



The CDR Quarterly

The Center for Dispute Resolution * Dept. of Communication * Missouri State University

FALL
2011

The Center for Dispute Resolution

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Upcoming Events

Nov. 29-30 -
Victim-Impact
Panel for Youth

Dec. 22-Jan. 2—
offices closed
(Happy
Holidays!)

Jan. 24-25 -
Victim-Impact
Panel for Youth

Feb. 7, 14, 21—
Shared Spaces
Co-parenting and
Kids' Class

CDR Celebrates Volunteers and Supporters

On November 4th the Center for Dispute Resolution hosted a celebration event for volunteers and supporters in the Student Union at Missouri State. The reception was an opportunity to recognize and honor the many students, faculty, staff, and community members who make the work of the CDR possible through



Volunteers & supporters celebrate with the CDR in November.

their volunteer efforts, support, and encouragement. Turnout for the event was excellent, and everyone enjoyed an opportunity to network, share experiences, reminisce about the past

year, and look forward to a wonderful 2012.

The work of the CDR is only possible thanks to the program volunteers—community members, students, and

Missouri State faculty and staff—who are willing to give selflessly of themselves in support of youth, families, and individuals who are struggling with

conflict or other difficult situations. While all volunteers were recognized at the reception, the CDR was pleased to acknowledge and award two outstanding

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A Note from the CDR's Director



As we move into the holiday season it is a time to consider what we have to be thankful for and to look back at the year that has passed.

At the CDR, we are incredibly fortunate to work with an amazing group of volunteers—a fact that leaves us both thankful and awed. Time and time again these community members, students, faculty, and staff answer the call to serve others as mediators, coaches, presenters, and

facilitators. Their service not only helps to improve the lives of so many, but also to change and shape our world into a better place. We often see the Gandhi quote "You must be the change you wish to see in the world." Our volunteers embrace and live this philosophy.

Looking back at this past year, I cannot recall a time that volunteers did not step up to assist and help others when needed. This dedication is what makes the work of the CDR possible, and I feel honored and thankful to work with such an amazing group of people.



CDR Celebrates Volunteers and Supporters

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volunteers whose contributions in 2011 have made an incredible impact on both the Center and on our community.

The first outstanding volunteer recognized was Doug Davis, a victim-presenter who has been active with the CDR's Victim-Impact Panel Program for youth since 2010. Doug first became involved with the CDR when his vehicle was vandalized and he participated in victim-offender mediation with the young person who committed the offense. Following that experience Doug wanted to continue to support and encourage young people in our community who had committed offenses, and he volunteered to talk about his experiences as a victim, and his life experiences, in the Victim-Impact Panel program. Doug has since met with youth through the program more than a dozen times, always expressing a willingness to help and support kids in the program. His caring has had an enormous impact on the young people he has met with, and they often express in their follow-up essays (wherein they write about the experience of participating in the program) how much they learned from Doug. In the words of one young participant, "I learned so much about our talk from Mr. Davis I could have wrote a whole book because he was undoubtedly one of the greatest men I've ever met. His talk told me so much about manhood and being a better person."

The second outstanding volunteer recognized at the reception was Deborah Craig. Deborah, a faculty member in the Department of Communication at Missouri State, has been an active and dedicated volunteer with the CDR for years. Her work with CDR has included serving as a Victim-Offender Mediator in both juvenile and adult cases, coaching and mentoring student and professional mediators for the COM 521/621 class and the CDR's Civil and Family Mediation Training, serving as a volunteer mediator for campus mediation cases, assisting high-conflict families through the Common Ground/Shared Spaces co-parenting program, and assisting with other CDR projects, presentations, and special events. Deborah particularly stands out as a volunteer who can assist with many of the most difficult, challenging, or complex victim-offender or traditional mediation cases; her calming presence and skilled facilitation have contributed to the positive outcomes of many of these serious conflict situations. In the words of one of her co-mediators, "Deb's presence and skill in mediations help diffuse the most challenging situations. She is a pleasure to work with!"

Without the support and service of so many the programs provided by the CDR would not be possible. Thank you again to all who volunteer with and support the Center!

Networks for Girls Program Receives Second Year of Grant Funding

This fall brings to a close the first year of the Networks for Girls program and the start of a second year of grant funding for this high-impact community program.

In September the CDR received notice that the Missouri Department of Public Safety and the Missouri Juvenile Justice Advisory Group were renewing the \$50,000 grant that provides support for Networks for Girls program.

This diversionary program, provided by the CDR in partnership with the Greene County Juvenile Office, offers services for adolescent girls in Greene County who are having behavioral issues or facing other concerns or issues (including



Networks volunteers Julie Husmann & Lisa Owen attend a continuing education session.

juvenile offending, status offenses, truancy, relationship issues, and others). The program provides two services to help address the girls' offenses and provide support and education to reduce the likelihood they will reoffend: Family Group Conferencing and a Girls Circle program.

The Family Group Conferencing program component brings a girl's entire family together to make a plan to address her behavior or difficulties and to manage any concerns that may come from the Juvenile Office, school, or family.

The Girls Circle program component offers a structured support-group setting

where, over the course of 8 weeks, girls gather with a facilitator and are able to use authentic voices and comfortably absorb essential information relating to their social and emotional development.

During this year we have seen the Networks for Girls program take root in our community, grow, expand, and effect positive changes in the lives of local girls and their families. The

feedback we receive from families has been overwhelmingly positive, and we have the pleasure of knowing that, whenever requested, we have also connected families to other community resources and services

that can continue to support them.

As the second year of this project begins we know that the future will bring continued growth and opportunity. We wish to thank all of the people, volunteers, and community organizations that have made this first year possible. Gratitude is especially due to the Missouri Department of Public Safety for offering us the funding support to begin this program, and to the Greene County Juvenile Justice Office for its invaluable collaboration and support.

Funds are made available for this project through the Missouri Department of Public Safety and the Missouri Juvenile Justice Advisory Group from funding provided by the U.S. Department of Justice, Office of Juvenile Justice and Delinquency Prevention.



"This was really amazing and this helped me out a lot. I'm proud and love myself now more than ever and I love my family." -

Networks Youth

"I think it has shown [my daughter] what strengths she has and what kind of person she is and she is stronger than she knew." - Mom of a Networks Youth



Are you interested in helping girls and young women who are struggling with behavioral or other issues? If so, contact the CDR to learn how you can get involved with the CDR's gender responsive programming through the Greene County Juvenile Office, the Springfield Public Schools, or other venues!

CDR Director Facilitates Focus Groups and Qualitative Research for College of Education at Missouri State

In late summer and early fall CDR Director Dr. Char Berquist facilitated a series of focus groups for Missouri State's College of Education.

This work, done at the request of the College Summer Assessment Committee, evaluated the perceptions of College of Education graduate and their employers concerning the education and preparation graduates received at the University.

As a part of the project Dr. Berquist designed and conducted the focus group study and assisted in the assessment and final report of data in September. A total of 12 focus groups, with more than 50

participants, were conducted in Springfield, Joplin, Neosho, and West Plains, Missouri. Data from these focus groups was transcribed and analyzed as a part of the College's program assessment.

Data from these focus groups will be utilized by the College of Education to assess how effectively it prepares graduates.

For more information on the facilitation of focus groups or related projects please contact Dr. Char Berquist at CharleneBerquist@MissouriState.edu or contact the CDR at 417-836-8831.

CDR Staff Participate in "Savvy Sisters" Training

On Nov. 2-3 the CDR, along with community professionals who work with girls and young women, participated in "Savvy Sisters" training. This event was sponsored by the Greene County Juvenile Office and hosted at the CDR's offices in downtown Springfield.

The 2-day workshop introduced the *Girl Matters* and SAVVY Sisters curriculum, a nationally recognized "best practice" for providing practical intervention and preventive services for girls and young women. The training focused on creating a gender responsive culture and offered specific techniques and strategies to assist young women in:

- Being safe with themselves and others.
- Forming a positive self-identity.
- Exploring and forming healthy relationships.
- Improving academic outcomes.

- Giving voice to emotions.
- Exploring spiritual outlets.
- Developing essential support networks.

The training was led by Dr. Lawanda Ravoira of the NCCD Center for Girls and Young Women in Jacksonville, Florida. For more information on the program please visit www.justiceforallgirls.org.



*NCCD Center for
Girls and Young Women*

Fall Civil and Family Mediation Training a Success

October 5-9 marked the CDR's 14th offering of Civil and Family Mediation Training, and once again the event was a success. The training was filled to capacity, and attendees included professionals, students, and community members from across Missouri, Arkansas, and Illinois who gathered in Springfield for this 40-hour training event.

This training saw an increase in the number of human resource professionals attending. As trainer and CDR Director Dr. Char Berquist noted, "Individuals in the HR field are increasingly becoming aware of the value of conflict resolution and mediation skills in their careers and

for their organizations. Given the savings in time and money that are offered by a skilled HR professional who is trained in managing conflict, it is no surprise that more and more professionals working in this area are seeking out mediation training."

Attorneys, counselors, psychologists, insurance professionals, paralegals, and students also attended this interdisciplinary training.

For more information or to be notified when this training is offered again, contact the CDR at (417) 836-8831, CDR@MissouriState.edu or www.MissouriState.edu/CDR.

Did You Know? The CDR's mediation training has been approved by Missouri, Kansas, Arkansas, Illinois, Texas, and Louisiana (and meets the training standards of other states) and also offers CE credit for attorneys, counselors, social workers, and human resource professionals!

Shared Spaces Program Assists Co-Parents This Fall

The Shared Spaces Co-Parenting Conflict Resolution Resources program (formerly the Common Ground program) provided services for co-parents and their children this fall.

The program was offered twice this fall, and co-parents took part in a 3-evening interactive workshop designed to help them build conflict resolution and communication skills. Co-parents are now working individually and as couples with "support teams" to address specific issues



that are particularly challenging or pressing.

While parents participated in the Shared Spaces classes, their children also took part in an interactive theatre program wherein they

learned about conflict styles and managing conflict more effectively.

The Shared Spaces fall program involved faculty and students at Missouri State, including a class in Childhood Education and Family Studies, as well as students and faculty from Ozarks Technical Community College's theatre program.



"I learned how to communicate with, not only my co-parent, but actual people in life that you may have conflict with." -quote from a Shared Spaces participant

"The whole process was encouraging and really positive...we learned all this good stuff and we can apply this good stuff in relationships." - quote from a Shared Spaces participant



Want to Get
Involved??

Interested in conflict
resolution and/or
completing the
certificate program??

If so, we would love
to add you to our
peer mediation
team! The
organization truly
has a lot of fun, plus
the experience looks
great on a resume!

To request more
information about
how you can get
involved, email

Conflict@
MissouriState.edu,
call 417-836-8831. or
visit the CDR
website.

Campus Corner: News for Missouri

Conflict Resolution in College (CRC) Program Fall Update

The Center for Dispute Resolution's newest program offers free peer mediation and conflict coaching for Missouri State University students. This fall peer mediators involved with the Conflict Resolution in College (CRC) Program have been working on numerous projects to inform Missouri State University students of the program's services. One of the projects includes being recognized as a student organization. Once recognized, the organization would open membership to all Missouri State students. Furthermore, the organization will strive to uphold an overall service ideal by members volunteering once a month at a local non-profit organization that deals with conflict.

In addition to working to be recognized as a student organization, peer mediators have created a CRC Facebook page, developed PowerPoint presentations to present to other student organizations on campus, and have posted flyers throughout campus residence halls. Currently in the works is a conflict training for Missouri State University student-organization leaders. The training's purpose would be to inform the leadership members of student organizations of how to better deal with conflict within their organizations, as student leaders quickly become the "go to" individuals within that organization when a conflict arises. We are very

excited about the future of this program and the projects underway!

Peer Mediation is an informal way to resolve disputes with the help of a neutral peer mediator. In mediation, everyone has an opportunity to talk about their perspective and the mediator helps everyone clarify the important issues and discuss options for creating a lasting solution to the problem.

Conflict Coaching is useful when mediation is not appropriate or possible. A peer conflict coach works with you to help you better understand their conflict and explore options for how to successfully manage the situation.

The CRC program offers quick, private, successful, and free options to help students manage conflict. **Request help or a group presentation** by emailing Conflict@MissouriState.edu, calling 417-836-8831, or visiting www.MissouriState.edu/CDR.

Missouri State Students, Faculty, and Staff

Record Number of Certificate Student Internships Planned in Spring Semester

The outstanding demand for both the Graduate and Undergraduate Certificates in Conflict and Dispute Resolution continues, as evidenced by Spring enrollments in the core courses of both programs, including the one-hour application/internship course.

Next spring will mark a record number of students who will be completing this service component of the certificate program, which integrates public-affairs community service with classroom instruction to provide an integrative learning experience in conflict.

The CDR provides a unique and rich environment where students may complete the applied component of the certificate by working with the various conflict, mediation, or community programs the CDR offers, by assisting in research, or by collaborating with the CDR in the development of new programs or curricula. The dynamic opportunities offered by the CDR provide a unique and valuable component to the certificate program. Students taking part in

these internships may participate in a number of the CDR's community programs, including:

- the Shared Spaces Co-Parenting and Children's program,
- the Juvenile Victim-Impact Panel program,
- the Victim-Offender Mediation programs,
- the Networks for Girls program, or
- the Conflict Resolution in College program.

Other internship opportunities including working with area businesses and organizations, developing workshops, or other customized projects.

For more information on the Graduate Certificate program email CharleneBerquist@MissouriState.edu; for information on the Undergraduate Certificate program email DeborahCraig@MissouriState.edu or CharleneBerquist@MissouriState.edu; or call 417-836-8831 or visit www.MissouriState.edu/

[CDR](#) for more information on either program or to request a program brochure.



Certificate students Denea Malone (left) and Amy Schlesing (right) participate in CDR training.



Students meet with CDR staff in preparation for a Juvenile Victim-Impact Panel.



Did You Know?

Participants in the certificate program come from a variety of fields, including :

- *Education,*
- *Health Care,*
- *Business,*
- *Ministry,*
- *Counseling,*
- *Social Work,*
- *Management,*
- *Natural Sciences,*
- *Political Science,*
- *Public Service,*
- *Criminal Justice,*
- *and*
- *Communication,*
- *among other areas!*

Victim-Impact Panel Program for Kids Expands to Serve New Groups

As the CDR's Juvenile Victim-Impact Panel (VIP) program prepares to enter its third year, we are excited at the response to the program and to some upcoming expansions to the groups served.

In the past months the CDR has been receiving an increasing number of referrals to the program from the Greene County Juvenile Office. Many of these referrals have come from the Teen Court program, which allows youth to go before a jury of their peers and accept a constructive sentence determined by that jury. According to Teen Court Coordinator Julie Herschberger, "Over the past year, Teen Court started incorporating VIP into our sentencing agenda. VIP is an option for the jurors to select for a defendant as part of the defendant's

sentence. Over the past few months, I have received very positive feedback from several Teen Court youth that they enjoyed going to the VIP and learned a lot from it. As a result of this positive impact, the Teen Court youth now serving as jury members are recommending VIP more and more as a sentencing option."

The CDR has also provided special VIP sessions for the Greene County Juvenile Detention Unit, and plans to continue to offer these sessions as well as sessions for youth participating in the Greene County Youth Academy.

If you are interested in learning more about or volunteering with the VIP program, please contact the CDR at CDR@MissouriState.edu, or visit www.MissouriState.edu/CDR/VIP.



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CDR Staff

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Graduate Assistant:
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Bethany Cronin
Brandi Farris
Cassie Kite
Denea Malone

CDR Intern:
Janelle Thacker

How You Can Help the CDR

Much of the CDR's work relies on support those who are passionate about conflict resolution. Your donation can help in a number of ways!

Sponsor a scholarship...

Scholarships allow students and community members to attend basic and advanced mediation trainings.

Donate other funds and items...

Items on the CDR wish-list include:

- Donations for the creation of training and educational videos.
- Donations for library items including books, journal subscriptions, and DVD's.
- Art supplies, magazines, play dough, etc., for use in children's programs.
- Donations for furniture and equipment to be used in CDR trainings and mediations.

You can now make a tax-deductible donation to the CDR through www.MissouriState.edu/CDR, or support the CDR is by volunteering your time and expertise! For more information on volunteer opportunities please email CDR@MissouriState.edu or call (417) 836-8831.