

**ACR-GNY & John Jay Roundtable Breakfast | February 1, 2024**  
**ZOOM MEETING PUBLIC CHAT TRANSCRIPT**

- 01:06:13 Niki Borofsky | BOSTON: Welcome to the monthly Dispute Resolution Breakfast Roundtable sponsored by CUNY Dispute Resolution Center and ACR-GNY!
- 01:09:45 WANGARI KABIRU (KE): I was attracted by insurance background. Insurance and financial sectors 'should' be mediators hotcakes 🔥
- 01:12:33 Niki Borofsky | BOSTON: Find out more about Rebekah (the Peacemaker) Ratliff | <https://www.jamsadr.com/ratliff/>
- 01:21:00 Niki Borofsky | BOSTON: Love that "definition" of a mediator: "There's a dance that goes on, and I am the DJ."
- 01:21:16 Lisa Pomerantz: I hope to hear Rebekah's views on the use of bracketing by the parties in mediation
- 01:21:48 Tzofnat Peleg-Baker: Do you also bring parties to the same room?
- 01:23:12 Niki Borofsky | BOSTON: Thanks @Lisa Pomerantz and @Tzofnat Peleg-Baker for your questions - we will be sure to tee them up for Rebekah a bit later.
- 01:30:17 Susanna Mancini: What is the best way for a mediator to explain the adjuster's role to a plaintiff?
- 01:31:21 Claudia Frankel Grosman - São Paulo, Brazil: Reacted to "Love that "definitio..." with ❤️
- 01:37:14 Kishor Dere - India: [2] Which words should be preferred and avoided during the mediation?
- 01:39:52 Gary Bowitch: I find that an initial short joint sessions is useful to allow the parties to explain -face to face —that they are here to settle and have enthusiasm for the mediation process.
- 01:39:58 Kishor Dere - India: [1] Does age of mediator (lower/higher than that of parties) play any role in success of mediation process?
- 01:41:17 Gizem Alper: Yes, does the age or background i.e. law non lawyer have impact?
- 01:41:20 Steve Phillips: How do you address situations where there is a disagreement between the adjuster and their insured as to the settlement value, i.e. the insurance company wants to settle but the insured/company does not want to consent.

01:45:25 Harry Manasewich -Boston: Did she say the lawyer, hired by insurance company, represents the insured, NOT the insurance company (that would be liable for any payout)?

01:48:46 Niki Borofsky | BOSTON: DESCRIBE A GLASS BOTTLE OF COCA-COLA

01:49:21 Niki Borofsky | BOSTON: Feel free to weigh in via chat or raise your hand/unmute and chime in

01:49:41 Tzofnat Peleg-Baker: A bottle of poison

01:49:48 Andrew Berman: sleek

01:49:52 Kishor Dere - India: It is an interesting drink.

01:49:52 Melissa Segal: Reacted to "A bottle of poison" with 😄

01:49:54 christine (Dispute Resolutions): Hard, warm, closed

01:49:58 Martha Chazanoff: Fattening and refreshing

01:50:12 margo cates, nyc: feminine form, undulating, molded, dark, lipstick red

01:50:13 Storm Hammond: elegant lettering

01:50:17 Meltem Kilicaslan: iconic, global

01:50:19 Robin Ireland: Sugar

01:50:29 Julie Kowitz Margolies: Sweet, unhealthy, classic bottle design

01:50:29 Loretta Miraglia: distinctly curved

01:50:30 Lisa Pomerantz: A shapely bottle containing a highly sweetened, carbonated caffeinated drink

01:50:37 Nic Rigby, London UK: Hand shaped bottle with a metal lid containing a black liquid labelled coca cola

01:50:39 Matthew York: Classic, nostalgic, delicious

01:50:40 Zoom user: Body of a sexy woman

01:50:43 Claudia Frankel Grosman - São Paulo, Brazil: Youth

01:50:46 Eli Uncyk: Opaque

01:50:49 Claudia Frankel Grosman - São Paulo, Brazil: Business

01:50:49 Nancy Kramer: Tall full hourglass shaped bottle of dark brown cola.

01:50:50 Mark Soboslai: A container made of glass with a red label and a bottle top filled with coca cola.

01:50:54 Kishor Dere - India: Let us share it.

01:51:10 Gary Bowitch: Unhealthy

01:51:14 Lina Viviano, JAMS: Retro

01:51:14 Chloe Choi (She/her), NJ: The bottle holds coke inside, which is shaken and about to explode, like people's emotions.

01:51:19 Susan Glatki: a glass bottle of brown cola flavored water and chemicals. The logo on the bottle is red and white

01:51:25 Zoom user: Diabetic's nightmare

01:51:25 Elliott Adams (he, him): the bottom looks too rounded to be glass, but top requires glass

01:51:34 Dror Kahn, Bklyn, NY: not pepsi

01:51:35 Lewellyne C Blanchard: A foot-tallish bottle with a slender neck, slightly bulging middle and slightly wider base. It has a metal top. there is a red and white label in the middle that says Coca-Cola in fancy lettering. Has a brown liquid inside.

01:51:43 Meltem Kilicaslan: invited to every party

01:51:55 Linda F. Spiegel: small neck, bulge at name, indentation near bottom, flattens on the bottom, read banner with name, metal cap

01:52:00 Dr. Barbara Sunderland Manouso, TX & RI: The glass bottle is softly curved and clear to show the coke and banded in lipstick red to be at eye level as the bottle can be lifted to the lips. The cap is resealable to enjoy over time.

01:52:07 Kishor Dere - India: Good to drink once in while.

01:52:32 Martha Chazanoff: That's 100% correct

01:52:43 Lewellyne C Blanchard: Part of me

01:53:12 Lewellyne C Blanchard: Part of me

01:54:28 margo cates, nyc: wondering about the "S" style

01:55:44 Niki Borofsky | BOSTON: DISC Personality Testing | <https://discpersonalitytesting.com/blog/what-are-the-four-disc-types/>

01:56:06 Tzofnat Peleg-Baker: So dangerous to use this "fixed" way of perceiving people

- 01:56:11 Niki Borofsky | BOSTON: Free DISC test | <https://discpersonalitytesting.com/free-disc-test/>
- 01:58:32 Harry Manasewich -Boston: Does she apply the DISC test to the parties?
- 01:59:07 Rabbi Bob Kaplan: we are complex with many aspects of who we are intersecting with another being aware is very key
- 01:59:19 Mark Soboslai: Will a copy of that DISC slide be available?
- 02:01:27 Niki Borofsky | BOSTON: Info on The 5 Love Languages | <https://5lovelanguages.com/learn>
- 02:02:27 Tina Jones: Replying to "I hope to hear Rebek..." Hi Lisa, thank you! I hope all is well. I am fascinated with the negotiation tips that I am learning from Rebekah. I love negotiation. I think that being a highly skilled negotiator is an important skill to develop. I have been focusing here. I do not believe it has been emphasized enough in some trainings. This is a fantastic presentation! Rebekah is a Rockstar! Sorry for the late reply! my eyes are glued to the screen! :)
- 02:03:13 Gary Bowitch: As to personalities are you referring to counsel or clients or both?
- 02:03:48 Lisa Pomerantz: Replying to "I hope to hear Rebek..." Understood!
- 02:07:04 Tina Jones: Replying to "I hope to hear Rebek..." Enjoy your day! :) 🍵
- 02:07:30 Niki Borofsky | BOSTON: Bargaining for Advantage by G. Richard Shell | <https://www.penguinrandomhouse.com/books/298835/bargaining-for-advantage-by-g-richard-shell/>
- 02:08:16 Tina Jones: Reacted to "Understood!" with 👍
- 02:08:21 Lewellyne C Blanchard: How does leverage factor into power imbalance?
- 02:08:39 Niki Borofsky | BOSTON: Recordings of today's program and related resources will be available online at the websites of ACR-GNY (<https://acrgny.org/RTB-Videos>) and CUNY Dispute Resolution Center (<https://jjay.cuny.edu/past-drc-events>)
- 02:09:54 Andrew Berman: can the written presentation be circulated?
- 02:09:57 Tzofnat Peleg-Baker: I asked earlier about a mutual mediation session because Rebekah mentioned she is the only one in all rooms. I'm really curious to know if she does only caucus, private sessions?
- 02:14:25 bob hauser - ROC: What a wonderful, informative presentation (and presenter) this is! Bob gives this 5 (well-earned) stars; Siskel & Ebert give it four thumbs up! Many thanks!!

02:15:16 Lisa Pomerantz: Many lawyers prefer caucus only, but I think there is much to be gained from spending at least some time in joint session. It promotes communication and collaboration between the parties.

02:15:38 Debra Hamilton: Reacted to "Many lawyers prefer ..." with 👍

02:16:30 Micaela : This was amazing. Thank you so much for sharing all of your experience, some secrets, and wisdom!!!!

02:16:34 Janet & Barbara vaughan: Thank you! Very clear and helpful instruction

02:16:44 Bess Steiger: Would you mind showing again the slide with the book titles?

02:16:44 Rabbi Bob Kaplan: thank you

02:16:45 Linda F. Spiegel: Excellent presentation. Thank you.

02:17:05 N: So impressive!! Thank you for sharing your expertise and experience, we have all learned so much from you!!

02:17:14 margo cates, nyc: Amazing presentation, so succinct, lucid, and necessary. thanks much.

02:17:18 Kishor Dere - India: Thank you very much.

02:17:19 Susan: Very informative presentation. Clarifies so much about mediation. Thank you!

02:17:44 Meltem Kilicaslan: I love this presentation !!!! and Rebekah's energy. Thank you Rebekah for sharing your wisdom, experiences and tools.

02:18:07 Michael Cassandra: I would love "permission" to quote your "Trust is a Must" and "Nudge, don't judge" with attribution of course.

02:18:31 Kishor Dere - India: Can be there any circumstances in which having caucuses may not be required?

02:18:35 Bess Steiger: Thank you Rebekah for a very clear, to the point and informative presesntation.

02:18:37 Susan Glatki: Reacted to "Thank you Rebekah fo..." with 👍

02:18:46 Matthew York: You are an incredible Rebekah!!! Thank you Niki and Dr. Volpe for sharing her talents with so many others

02:19:01 margo cates, nyc: Thanks for sharing the slides Rebekah.

02:19:06 Debra Hamilton: Thank you. It's interesting there is no conversation among people. Caucus is a process that doesn't help parties work together to move forward.

02:19:15 Susan Glatki: Reacted to "I would love "permis..." with 👍

02:19:16 B. Aidara: Thank you so much. What an inspiration.

02:19:28 Steve Phillips: What are your thoughts on doing a mediator's proposal when there is an impasse?

02:19:33 Janet & Barbara vaughan: do you have any demo mediations we could observe

02:19:40 Glenn P. Milgraum, Esq., APM: Thank you for the presentation.

02:19:41 Harry Manasewich -Boston: what website to get slides?

02:20:55 Frances Calafiore: Thanks so much! ❤️ Wonderful presentation!

02:21:26 Felicitas Kort NYC: Congratulations! Excellent presentation!

02:22:10 Marla Moss, Mediator: Great program! In New Jersey in employment cases the parties do NOT want to start with a joint meeting. It's all separate caucus meetings. I pull attorneys together briefly mid day, usually at the first impasse. I've had some attorneys that refuse to go into the room together and I while I try to be persuasive, I can't insist. I do primarily workplace cases. This situation with separate rooms in employment matters is the norm in NJ.

02:22:26 Maria R. Volpe - NYC: Website for the recording and slides:

02:22:30 Maria R. Volpe - NYC: <https://www.acrgny.org/RTB-Videos>

02:22:44 Dennis McCoy Vienna, VA: Tremendous presentation -- especially good to hear dispute management approach from non-attorney perspective.

02:23:25 Maria R. Volpe - NYC: If there is anyone who would like to be added to the NYC-DR listserv, send me your name and email address, mvolpe@jjay.cuny.edu

02:23:31 Tina Jones: Thank you, Rebekah! ACR-GNYC! 😊 Exemplary presentation!  
❤️

02:23:41 N: Your mentor has described your amazing combination perfectly!! We are so lucky to be in the presence of such a constellation

02:24:09 Claudia Perez: Thank you for sharing so many valuable insights

02:24:22 Dr. Barbara Sunderland Manouso, TX & RI: Enjoyed your presentation and perspective as a former adjuster - risk management! Glad to hear of your

diverse background that adds lots of strength to the mediator representation and is duly needed and most appropriate. Thank you!

- 02:24:51 Rahel: Excellent presentation, thank you so much!
- 02:24:54 Dennis McCoy Vienna, VA: Underestimate her at your risk!
- 02:25:26 Elliott Adams (he, him): Thanks for a good information
- 02:25:30 Eli Uncyk: Thank you for your excellent presentation./-Eli
- 02:25:31 Claudia Frankel Grosman - São Paulo, Brazil: Thank you Rebekah 🙌
- 02:25:47 Ed Donovan: Thank you for the excellent presentation!
- 02:26:04 Jessica Brenes, Esq. - NY: Thank You!
- 02:26:10 Rebekah Ratliff, JAMS: THANK YOU!!!
- 02:26:29 Nic Rigby, London UK:Great presentation thanks
- 02:26:45 WANGARI KABIRU (KE): Thanks for sharing Rebekah aka peacemaker /ACR-NYC and good day peer mediators.
- 02:27:17 Emily Skinner - she/her - NJ: Thank you so much !!!!!
- 02:27:22 Kishor Dere - India: Shalom Rebekah (peacemaker). Best wishes.
- 02:27:25 Gary Bowitch: Awesome. Thanks
- 02:28:06 Harry Manasewich -Boston: can you clarify; It seems you said lawyer hired by insurance company represents party NOT insurance company.
- 02:31:02 Dr. Barbara Sunderland Manouso, TX & RI: I am also a non-attorney mediator and arbitrator for over 30 years! Welcome to the club! They are two separate processes, so make no apology! 😊
- 02:31:18 Niki Borofsky | BOSTON: As a reminder | Recordings of today's program and related resources will be available online at <https://acrgny.org/RTB-Videos>
- 02:33:28 Niki Borofsky | BOSTON: Take a look at Rebehak's upcoming events (she is a tireless speaker) | <https://www.jamsadr.com/ratliff/>
- 02:33:48 Jennifer Svensson-CRJ Buffalo, NY: Thank you so much for your time, wisdom and words.
- 02:33:49 Sally Dear-Healey (she/her/hers): FANTASTIC!!
- 02:34:05 Cheryl Prewitt: Great ending statement! Thank you for sharing your experience.

02:34:29 Michael Cassandra: Thank you for sharing yourself as well as the material.

---

Videos of ACR-GNY & John Jay Roundtable Breakfasts are available here:

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

John Jay College of Criminal Justice Dispute Resolution website | <https://www.jjay.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, Emily Skinner, Chloe Choi and Maria Volpe and occur the first Thursday of each month from 8:30 – 10:00 am (New York Time).

---

*Please note, the views and opinions expressed at Breakfast Roundtables and in the Chat Transcript are those of the speakers and participants and do not necessarily reflect the beliefs or position of ACR-GNY or John Jay College.*