (For example, a party does not understand the numbers being explained, which are inaccurate, but they are willing to believe them. Do we have a duty of neutrality which means we should facilitate an outcome they don't understand?

Cris Houston, Esq.: ❤️

15:25:15 From JOHN ADAM KERNS JR to Everyone:

Does the DOJ still have their intervention group to defuse situations?

15:25:27 From Catriona Redmond - Ireland to Everyone:

In Ireland we have the Mediation Act 2017 and Section 8(2)(b) States. The mediator shall act with impartiality and integrity and treat the parties fairly.

Cris Houston, Esq., gloriahawkes - Lancaster, Pa: ❤️

15:25:44 From Timothy Hedeem to Everyone:

Replying to "Does the DOJ still have their intervention group t...":

The CRS lives on, to my understanding... Community Relations Service.

15:26:39 From Joan D Hogarth - FL to Everyone:

I see two functions... there is the role of an advocate who vigorously argues for a cause; and there is the role of the person who aspires to bring peace to both sides of a dispute. To bring the two together while still advocating one side is either an improbable task or an impossible one. We must not abandon why we do this thing.

15:27:07 From Linh Nguyen to Everyone:

Hi Frank, can you share your slides with us?

Cris Houston, Esq.: ❤️

15:27:32 From gloriahawkes - Lancaster, Pa to Everyone:

Similar to having to report child abuse, I believe there's a red line in values that personally I can't cross.

LeeAnn King: 🙏

15:27:51 From Niki Borofsky | Paris to Everyone:

Slides will be shared as resources to the YouTube recording.

Cris Houston, Esq.: ❤️

15:27:55 From Donna M to Everyone:

It would seem that opposing authoritarianism is, de facto, also advocacy for the inclusion/respect of multiple voices, which is what ADR and third-party process requires. ?

Cris Houston, Esq., Kim Lonzo (He/Him) NYC John Jay College: ❤️

15:28:46 From Lara Fowler to Everyone:

Replying to "In Ireland we have the Mediation Act 2017 and Sect...":

Catriona- can you share any thoughts on the role of neutrals in the aftermath of the Troubles in Ireland?

15:29:02 From Linh Nguyen to Everyone:

I come from the point of view of a facilitator who is oriented/focused on the process only. "In the process" we trust, I'd say. It's incredibly hard to define "neutrality", so rather than saying I'm "neutral", I stick to the process, in which I believe we can discover the multiple "truths" each side/party has, and how we can create a new narrative/a new shared truth

Joan D Hogarth - FL: ❤️

15:29:54 From Mauricio Gomm to Everyone:

Great program and inputs. Will slides be available?

15:30:31 From JOHN ADAM KERNS JR to Everyone:

Can an Attorney Mediator stop being Neutral and not cross the Practicing Law?

15:30:36 From Kim Reisch (she/her)-Center for Dispute Settlement to Everyone:

People in conflict don't want our neutrality, they want us to take their side! Our job is to find a way to stay curious about each participant's thoughts/ideas/emotions so we can assist them with seeing each other and the situation differently.

Cris Houston, Esq.: ❤️

Richard Bringham, Milwaukee, WI, sydell Tyson, Sally Dear-Healey: 👍

15:31:00 From Robin Beckhard (she/her) | NYC to Everyone:

Further to @Jeremy's comments re neutrality, I have found it difficult to maintain impartiality when I perceive one party being bullied by the other, esp. when cultural differences are involved.

Cris Houston, Esq., sydell Tyson: ❤️

15:31:08 From Michael Santos to Everyone:

I tend to use multi-partiality to assist my visitors in seeing other perspectives.

Kim Lonzo (He/Him) NYC John Jay College: ❤️

Linh Nguyen: 👍

15:31:21 From Timothy Hedeem to Everyone:

What was John Paul Lederach's term, "omni-partial"?

15:32:47 From gloriahawkes - Lancaster, Pa to Everyone:

Mediation is giving voice to all parties. Validating any suggestion that some people are "less than" kills that premise.

Cris Houston, Esq.: ❤️

15:32:56 From Joan D Hogarth - FL to Everyone:

Replying to "Further to @Jeremy's comments re neutrality, I hav...":

Absolutely. That is managing the mediation process.

15:33:55 From Niki Borofsky | Paris to Everyone:

Please feel free to raise your hand to ask a live question.

15:34:09 From JOHN ADAM KERNES JR to Everyone:

Is the area of the country below Abington, VA, into Kentucky and Tennessee still poorly educated?

15:34:12 From Cris Houston, Esq. to Everyone:

Dr. Dukes, you seem to be saying that your work in the community in your professional and personal capacities say something about your beliefs and values. If that is so, what is your response when people refuse to work with you because they say you are not neutral and have certain views they do not agree with.

15:34:15 From Cris Houston, Esq. to Everyone:

/

15:34:19 From Barbara J Spiegelberg to Everyone:

Wow. Yes. Consensual decisions, that is one easier way to support “neutrality” since we attribute value to everyone, and we undercut the notion that a single position is best.

15:37:25 From Institute for the Study of Conflict Transformation to Everyone:

Replying to "People in conflict don't want our neutrality, they...":

Thanks Kim. That curiosity is essential in supporting people! Our curiosity (and not judgement) helps parties to be seen and heard, which is often what I think is underlying that desire initially have for us to take sides.

15:37:27 From Linh Nguyen to Everyone:

Instead of striving for “neutrality”, I think we should strive to set up a good guideline or a mutual agreement on how the mediation process is going to be, to ensure that it is a safe space for constructive dialogues and interactions, so both sides can achieve the “mediated” result that they want. Instead of “neutrality”, I think there are certain “universal” values and principles that all sides can agree to.

Cris Houston, Esq.: ❤️

Joan D Hogarth - FL: 👍

15:37:56 From Donna M to Everyone:

Perhaps an "even playing field" is unavoidably political, since partisans don't what one.

Kim Lonzo (He/Him) NYC John Jay College: ❤️

15:38:29 From sydell Tyson to Everyone:

Exactly they may have not noticed and now are seemingly seeing the situation through the eyes of the mediation....feels like moving away from neutrality

15:39:05 From Eva Garcia-Visus (she/her) - NYC to Everyone:

Assessing the ability of parties to advocate for themselves, is really important when doing intake for a mediation case. If they cannot (or one cannot), we can suggest they come to mediation represented by an advocate.

15:39:12 From Kim Lonzo (He/Him) NYC John Jay College to Everyone:

Replying to "Perhaps an "even playing field" is unavoidably pol...":

Great point! You can't have an agreement on an even playing field if the idea of even isn't the same

15:39:14 From Caroline Hanley (William & Mary, she/her) to Everyone:

I will need to step out unfortunately. Thank you very much for this thoughtful session.

15:39:27 From Michael Wolf to Everyone:

I have been a full-time mediator of workplace matters since 1993. Rather than focusing on concepts like neutrality or impartiality, I found parties far more often concerned about whether I can effectively help them vindicate their legitimate interests.

Cris Houston, Esq., Marla Moss, Mediator: ❤️

15:41:00 From Sally Dear-Healey to Everyone:

Replying to "Perhaps an "even playing field" is unavoidably pol...":

Exactly!

15:42:41 From Timothy Hedeem to Everyone:

Replying to "Perhaps an "even playing field" is unavoidably pol...":

The idea of an "even" or "level" playing fields seems impossible to attain. I've left such language behind, in part due to studying with Jim Laue and his works.

15:42:51 From Sally Dear-Healey to Everyone:

We are expected to profess our neutrality when we do mediations.

Cris Houston, Esq.: ❤️

15:43:01 From m.piché to Everyone:

The Center of Conflict Resolutions trains mediators to not focus on a solution, but ways to get the two parties to hear each other and think about the costs of keeping up the dispute and the costs of compromising. They provide free mediation services for the community . They also are piloting a mediation program between police officers and community members.

15:43:34 From Cris Houston, Esq. to Everyone:

Yes, we are expected to state our neutrality. It is rote at this point although I try to mediate without injecting myself into the conflict and with a spirit of fairness.

15:43:45 From Joan D Hogarth - FL to Everyone:

We appear to have a fairly liberal group participating today. I advocate for issues in my role as a community advocate. I must drop that (with great difficulty) if I am in a mediation with someone on the "far-right" side. Is this not our goal? To try to get discussions going between the parties?

Cris Houston, Esq.: ❤️

15:44:02 From Cynthia Campbell to Everyone:

I work with a co-mediator and generally say in introduction that “we will not take a side”

15:44:35 From Linh Nguyen to Everyone:

Having the parties co-create a set of guideline/principles helps them stick to the guidelines more, and help us rule out the case where one or more parties want to win/bully the other side, instead of coming to the mediation with a more constructive, collaborative mindset that can lead to the desired mediated result.

If any of the parties comes to the mediation session with the purpose of bullying or harassing the other side, then the mediation process is doomed from the start.

15:45:10 From Gloria Hawkes - Lancaster, Pa to Everyone:

I make a point of saying, “I am not here to judge but just facilitate this process”

Kim Lonzo (He/Him) NYC John Jay College, Cris Houston, Esq.: ❤️

Sydell, Eva Garcia-Visus (she/her) - NYC: 👍

Linh Nguyen, Michael Santos: 👍

15:45:22 From Ramona Buck to Everyone:

It was great seeing you, Frank, and everyone. Thanks for this presentation.

15:45:46 From Cris Houston, Esq. to Everyone:

@Joan - It is hard. I try to remain civil and to appear to be open to hearing both parties speak and discuss views. I facilitate dinners for Project Unity's Together We Dine Program, a program centered on anti-racism work. It is hard to stay neutral when views that are very bigoted are said. I try to.

Joan D Hogarth - FL: ❤️

15:47:09 From Catriona Redmond - Ireland to Everyone:

Replying to "In Ireland we have the Mediation Act 2017 and Sect...":

I was a very young child during the troubles, and to be honest in the south of Ireland (where I am from) there was a sense of distance... speaking with my parents they were not aware of half of what was happening in the north ..the media didn't show everything, so much of what was happening wasn't part of our daily awareness ...for me the idea of neutrality is shaped by what people are exposed to , what they know and what they choose to engage with.

15:48:48 From Jennifer to Everyone:

Replying to "In Ireland we have the Mediation Act 2017 and Sect...":



15:48:51 From Debra Hamilton to Everyone:

When animals are concerned acknowledgement is so important

15:49:06 From Donna M to Everyone:

It may not be possible to avoid accusation of bias if we hold parties accountable for harmful behavior, even when we are doing our best to be empathic and supportive to their legitimate interests/feelings.

15:49:09 From gloriahawkes - Lancaster, Pa to Everyone:

Showing empathy and compassion is part of listening and can be interpreted as taking a side too.

15:49:44 From Niki Borofsky | Paris to Everyone:

Descendant (2022 film) |

[https://en.wikipedia.org/wiki/Descendant_\(2022_film\)#:~:text=Descendant%20is%20a%202022%20American,United%20States%20aboard%20the%20Clotilda.](https://en.wikipedia.org/wiki/Descendant_(2022_film)#:~:text=Descendant%20is%20a%202022%20American,United%20States%20aboard%20the%20Clotilda.)

15:49:58 From Debra Hamilton to Everyone:

Donna and Gloria

True and how do we hold a safe space for everyone especially if we do to do a lot of work in caucus?

15:49:59 From susan Glatki - Massachusetts - Permanency Mediation to Everyone:

Empathy is not partiality. You can be empathetic and impartial and neutral.

Sally Dear-Healey, Jennifer: ❤️

15:51:07 From Robin Beckhard (she/her) | NYC to Everyone:

Yes, co-mediation is helpful for so many reasons.

Debra Hamilton: 👍

15:52:09 From Linh Nguyen to Everyone:

I gotta go, thank you so much for the informative presentation.

15:52:51 From Niki Borofsky | Paris to Everyone:

Justice and Sustainability Associates, LLC |

<https://www.linkedin.com/company/justice-and-sustainability-associates/>

15:52:56 From Jean Mizutani to Everyone:

YES!

15:53:06 From Jean Mizutani to Everyone:

Thank you Kim

15:55:38 From Joan D Hogarth - FL to Everyone:

Many thanks to Prof. Dukes, Prof Volpe and Niki Borofsky and all participants in the conversation. As always, this breakfast was outstanding. I appreciate tapping in on wonderful resources.

15:56:00 From Jean Mizutani to Everyone:

Replying to "Many thanks to Prof. Dukes, Prof Volpe and Niki Bo...":

Ditto! Much appreciated

15:56:30 From Robin Beckhard (she/her) | NYC to Everyone:

Thanks, all. This was a thought-provoking session.

15:56:39 From Claudia Kenny to Everyone:

Thank you!

15:56:50 From Jen Shack to Everyone:

Excellent session. Thank you!

15:57:15 From sydell to Everyone:

Amazing and thought provoking session....thank you

15:57:18 From Harry Manasewich (he/him) to Everyone:

Thanks Frank!

15:57:23 From Claudia Frankel Grosman - NYC to Everyone:

Amazing breakfast. Thank you Frank Dukes

15:57:28 From gloriahawkes - Lancaster, Pa to Everyone:

Thank you very much! Passing this on to my grandson.

15:57:29 From Niki Borofsky | Paris to Everyone:

Following @Kim Lonzo (He/Him) NYC John Jay College's comments. Check out ADR Inclusion Network | <https://adrdiversity.org/> ...and also our rich group of listserv members and past speakers.

15:57:32 From Debra Hamilton to Everyone:

Thank you so much Frank-so much to think about

15:57:33 From Sally Dear-Healey to Everyone:

Really great session! Thank you everyone!

15:57:35 From Catriona Redmond - Ireland to Everyone:

Thank you very much everyone

15:57:39 From Mansi Tarigoppula - NJ to Everyone:

Thank you for a great session!

15:57:44 From Sabrina Richie to Everyone:

This has been so educational and though provoking to me, a huge THANK YOU and look forward to attending again!!

15:57:50 From Jennifer to Everyone:

Thank you, fantastic session

15:57:53 From Gail Huang to Everyone:

Thank you for this. It was really interesting and information.

15:57:59 From Nick.White to Everyone:

Thank you Frank for helping us think and grow.

15:58:04 From Sabrina Richie to Everyone:

thought provoking*

15:58:37 From dk to Everyone:

Thanks so much. Really connected with what Frank shared.

15:58:37 From m.piché to Everyone:

Thank you!

15:58:47 From Sally Dear-Healey to Everyone:

So last minute, but what do you do if a party claims you aren't being neutral in a mediation?

15:58:49 From Aisha to Everyone:

Thanks Frank.

15:58:49 From Debra Hamilton to Everyone:

We are so grateful you will continue to be with us

15:58:59 From Mindy Burrell to Everyone:

Many thanks!

15:59:10 From Arina Smirnova to Everyone:

Thank you

15:59:22 From Marla Moss, Mediator to Everyone:



15:59:25 From Cris Houston, Esq. to Everyone:

Thanks

Barbara J Spiegelberg: ❤️

15:59:45 From Jeremy Lack to Everyone:

Great session, thanks to Maria, Niki, Frank et al.

15:59:51 From Louis Cohen to Everyone:

Respectfully, thank you for this learning experience, and thinking experience.

16:00:00 From Katherine, Restorative Practice, Hudson Valley NY to Everyone:

Thank you! such an important topic!

16:00:00 From Rahel-CMC, Buffalo, NY to Everyone:

Thank you so much!

16:00:02 From Verlyn to Everyone:

Thank you, Dr. Dukes, for a rich discussion of this challenging topic of neutrality. I agree we are not empty vessels who come to a conflict. We bring our worldview and experiences to the room and it helps us to listen, understand and learn. That makes us more authentic to parties.

Sally Dear-Healey: 👍

Debra Hamilton: 👍

16:00:02 From Randy Duque to Everyone:

Thank you

16:00:14 From iPhone to Everyone:

Thank you very much!!

16:00:17 From Deborah Somme to Everyone:

Thankyou so much for sharing information. It was an insiteful discussion.

16:00:18 From Cheryl Hill to Everyone:

Many thanks, Professor Dukes and All Organizers and Participants. Wonderful presentation!

16:00:25 From gloriahawkes - Lancaster, Pa to Everyone:

Very valuable discussion!

16:00:26 From Ashley Bridge to Everyone:

Thank you all for this opportunity.

16:00:43 From Jen Svensson-CMC Buffalo, NY to Everyone:

Thank you so much for such a powerful and impactful presentation.

16:00:46 From cynthia campbell to Everyone:

These sessions are remarkably helpful. Thank you

16:00:49 From Isabelle Gunning to Everyone:

Thanks so much Frank. Really enjoyed your article on the Montpellier mediation and loved this session. So important--especially today--that we have this conversation about what our Values are as mediators beyond "neutrality". Thank!!

16:00:49 From Veronica Kitsap DRC to Everyone:

thank you for this extremely valuable discussion.

16:01:18 From Mary Lou Addor (Lou) to Everyone:

Thank you so much Frank - very valuable discussion, questions, and presentation.

Frank Dukes UVA he/him): ❤️

16:01:33 From Niki Borofsky | Paris to Everyone:

Thursday, October 9, 2025 | IN PERSON SESSION @ John Jay!

Eva Garcia-Visus (she/her) - NYC: ❤️

Claudia Frankel Grosman - NYC: 🧡

16:04:02 From Seth Rockmuller to Everyone:

I very much appreciated the presentation. Thank you.

16:07:04 From Sally Dear-Healey to Everyone:

Rule of all mediations - leave your ego at the door!

16:11:04 From Eva Garcia-Visus (she/her) - NYC to Everyone:

Thank you for the presentation and great discussion.

16:14:27 From Dr. Kishor Dere FCI Arb to Everyone:

Thanks a lot for making such a wonderful presentation. One is biased towards neutrality.

16:18:54 From Cheryl Hill to Everyone:

Again, many thanks. I am inspired and motivated to do more reflecting on all that I have learned today.

Rahel-CMC, Buffalo, NY: ❤️

16:19:29 From Jeanette Jimenez to Everyone:

Thank you, what a grace to be part of this learning.

16:19:33 From Frank Dukes UVA he/him) to Everyone:

Merci Niki!!!

16:19:37 From margo cates to Everyone:

Thanks to all, you do it, always, so very well.

16:19:56 From Claudia Frankel Grosman - NYC to Everyone:

Thank you Maria and Niki.

Videos of the NYC Dispute Resolution Roundtable programs are available here:

YouTube Channel | <https://www.youtube.com/channel/UC045ytfFSCC7py-rG0OuB-g>

Subscribe here | https://www.youtube.com/@nycdr-rtbvideos?sub_confirmation=1

ACR-GNY website | <https://www.acrgny.org/RTB-Videos>

John Jay College of Criminal Justice Dispute Resolution website | <https://www.ijay.cuny.edu/DRC/EVENTS>

Started in the aftermath of 9/11 by Professor Maria R. Volpe, the NYC-DR Monthly Roundtable Breakfasts are co-sponsored by the [Association for Conflict Resolution of Greater New York](#) and the [CUNY Dispute Resolution Center](#)

[at John Jay College](#). The Breakfasts are organized and facilitated by Matthew Lattimer, Niki Borofsky, Kjerstin Pugh, Chloe Choi and Maria Volpe and occur the first Thursday of each month from 8:30 – 10:00 am (New York Time).



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