

## Keeping It Real: a Prison Project

By Jacqueline Robarge, Program Director

Before our sessions even begin, it is clear that the “Keeping It Real” program at Maryland’s largest women’s prison will live up to its name. An excited group of young women pours into a plain classroom and arranges mismatched chairs in a tight circle near an old chalkboard. Conversations about music, school, and friends inundate the pale yellow walls of the room. However, if you listen carefully to the women, you might notice that they also share stories about the loss of a loved one to gun violence or the way they survived the streets against impossible odds. Their seemingly casual conversations and youthful gossip keep things extremely, even painfully, real.



courtesy of J. Robarge

L-R: Jacqueline Robarge and Erica Woodland, co-trainers

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## Conflict Resolution Day 2005



photo by Dan Clark

Jacob Davis and Judge Bell—shaking hands

As part of a national movement sparked by the Association for Conflict Resolution and affirmed by an official proclamation from Gov. Robert L. Ehrlich, Jr., October 20, 2005, was named Maryland Conflict Resolution Day.

Chief Judge Robert M. Bell of the Court of Appeals commented on the significance of the day. “We recognize that the courthouse should be the place of last resort for conflict resolution,” he said. “And we encourage Marylanders to use mediation and other collaborative processes, whenever appropriate.”

To celebrate Conflict Resolution Day in Maryland, MACRO organized the first annual Conflict Resolution Day School Art Contest for elementary and middle

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Rachel Wohl, Executive Director

## *Rachel's Notes*

# Realistic Idealists

Issue 8

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Some have defined “realists” as people and groups who operate based on “that which is,” and “idealists” as those seeking “that which ought to be.” While recognizing that things are not always so distinct, MACRO’s mission of helping to create a more civil and peaceful society is an admittedly idealistic one. Does that mean it’s unrealistic? We don’t think so.

Despite painful realities on the local and international levels, we keep seeing evidence in Maryland that positive change is both an ideal and a reality. We see “enemies” leave mediation with renewed relationships. Parents and teens on the verge of violence talk about their real feelings for the first time, and bonds are reestablished. Hostile work environments become supportive ones. Bitter break-ups become bearable ones. Angry contractors and subcontractors find ways to go on working together.

While there isn’t always a positive outcome, mediation is a powerful process that can bring about a “that which ought to be” result, even when such a result was unimaginable from the viewpoint of “that which was.” These shifts create new realities for participants and often

have positive effects on the lives of many people who were not at the table.

Mediation is not the only conflict resolution process that creates positive social change. “Community Conferencing” brings together large numbers of people in a facilitated circle process, and is often used with young people as an alternative to expulsion from school, or to appearing before a juvenile court. It has an impressive track record of helping troubled youth turn their lives around and create “that which ought to be.” Conferencing is also used in communities and in other settings.

People in an East Baltimore neighborhood were fearful and angry about “out of control” youth cursing and playing in the streets late at night. They convened a community conference, which resulted in, among other things, creating a competitive youth football team, coached and supported by the neighborhood. To the amazement of all, fear and hostility turned into good will and cooperation. No one could have predicted this outcome, which deeply affected the lives of the youth and adults in the neighborhood.

Another process, “collaborative problem solving” (also known as “public policy mediation”) brings

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### **MACROSCOPE**

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## The Case for Online Dispute Resolution

By Nicholas (Nick) Sloan, Online Dispute Resolution Mediator

Andrew Grove stated, "Technology happens." Now, like other technologies, ODR is happening.

It is hard to realize that it has only been 25 years since IBM introduced the IBM personal computer (PC) that is now omnipresent in every business office. It is also hard to believe that it has only been 10 years since Marc Andreessen introduced the Netscape browser, which unleashed the World Wide Web that has grown so rapidly. The development of online dispute resolution (ODR), which has been available since 1996, is progressing as rapidly as the technologies that support it.

It is essential to realize that ODR is not a new technique for conducting alternative dispute resolution (ADR). ODR is probably a misnomer. It would be better named "online ADR" since ODR is the use of various forms of communications technology to support ADR. ODR is often used in tort cases where the major issue is the amount of money the insurance company will pay.

At first, ODR relied mainly on email. That meant that communication was asynchronous, text-based, and insecure. Nowadays, the usual technology employed is a secure Web site encrypted by Secure Socket Layers. Such sites offer various communications means such as file sharing, whiteboards, video, and audio. They offer the ability to use a public area (window) where all parties to the dispute can come together. They



also offer private sites where a party can communicate with a neutral—similar to the use of a caucus in face-to-face ADR.

There are some very definite advantages to ODR:

- Negotiations can be asynchronous, permitting the participants to have time to contemplate an offer and to research a topic before counter-offering.
- A record of the proceedings is created electronically as the negotiations proceed.
- The emotions of the parties can be masked by the physical separation.
- The cost can be significantly less than the cost of travel and lodging.

Disadvantages. (Note that many of the disadvantages are also advantages and vice versa.)

- Communications may be asynchronous which can lead to a chicken and egg problem., e.g., one party will not pay until the other party signs a document and the other party will not sign the document until the first party pays.
- A phenomenon known as online rage can emerge. It is similar to road rage.
- The cost can be significant. If the parties are not separated too far geographically and can meet it may be economically advantageous to do so.

As we know, video depositions are now fairly commonplace, although there may have been opposition at first. Similarly, ODR may seem strange now, but it is inevitable. Resistance is futile.

*Nick Sloan lives in Annapolis and is retired from the U.S. Department of Justice where he was involved in using computers to support the legal profession. Now he is interested in using computers to support the world of mediation.*

## letter to the editor

By Roslyn Zinner, LCSW-C, Mediator,  
Columbia, Md



Roslyn Zinner

Applause to Linda Toyo Obayashi for her article on the importance of payment for mediation.

Those of us who engage in the practice of mediation need to stand up for this principle. Mediation is important, solves problems, reduces heartache, and achieves a better result. Mediators and those who hire them need to value mediation and pay for it.

An important by-product of paying for mediation is that it will help to “grow the profession.” This can’t happen if mediation has no cost to the court, if participants do not contribute, and mediators give away their time. We need to develop and expand our

cadre of talented professional mediators, and they cannot make a living without compensation.

Mediation skills are not learned by reading a book or by observing a few mediations. Mediator excellence requires extensive study, training from a professional, practical hands-on apprenticeship, continuing education, certification, and lots and lots of practice. All of this costs money.

When new mediation programs are set up that rely on volunteer mediators, we create roadblocks for anyone trying to make a living or build a practice, and we do a disservice to our clients who want quality mediation.

Many professionals, including lawyers, psychologists, and social workers, are asked to do pro bono work. We should continue to make these contributions, but limit this to a small percentage of our work, and ensure that it is for those who cannot afford to pay for services. As a social worker, I have 30 years of experience of being grossly underpaid for the value and difficulty of the work I perform. Thus, I know firsthand that only the profession itself can change that course.

**MACROScope** was brave to print this article and highlight the conflict between mediation for pay and mediation for free. It would be good to hear a rationale from those who believe mediation should be offered for free. Let’s open the discussion. If the conflict resolvers can’t discuss conflict within our own profession, who can?

## Upcoming

■ October 19  
**National Conflict Resolution Day**

■ December 1  
**Maryland Mediators Convention:**  
Reaching New Heights!  
Conference Center, Maryland Maritime Institute,  
Linthicum Heights. Watch for info on MACRO’s  
Web site: [mdcourts.gov/macro](http://mdcourts.gov/macro)



## Imprisoned Veterans Benefit from VetNet Project

By Dominique Stevenson, Co-Director,  
Baltimore Area American Friends Service Committee

In May 2003, we were working on a civil liberties case with a veteran in prison when he told us there were a number of veterans like him in the prison population. Out of this conversation, the VetNet group was created to work with incarcerated men who are all veterans from the Vietnam or Gulf Wars. MACRO gave a grant to help support this project.

Today, a group of about 20 inmates at the Maryland House of Corrections, the maximum security prison in Jessup, meets six to nine times per month with co-director Gary Gillespie and me, or volunteers from our office, the American Friends Service Committee (AFSC)-Baltimore. The AFSC is a Quaker-based group that carries out service, social justice, and peace programs throughout the world.

One skill we focus on in the group is communication. Exercises include topics such as active listening, expressing thoughts and feelings in non-antagonistic ways, awareness of blocks to good listening, managing anger, and dealing with differences. One of our goals is, first, to help the participants interact positively with others at the prison, and second, to support them in taking these positive communication skills with them when they are released. We are pleased that the men who participate report to us that they now have fewer violent interactions with other inmates, and they feel that they have generally become more mature in handling themselves.

One challenge we face is that sometimes the members of the group are sent to another prison or are told they cannot attend as a punishment for an infraction. Also, sometimes we come to the prison, prepared to do a session, and find that it is in lockdown and we are unable to meet.

The group has definitely had success. For example, one member who had been known to be angry and argumentative attended the group for a while. He was then assigned to a pre-release group prior to his release from prison. The leader of the pre-release group came to tell me that this person was one of the more positive and cooperative members of the group!

In addition to the effect on the men themselves, the group has also achieved success by forming a youth group in the prison for people who are in their early to late 20's. VetNet members have also made it a point to mentor individual inmates whom they think need extra support. The group members share books with their mentees, bring them to appropriate sessions of the group, and advise them. This year, when the VetNet group was asked to bring in a speaker for Martin Luther King, Jr., Day, they chose Baltimore City Councilman, the Rev. Kwame Abayomi, a strong proponent of peaceful processes for resolving conflict.

We think we are making a difference for these men. One hope we have for the future is to put in place a follow-up program outside the prison such as a support group, so we can measure the effects of the group on those who are released.



## Keeping It Real: A Prison Project

MACRO recently supported Power Inside, a program of Fusion Partnership, Inc., in launching “Keeping It Real” (KIR), an innovative program for young women at Maryland Correctional Institution for Women (MCIW). Located in Jessup, MCIW incarcerates about 800 women—and 13 percent are under the age of 26. Power Inside is a comprehensive program for incarcerated and formerly incarcerated women. KIR was initiated for women ages 16 to 25 in order to create an environment that promotes violence prevention, conflict resolution, and critical thinking skills.

### Life on the Street

Young incarcerated women often have complex life experiences that place them at particular risk to be involved in violence. Child abuse and street violence, drugs, and community instability are dominant themes in their lives. Involvement with abusive partners and family members can make the pursuit of a life free from violence even more difficult. By the time they reach adult prison, they have had long-standing contact with the foster care and juvenile justice systems. Now in the adult correctional system, they are sometimes unsure how to create positive lives as adults.

### What They Learn

KIR teaches nonviolent methods for resolving conflict. The 16-week course includes skill development activities that empower young women to utilize new coping skills in response to situations that trigger conflict and violence. After completion of the course, women are offered continuing support

services and asked to practice what they learned while in prison and after their release.

One KIR member commented about what she learned, “I learned how to listen and give other people time to talk. When I don’t see eye to eye with someone, I learned I can look for something else that we do see eye to eye on.”

For many members, violence is the path of least resistance to manage difficult feelings or to survive in the prison or street culture. Unchecked, violent responses reinforce a “survival of the fittest” mentality that leads to bullying behavior. The KIR members have become leaders for peers who often look to one another for validation. “Don’t use violence. There is always someone you can talk to about your problems. There are good people left in this world,” a participant advises.

### Spreading the Message

In December the members of KIR decided to spread their message throughout the prison. They wrote and produced “Keeping It Real Village,” a play that was performed for the entire prison population at two separate showings. They worked independently for weeks outside of the group to make the production happen. The one-hour play is set in a group home for girls, where young women like themselves struggle to make meaning of their lives. The play includes a scene similar to their own KIR classes where their group mission statement is read. [See mission statement, next page.]

Each character in the play brings a different set of life experiences, such as gangs, abuse, robbery, drug dealing, rape. Iasia shares, “Last night we all kinda had a breakthrough and connected in a family type of way, you know? It made me think of my own family. Maybe I wouldn’t have done what I did if they wouldn’t have abused me that way . . . Sorry y’all.”



Another girl responds, “Nah boo, go ahead and vent. It is better than holdin’ it in. You have support all around you. We can’t change our past, but we can adjust our future.”

As the play continues, the stories of personal transformation unfold and it becomes painfully real how much the characters and their actors have the desire to adjust their own futures.

“Our youth offender population at MCIW is vulnerable in many ways,” said Brenda Shell, warden of MCIW. “For some, it may be their first incarceration, and they become exposed to peers and elders with prison experience. Also, a large majority of them were victims of traumatic experiences. To meet with the leaders of “Keeping it Real” and share in the positive discussion allows them the opportunity to confront and deal with their past and to empower them for the future. The participants are learning to confront current situations and make better choices. Kudos to Power Inside for their passion in working with this population.”

## Group Mission Statement

We are “Keeping It Real,” a young group that believes in ourselves. Our goal is to better ourselves and our outlook on life. We will find better ways to deal with our problems by sharing our experiences, sticking together, and finding new ways to progress. We are the future!



## Winners from the First Annual Maryland Conflict Resolution Day School Art Contest



photos by Dan Clark, Media Services

L-R: Shari Skipton, Grade 5, Malcolm Elementary; Jacob Davis, Grade 3, Malcolm Elementary; Judge Bell; Gwen Poore, Grade 6, Bennett Middle School, Darryl Stewart, Jr., Garrett Heights Elementary School

## Conflict Resolution Day, from 1

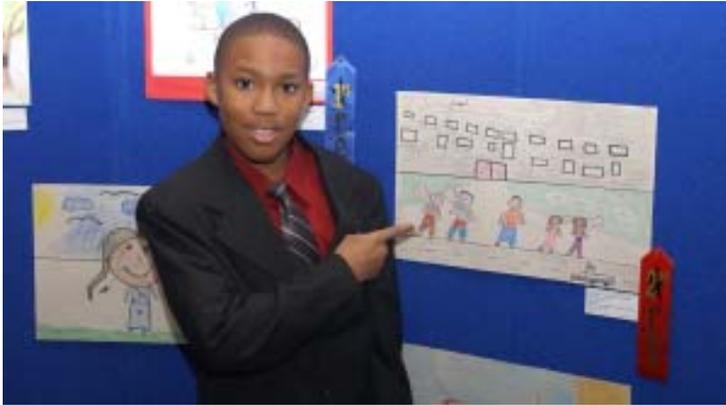
school students. Judge Bell awarded the prizes for the winning entries at an afternoon reception and ceremony held in the foyer of the Court of Appeals in Annapolis with about 30 people in attendance. The top winners each received a small cash prize and had their pictures taken with the judge.

The following students received awards: Jacob Davis, Malcolm Elementary School, Waldorf; Gwen Poore, Bennett Middle School, Salisbury; Shari Skipton, Malcolm Elementary School, Waldorf; Darryl Stewart, Jr., Garrett Heights Elementary School, Baltimore City. Six

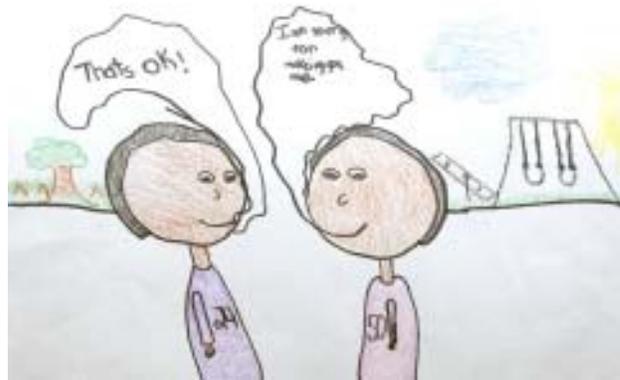
additional students received honorable mention. The artwork of the students remained on display in the Robert C. Murphy Courts of Appeal Building for about a month. Alecia Parker, MACRO's Budget and Grants Director, was the organizer of this event.

In celebration of the day, seven of the 15 community mediation centers in Maryland held open house events to tell people about mediation. These community mediation centers were Anne Arundel, Salisbury, Chester Valley, Charles County, Harford County, Mid-Shore, and Washington County. In addition, that evening in Hanover, MACRO held the first of six regional forums on mediator excellence.

# MACROSCOPE



Darryl Stewart, Jr., pointing to his drawing.



by Tarvian Harris, Garrett Heights Elementary School



Shari Skipton and Judge Bell

## The Academy for Excellence in Local Governance

# RESOLVING CONFLICTS IN

Issue 8

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June 2006

Can government officials and local citizens work together to resolve issues of public policy? Can those who work at the federal, state, and local level communicate productively about joint problems and concerns? Our answer to these questions is, “Yes—with the help of some good training in conflict resolution.”

As a result of our belief in the power of such training, during the past year we developed and pilot-tested two conflict resolution courses for government officials in Maryland, with grant funding from MACRO. The courses are: Conflict Resolution 101, a two-hour class that provides a basic introduction to the study of conflict and the development of interpersonal skills and techniques useful in managing conflict; and Conflict Resolution 102, a 6.5-hour course, which provides in-depth training in the study of conflict and the development of conflict-assessment skills and conflict-resolution methods. Both courses are offered through the Academy for Excellence in Local Governance.



Cosponsored by the University of Maryland’s Institute for Governmental Service, the Maryland Association of Counties, the Maryland Municipal League, and the Local Government Insurance Trust, the Academy is a certificate-granting program for Maryland government officials from both municipalities and counties.

### Challenges for Public Officials

Maryland’s local public officials work daily in a climate of conflict:

- Officials who are elected face opponents. Some people win and others lose;
- Once elected, officials typically conduct their business on boards, commissions, councils, and committees that may be partisan, and often involve struggles about values, power, status, and how to allocate scarce resources;
- Authority for Maryland’s local government is structured so as to have executive, legislative, and judicial branches check and balance the power of one another;
- Local officials often resist state and federal government “intrusions” into their affairs and status;
- County and municipal governments often disagree over issues such as land use authority and transfers of funds for providing the same services to citizens they share in common;
- Citizens prefer, in general, to pay low taxes and receive abundant services and they may challenge public officials about public values and resources.

## GOVERNMENT SETTINGS

As you can see, conflict is common in the daily work of local governments.

### Course Goals

The conflict resolution classes differentiate between “constructive” and “destructive” conflicts. We believe constructive conflict is necessary and often healthy for democratic governance. Conflict can focus attention on important public issues or can help provide voters and decision makers with choices. When the conflict is constructive, it informs the discussion without destroying the relationships.

Destructive conflicts, on the other hand, are characterized by downward spiraling relationships. Instead of leading to informed policy decisions, they result only in more conflict. Sometimes, destructive conflicts become personal and “bleed into” other issues, leading to a general breakdown of a government’s ability to make decisions effectively.

We designed these two conflict resolution courses with input from public officials. The focus is on how to resolve destructive conflicts in Maryland local governments using practical conflict-assessment tools and resolution methods. Participants are encouraged to bring their experiences into the courses and to share insights they have gained in their work. Learning methods include brief presentations, general and small-group dialogues; role-play opportunities, and multiple handouts and fact sheets. In one sample class, participants reported that they could use new strategies from the class on the job. After another class with uniformly high evaluation ratings, one participant noted, “The class handouts were useful;

I can apply what I have learned to my work; and I would recommend this class to others.”

For more information about the conflict resolution classes, and about the Academy, local public officials may contact the Local Government Insurance Trust at (410) 312-0880, the Maryland Association of Counties at (410) 269-0043, the Maryland Municipal League (410) 268-5514, or the Institute for Governmental Service (301) 403-4610.



## Tools for Resolving Workplace Disputes

MACRO, in partnership with the Maryland Office of Administrative Hearings (OAH), offered an all-day seminar on conflict resolution strategies on October 18. About 100 Equal Employment Opportunity and Human Resources Maryland state government staff discussed workplace disputes at the seminar, which was held at the Maryland Maritime Institute.

After a welcome from Chief Judge Robert M. Bell of the Court of Appeals and Chief Judge Thomas Dewberry of OAH, the day began with a presentation of three typical workplace conflicts dramatized by the MACRO staff.

In one of these scenes, one worker likes music and talks on the phone a lot while a co-worker prefers complete quiet. In another scene, one worker sprays air freshener and uses strong perfume in response to what she perceives as the body odor of the other. The co-worker says the body odor is a skin cream he has to use and that he is allergic to the air freshener.

Responding to these entertaining but real-life work situations was a panel composed of Carl Bailey from the Maryland Department of Human Resources, Laurie Bennett from the Maryland Office of Administrative Hearings, Lorig Charkoudian from the Maryland Association of Community Mediation Centers, Marvin Johnson from the Center for Alternative Dispute Resolution, and Tara Taylor from the Maryland Commission on Human Relations.

Three interactive workshops followed: "Coaching People with Conflicts in the Workplace," by Marvin Johnson; "Mediation Skills for Everyday Use" by Lorig Charkoudian and Erricka Bridgeford; and "Crisis Intervention and Defusing Anger," by Roseanne Torpey, a consultant on workplace violence.

Those who attended overwhelmingly said they would recommend the seminar to others. Two comments on the evaluation forms were: "The facilitators were energetic, passionate, professional, engaging and knowledgeable," and "One of the best and most influential workshops I've attended."



By Robert J. Rhudy, Consultant Coordinator,  
Maryland Department of Aging, Senior Mediation Program

## Mediating with Seniors in Maryland

Maryland families often face difficult decisions regarding how to care for their aging parents or grandparents who need assistance with daily care, finances, or health. Examples are:

- An adult daughter has just moved in with her mother, and her siblings are threatening to file for guardianship.
- Grandparents want to maintain relations with their grandchildren after their son and daughter-in-law divorce.
- Mr. and Mrs. Smith are encountering differences in how their continuing care community is managed on issues not clearly addressed in their original agreement.
- A client asks his attorney how to develop an estate plan and advance health care directives that do not set off warfare within his family when they need to be implemented.

Each of these situations illustrates opportunities where mediation might help. "Senior" or "elder" mediation refers to the provision of mediation in matters involving an older person.

In February 2005, MACRO gave a grant to the Maryland Department of Aging (MDoA) to promote senior mediation services across the state. The resulting Maryland Senior Mediation Project is being developed in collaboration with mediators, local departments of aging, attorneys, courts, senior organizations, and others. For example, this summer the Circuit Court for Baltimore County will begin using mediation in contested adult guardianship cases and is working with local elder care attorneys, the MDoA, and me to help establish the new program.

MDoA seeks to assure that everyone, regardless of income, will have access to high-quality mediation for senior needs. We are working

to provide services without charge or on a sliding scale for applicable clients. Other types of special accommodation are provided as well, if needed, to allow elderly individuals to participate.

For example, if Mrs. Smith, who is frail and in poor health, can't focus longer than one hour, sessions can be shortened to respond to her need. Or, if Mr. Jones has trouble hearing, he can be seated close to the mediator, who can repeat anything Mr. Jones didn't hear. Or, if Ms. Rose seems disoriented, the mediator should be aware that rather than exhibiting a permanent dementia, Ms. Rose may be experiencing a drug reaction that can be corrected.

The project has also provided specialized training in mediating senior issues, including awareness of biases toward elders, understanding age-related changes, and an overview of some legal issues facing the elderly.

For more information, check the Maryland Association for Community Mediation Center's Web site: [www.mdmediation.org](http://www.mdmediation.org), and click on Senior Mediation, or contact me at [bobrhudy@yahoo.com](mailto:bobrhudy@yahoo.com).



## Distinguished Maryland Mediator Appointed to Foreign Service Board



photo courtesy of Marvin Johnson

Secretary of State Condoleeza Rice recently appointed Maryland mediator and trainer Marvin Johnson to the Foreign Service Grievance Board. The Grievance Board, established in 1975, consists of no fewer than five independent distinguished U.S. Citizens, each of whom is appointed by the Secretary of State for a two-year term.

The board hears and makes decisions about grievances filed by Foreign Service members from around the world. Marvin was a member of the original Maryland ADR Commission, the precursor to MACRO, and has been practicing alternative dispute resolution in Maryland and around the world for 30 years. Many congratulations to him in his new role.

## MACRO Posters Now Available Online

The long-awaited mediation public awareness posters designed by MACRO are now available for ordering online. The technical difficulties experienced by MACRO in getting this project completed were many, varied, and unexpected. But this project is now a go!

As you know, MACRO developed this series of posters for publicizing the uses of mediation as a tool for conflict resolution. The 24 posters use humor to depict everyday scenarios that might benefit from mediation, and they represent conflicts on issues relating to family and custody, business, small claims, neighbors, community, school, and workplace.

The posters are available in three sizes and are free to those in the state of Maryland. Those outside of Maryland will pay minimal printing and shipping charges. Within the first month, more than 10,000 posters were ordered.

Court programs, community mediation centers, schools, government entities, and state offices of

conflict resolution may customize the contact information at the bottom of the posters to suit their respective programs. Private practitioners and others who want the posters may place orders and will receive them with MACRO's contact information preprinted at the bottom. Private practitioners outside of Maryland may want to contact their state offices of dispute resolution and suggest that posters be ordered with that contact information. Because the posters state that they are produced by the Maryland Judiciary, we are not permitted to allow for-profit entities to advertise their services on the posters.

To view the posters and place an order, go to [www.marylandmacro.org](http://www.marylandmacro.org), and click on "POSTERS now available" at the top of the page. If you have any additional questions, send your email inquiries to [macroposters@mdcourts.gov](mailto:macroposters@mdcourts.gov). MACRO thanks you for sharing these posters, and for helping to promote the public's awareness of mediation!

## *Rachel's Notes,* from 2

together representatives of stakeholder groups—such as government agencies or officials, community organizations and businesses—with a common problem, in a facilitated process. The goal is to create consensus agreements that serve the highest common good. It is being used to address many complex issues, including environmental problems and social services delivery problems. While sometimes it is time-consuming, this form of collaboration often produces many collateral benefits. People on opposite sides of an issue often come to understand one another and collaborate on a wide variety of efforts.

Shifts are occurring in institutions as well as in individuals' lives. MACRO's partnership with the Maryland State Department of Education and the Center for Dispute Resolution at the University of Maryland, is working on systems changes in Maryland's schools. Mediation programs in the courts have grown very rapidly

and are becoming a “regularized” part of business. Misdemeanor criminal and juvenile justice conflict resolution programs are moving from pilot programs to statewide efforts.

How do these individual and systemic improved realities add up to a larger societal change? One at a time. At MACRO, our healthy idealism gives us hope that all of these successes will eventually reach a critical mass, a “tipping point,” and contribute to a societal shift towards greater civility and peace. Until then, we will keep celebrating the individual successes and working to expand them. We will also strive to be an increasingly vital resource for the dispute resolution practitioner community by supporting quality practice and raising public awareness of mediation and conflict resolution services.

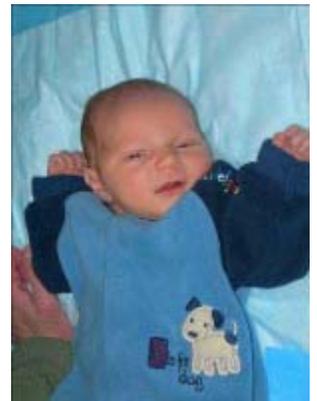
And, of course, we're always helping to create more idealists

### micro macros



picture courtesy Lou Gieszl

## Two MACRO Staffers Become Proud Parents



picture courtesy Alecia Parker

The stork has been busy at the MACRO office this winter. First, Lou Gieszl, MACRO's Deputy Executive Director and his wife Adrienne became the proud parents of their first child, Celia Rose Gieszl, born on January 13<sup>th</sup>.

On February 20, Samuel Franklin Parker Jewitt made his appearance, second child of Alecia Parker, MACRO's Budget and Grants Manager and her husband John Jewitt. We congratulate both sets of parents.



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