

Building Equity in Volunteer Mediator Pools: Strategies and Resources

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Project History



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- History & Mission
- Programs
- Training
- Volunteers
- Context
- Funding

Development of CCR Volunteer Program

- Pre-2007 program
- NAFCM Hallmarks as grounding

Community-Based (1)	A private non-profit or public agency or program thereof, with mediators, staff and governing/advisory board representative of the diversity of the community served.
Open (2)	The use of trained community volunteers as providers of mediation services; the practice of mediation is open to all persons.

- Initial Mediator Mentorship Program iterations
- Search for support and initial Equity Audit work

Thank you to our Funders



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inQUEST's Audit

- Gathered feedback from participants and stakeholders
- Respondents included representative populations such as:
 - Black, Hispanic, and multi-racial
 - LGBTQ+
 - Below 30, 30-50, and 50+ yrs. Old
- Identified approaches and beliefs that impact our ability to attract and build a more diverse pool

inQUEST's Audit

- Structural Barriers:
 - Awareness of the MMP
 - Majority of applicants come through personal connections (word of mouth), and this is even more true of POC / LGBTQ+ applicants
 - Direct and indirect costs
 - Application and selection process was not seen as a barrier by white respondents, but it was by all other demographics
 - Cost barrier affected everyone, but greater impact for those under 50
 - Time + “opportunity cost” barriers were significantly reported by POC / LGBTQ+ / younger applicants

inQUEST's Recommendations

- Build Alignment (Phase 1)
 - Develop a strategy and build alignment within the program
 - Prepare the organization by developing cultural competence to support a more diverse mediator pool
- Rebuild Process (Phase 2)
 - Design application and selection processes that focus on removing barriers and meeting DEI outcomes that are efficient and practical
- Expand Outreach (Phase 3)
 - Identify target communities / partnerships to build awareness

Phase 1: Building Alignment

- Defined:
 - Diversity
 - Equity
 - Inclusion
- Integrated Definitions with our mission

At CCR our commitment to DEI is grounded in how we see these terms.

Diversity is...

the collective
**backgrounds, identities,
experiences, cultures,
and perspectives** that
make each of us unique.

Inclusion is...

the experience when
we all feel **welcomed,
valued, respected,
heard and supported.**

Equity is...

appropriately
considering and
addressing individual
needs to ensure we
each have access to
opportunities to
**participate, succeed,
and grow.**



Phase 2: Rebuild Process

- Use Phase 1 to inform Phase 2
- Focus on identifying characteristics and values in volunteers such as:
 - Growth mindset, impartiality, cultural competency, etc.
- That will yield good:
 - Mediators, volunteers, and MMP participants

Phase 2: Rebuild Process

- Old Process:
 - 1 hr. Info Session
 - Multi-page application with long essay questions
 - On-on-one interview process
 - Long committee meeting

Phase 2: Rebuild Process

- Reimagined application process:
 - Short recruitment video / info session
 - Rolling, limited application that ID's essential criteria and stays on file
 - Periodic "matching events" to interact with candidates and assess their fit
 - Multiple volunteers and staff get to meet candidates
 - Small group of staff assess organizational needs and prioritize those demographics
- Trained future recommendation committee participants
- Orientation for station runners

Phase 2: Rebuild Process

- Spotlight on Matching Events:
 - Stations with interview questions and activities that focus on priority characteristics
 - Growth mindset, impartiality, cultural competency, etc
 - Selection:
 - Use scoring from Matching Events to inform
 - Prioritize a group that improves representation gaps if possible*
- *Must know what your existing demographics are

Present vs. Future

- Identify long-term goals
- Implement changes you can make now
 - Streamline and reduce structural bias from our application and selection process
 - Educate community on mindset shift
- Continue developing plans for the future (Phase 3)

Next Steps and Additional Resources

- Check out our [project guide](#), [two-pager](#), and [evaluation](#)
- Connect with us
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Enhancing Mediator Roster Equity

An Evaluation of CCR's Audit Implementation & Guide for CMCs

Stephen Sullivan, PhD
Researcher, Resolution Systems Institute



Test your knowledge!

How might privileging a written application in your process hamper efforts to build equity in your mediator pool?



- a) They take too much time to review
- b) They can deter people from re-applying
- c) They may bias native English proficiency
- d) B and C
- e) All of the above

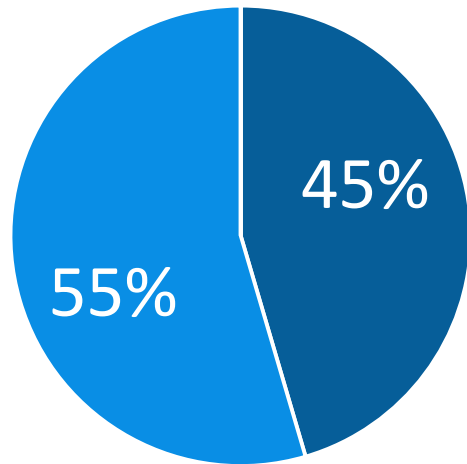
Matching Event Activities: Participants' Experiences

- > Matching Event Station Activities captured a range of skills relevant to mediation
 - Applicant: “I liked the opportunity to meet with the six different people in breakout rooms.”
 - Station Runner: “It allowed us to get so much more information about so many more people”



Matching Events improved skill assessment

Figure: To what extent did you feel the activities helped you to gauge the capacity of candidates to grow into being CCR volunteer mediators?

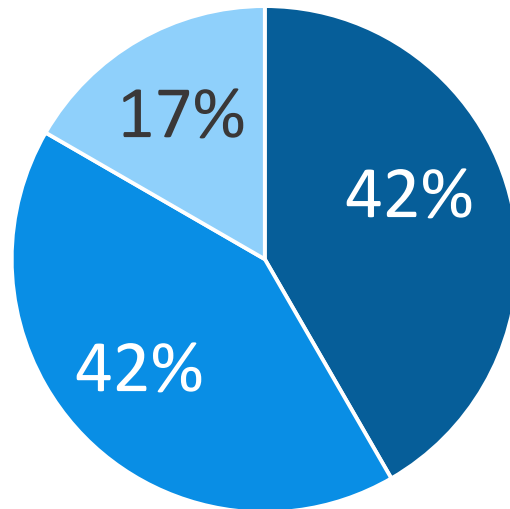


> **Station runners**
(staff/volunteers) rated
their ability to assess
skills highly

■ To a great extent ■ Somewhat ■ Very little ■ Not at all

Applicants split on skill demonstration

Figure: Did you feel you were able to demonstrate your skills to CCR during the matching event?



■ Yes, very much ■ Yes, but not as much as I wanted ■ No

> Applicants were split on how well they felt they demonstrated their skills to CCR

Further enhancing Matching Events

> Matching Events improved

upon old processes:

- Activities produced meaningful exchanges
- Co-facilitation helped to maintain flow

> Future updates should:

- Ensure activities use common language and have clear objectives
- Clarify rubric instructions

Test your knowledge!

Which of the following approaches may help you to build equity in your mediator pool?



- a) Foregrounding in-depth one-on-one interviews
- b) Weighing search criteria based on relevance to mediation
- c) Simplifying the initial application form
- d) A and C
- e) B and C
- f) All of the above

Initial results point to positive direction

- > CCR has begun to enhance the diversity of its mediator roster:
 - 22 applicants invited to initial Matching Events
 - Ten (45%) contributed to diversifying roster
 - Five out of nine selected (56%) contributed to diversifying roster
 - Positive initial outcome; opportunity for further outreach to:
individuals under 35, LGBTQ+ individuals and people of color

Guide offers instructions from concept to implementation

- > Use our guide to plan your equity project and design a new application and assessment process; learn to:
 - Plan an outreach strategy
 - Identify barriers in your program requirements
 - Retool your application materials
 - Enhance your screening practices
 - ...And much more!

