

**ACR-GNY & John Jay Roundtable Breakfast | March 7, 2024**  
**ZOOM MEETING PUBLIC CHAT TRANSCRIPT**

- 01:31:52 Kjerstin (shir-stin) Pugh, she/her - NYC: Reacted to "About ACR-GNY | http..." with ❤️
- 01:32:04 Niki Borofsky | Boston: Past Roundtable Breakfasts available here | <https://acrgny.org/RTB-Videos>
- 01:33:34 Kjerstin (shir-stin) Pugh, she/her - NYC: Reacted to "Past Roundtable Brea..." with ❤️
- 01:34:31 Tina Jones: Reacted to "About ACR-GNY | http..." with ❤️
- 01:34:33 Tina Jones: Reacted to "Past Roundtable Brea..." with ❤️
- 01:35:58 Maria R. Volpe - NYC: To be added to the NYC DR listserv, send Maria Volpe an email at [mvolpe@jjay.cuny.edu](mailto:mvolpe@jjay.cuny.edu)
- 01:39:01 Harvey Newman West Palm Beach, FL: 273 might sound like a prime number, but it is actually the product of 3 prime numbers -  $3 \times 7 \times 13$ .
- 01:39:25 Niki Borofsky | Boston: QUESTION | What does Reflective Practice mean to you?
- 01:39:42 Jess Kent: Reacted to "273 might sound like..." with 🤔
- 01:39:47 Jess Kent: Reacted to "QUESTION | What does..." with ❤️
- 01:40:24 Martha Chazanoff: My practice: I start by forgiving myself in advance for anything I wish I had done differently.
- 01:40:29 Cookie Levitz: Debrief with colleagues (maintaining confidentiality)
- 01:40:35 Meltem Kilicaslan: I discuss the situation with my mentor.
- 01:40:45 Bernadette Hercules: self reflection
- 01:40:47 Lisa Pomerantz: File mediator reports with referring court
- 01:40:54 Harvey Newman West Palm Beach, FL: Gently and compassionately challenge false beliefs
- 01:40:55 Alec Chapa: I use a technique called TIQ: Theoretical Investigative Question. I carefully craft a question about my practice, then journal to answer it, unpack its dimensions, gain insight and recast the question if needed.
- 01:40:56 Trudi Goggin Chicago: Think, pray, find a thought partner to noodle it out???

01:41:00 Leslie Treff: I remember that this is a spiritual journey

01:41:01 Bathabile Mthombeni (she/her) Binghamton, NY: I check in with my mentors.

01:41:05 Jess Kent: Reacted to "I use a technique ca..." with ❤️

01:41:12 Richard Brigham, Wisconsin: I seek the opportunity to talk about the experience with someone whom I trust.

01:41:12 Jen-CRJ Buffalo, NY: Debrief, but also open to the learning process of reflecting on how mediations go.

01:41:17 Maia Taub: Still learning this discipline, but accepting that the mediation is over and now is the time to learn from it.

01:41:19 Darren Shapiro: Try to relax and get centered then think about it.

01:41:34 alfonso wyatt: Never allow personal smallness to get in the way of spiritual greatness... Rev. Dr. Alfonso wyatt

01:41:36 hyacinthcharles: Reflect on the process and what could have been done better

01:41:40 Martha Chazanoff: View it all as an opportunity for learning.

01:43:13 Niki Borofsky | Boston: ARTICLE | A structured reflection for improving third party interventions and mediation practice: Reconsidering debrief | <https://onlinelibrary.wiley.com/doi/10.1002/crq.21361>

01:43:35 cynthia campbell: Luckily I work with a co-mediator and debriefing is built in to our work.

01:44:10 Niki Borofsky | Boston: FYI, the slides will be made available on the [www.acrgny.org](http://www.acrgny.org) website with the video recording.

01:46:19 Teresa Calabrese she/her: Reacted to "FYI, the slides will..." with 👍

01:46:29 Niki Borofsky | Boston: Please pop your questions into the chat, and the speakers will address them at the end of the presentation.

01:46:31 Faizaan Nagrah: Reacted to "FYI, the slides will..." with 👍

01:46:37 Trudi Goggin Chicago: integration

01:46:39 Maia Taub: Expertise: top-down, hierarchical  
Experience: collective

01:46:39 annamariabocciasmith: Years

01:46:42 Alec Chapa: Experience is raw, expertise is refined

01:46:55 Jen-CRJ Buffalo, NY: Time and practice

01:46:56 Niki Borofsky | Boston: QUESTION: Experience v. Expertise (your thoughts)

01:46:56 margo cates, nyc: learn from experience or about others experience will lead to expertise

01:46:58 Bernadette Hercules: maturity

01:46:59 Lisa Pomerantz: Expertise is effectiveness not just repetition

01:47:00 Martha Chazanoff: Expertise results from reflection on your practice. Experience can just be going through the motions.

01:47:05 Leslie Treff: experience has to do with how much time doing something, expertise is know how

01:47:09 Susan Podziba: Past efforts v. Live abilities to apply now

01:47:13 Michael Lohr: time tested versus specific training/education

01:47:15 Susan Glatki Western Mass: The ability to know what you don't know.

01:47:20 Darren Shapiro: Expertise comes from lots of experience.

01:47:30 Candice, NY: Experience once learning through fails

01:47:32 hyacinthcharles: experience is time put into doing something and expertise is the development of skill sets

01:47:40 Faizaan Nagrah: Reacted to "Expertise comes from..." with 👍

01:48:02 Nagia/Virginia: Expertise is how can you add your experience to handle the conflict.

01:49:21 Kim P: Yes! Humility so essential!

01:49:56 Alec Chapa: Yes, many very experienced have biases that time disproves

01:50:23 Alec Chapa: Reacted to "Yes! Humility so ess..." with ❤️

01:52:40 Sally Dear-Healey (she/her/hers): Can you put the name of that book in chat please? Thanks!

01:52:44 Niki Borofsky | Boston: The Reflective Practitioner (Schon) | [https://www.academia.edu/36335079/Donald A Sch%C3%B6n The Reflective Practitioner How Professionals Think In Action Basic Books 1984 pdf](https://www.academia.edu/36335079/Donald_A_Sch%C3%B6n_The_Reflective_Practitioner_How_Professionals_Think_In_Action_Basic_Books_1984_pdf)

01:54:18 MJ Wilson: was that theory or experience?

- 01:54:31 Alec Chapa: Replying to "was that theory or e..."  
Both
- 01:56:00 Maria R. Volpe - NYC: The Reflective Practitioner: How Professionals Think In Action Paperback – September 23, 1984 by Donald A. Schon (Author)
- 02:01:09 Alec Chapa: 3 dimensions were... emotional, strategic, and...?
- 02:01:53 Lisa Pomerantz: There seems to be some inconsistency in being both analytical and subjective. The description of being "subjective" does not quite jibe with what I think of as "subjective".
- 02:01:54 Trudi Goggin Chicago: Thinking, felling, strategic
- 02:02:30 Alec Chapa: Reacted to "Thinking, felling, s..." with ❤️
- 02:02:32 Susan Glatki Western Mass: Reacted to "There seems to be so..." with 👍
- 02:02:53 Susan Glatki Western Mass: Replying to "There seems to be so..."  
I was just thinking the same thing.
- 02:04:43 Alec Chapa: Replying to "There seems to be so..."  
See "phenomenology" which helps bridge this disconnect, I believe
- 02:07:42 Niki Borofsky | Boston: Reflective Practice Institute |  
<https://www.reflectivepracticeinstitute.com/>
- 02:08:00 Lisa Pomerantz: Is there a way to incorporate feedback from the parties into reflective practice? How do we really know what was or wasn't helpful?
- 02:11:16 Michael Lang - Sarasota, FL: In response to Lisa's question, I use the process of reflective practice within my conflict engagement. It's a continuous process of learning, and because it is occurring in the moment, I am able to invite the parties to join in my reflection—and to reflect themselves. This is referred to as reflection-in-action. What I described is what occurs after the intervention, reflection-on-action. Both methods rely on the same principles.
- 02:14:39 Bathabile Mthombeni (she/her) Binghamton, NY: Reacted to "In response to Lisa'..." with 👍
- 02:15:10 Alec Chapa: Reacted to "In response to Lisa'..." with 👍
- 02:21:11 Alec Chapa: All the right data organized by an inadequate theory will be confusing; half the data with an adequate theory is coherent and promising.
- 02:24:55 Mark Kleiman: I imagine the degree there is questioning and reflection require no sense of judgment to foster trust in the process and willingness to participate.

- 02:29:49 Niki Borofsky | Boston: Training Course | Improving 3rd-Party Interventions with Michael Lang & Tzofnat Peleg-Baker, Ph.D. | [www.thereflectivepractitioner.com/courses](http://www.thereflectivepractitioner.com/courses)
- 02:29:57 Niki Borofsky | Boston: <https://www.thereflectivepractitioner.com/courses>
- 02:30:51 Harvey Newman West Palm Beach, FL:  
Unconscious incompetence  
Leads to  
Conscious incompetence  
Leads to  
Conscious competence  
Leads to  
Unconscious competence
- 02:31:48 Susan Glatki Western Mass: Reacted to "Unconscious incompet..." with 👍
- 02:31:56 Alec Chapa: Makes sense that other practitioners help. Just like legal knowledge can inform more thoughtful questions to pro se parties, practitioner knowledge (or expertise) can form more thoughtful questions.
- 02:32:06 Alec Chapa: Reacted to "Unconscious incompet..." with 👍
- 02:32:22 Harvey Newman West Palm Beach, FL: Reacted to "Unconscious incompet..." with 👍
- 02:34:22 Niki Borofsky | Boston:  
SPEAKER EMAILS  
Michael Lang [mlang@mediate.com](mailto:mlang@mediate.com)  
Tzofnat Peleg-Baker [inclusiveconflictintl@gmail.com](mailto:inclusiveconflictintl@gmail.com)
- 02:34:35 Niki Borofsky | Boston:  
COURSE  
Improving 3rd-Party Interventions with Michael Lang & Tzofnat Peleg-Baker, Ph.D. | [www.thereflectivepractitioner.com/courses](http://www.thereflectivepractitioner.com/courses)
- 02:35:17 Niki Borofsky | Boston: <https://www.thereflectivepractitioner.com/courses>
- 02:37:38 Maia Taub: How do you get to a place of reflection-in-action? Reflection-on-action is great but it doesn't help the client in front of me!
- 02:37:53 Bathabile Mthombeni (she/her) Binghamton, NY: You go back to the beginning.

- 02:38:04 Lisa Pomerantz: Replying to "There seems to be so..."  
I just looked it up, and am not sure about that.
- 02:38:38 Alec Chapa: The challenge of adulthood is to retain the seriousness of a child at play (or, in wonder)
- 02:38:42 Bathabile Mthombeni (she/her) Binghamton, NY: Replying to "There seems to be so..."  
Lisa, what do you think of as "subjective"?
- 02:38:56 Niki Borofsky | Boston: Zen Mind, Beginner's Mind |  
[https://en.wikipedia.org/wiki/Zen\\_Mind,\\_Beginner%27s\\_Mind](https://en.wikipedia.org/wiki/Zen_Mind,_Beginner%27s_Mind)
- 02:39:20 Bathabile Mthombeni (she/her) Binghamton, NY: Reacted to "The challenge of adu..." with ❤️
- 02:39:36 Tzofnat Peleg Baker: A. Exercise: Reflecting on an aspect from the SRI relational dimension. Think about the issue of relationships in a conflict & reflect on Q #1 or #2
1. What behaviors did you use or did not use to help parties to treat each other with respect?
  2. What prospective actions would you consider applying to promote mutual respect in the future?
- Work on 2 levels:
- a) Individually
  - b) Plenary
- 02:40:49 Lisa Pomerantz: Replying to "There seems to be so..."  
Looking at something from just one perspective, with all of the biases that may entail, and not trying to look at it from a more neutral perspective in a more open-minded way.
- 02:40:59 MJ Wilson: I regard life as a Continuous Improvement Process...
- 02:41:09 Alec Chapa: Reacted to "I regard life as a C..." with ❤️
- 02:42:05 Bathabile Mthombeni (she/her) Binghamton, NY: Reacted to "I regard life as a C..." with ❤️
- 02:42:18 N: Reacted to "All the right data o..." with ❤️
- 02:42:22 Bathabile Mthombeni (she/her) Binghamton, NY: Reacted to "A. Exercise: Refl..." with ❤️
- 02:42:27 Jeanette Jimenez: Reacted to "I regard life as a C..." with ❤️

- 02:42:31 Maria R. Volpe - NYC: If anyone would like to ask a question using your voice, raise your electronic hand to be recognized.
- 02:42:59 Niki Borofsky | Boston: Please feel free to raise your hands and/or type your questions into chat.
- 02:43:45 Lisa Pomerantz: What if it is not helpful to the process to invite the participants to join in the reflective at that moment? Can after the fact feedback from the parties in surveys, etc. be incorporated?
- 02:44:04 hyacinthcharles: build the value/need for mutual respect in the mediator's opening statement and continue to refer back to it if parties begin to get irr
- 02:44:17 Marla Moss, Mediator: Reacted to "Unconscious incompet..." with 👍
- 02:44:33 Bathabile Mthombeni (she/her) Binghamton, NY: Replying to "There seems to be so..."  
Ah. So the concept "subjective" is more closed-minded and defensive for you?
- 02:44:43 Leslie Treff: can't it be used to correct course during a session with a client or in a mediation environment when what I am using is not being as effective as I would like?
- 02:46:00 Maria R. Volpe - NYC: How would you distinguish RP from what others call a 'support group'?
- 02:47:04 Lisa Pomerantz: Replying to "There seems to be so..."  
Not necessarily defensive, but reflects the individual's own perception and doesn't consider how others might perceive it or whether the perception is accurate
- 02:47:28 hyacinthcharles: thank you both.
- 02:48:25 Alec Chapa: Reacted to "build the value/need..." with ❤️
- 02:48:55 Tom Rothschild-East Bay, CA: Replying to "What if it is not he..."  
Typically, this is not a process including the participants in the underlying conflict, it is a process involving the mediator/facilitator reflecting with a group of other mediators/facilitators.
- 02:48:55 Bathabile Mthombeni (she/her) Binghamton, NY: Reacted to "Not necessarily defe..." with 👍
- 02:49:59 Bathabile Mthombeni (she/her) Binghamton, NY: The mediator's opening statement (as I learned and practice it) includes asking the parties to feel welcome to let me know if/when they perceive me as being biased or otherwise

falling short of what I have pledged to do as a mediator. Could this be a way of practicing reflection in practice?

- 02:50:20 Jillian Naveh (she/her) Queens, NY: Reacted to "The mediator's openi..." with 
- 02:50:25 Alec Chapa: Reacted to "The mediator's openi..." with 
- 02:50:42 Michele , NYC: Self-determination is a major difference
- 02:50:51 Leslie Treff: Replying to "What if it is not he..."  
thanks Tom
- 02:51:34 N: Reacted to "I regard life as a C..." with 
- 02:51:34 Sally Dear-Healey (she/her/hers): I host Healing Story Circles. Members share and participants learn and use reflective practice. The results can be transformational!
- 02:51:38 Elizabeth Donlon: Can RP work effectively when the group consists of mediators with different degrees of experience and competence?
- 02:51:51 Lisa Pomerantz: Replying to "What if it is not he..."  
Yes, but I sometimes think mediators' reflections are influenced by confirmation bias
- 02:52:48 Kim P: Reacted to "Self-determination i..." with 
- 02:53:29 Alec Chapa: The question is the answer. If we're asking a misplaced question, we won't unlock the answer we need. Carefully crafting and recrafting questions are so important.
- 02:53:30 Elizabeth Donlon: Just answered my question. Thanks!
- 02:53:52 N: Reacted to "The question is the ..." with 
- 02:54:13 Tom Rothschild-East Bay, CA: Replying to "What if it is not he..."  
The mediator (or other DR professional) brings the question. The other members of the group respond with Questions, specifically NOT with Reflections/Suggestions. This helps get past confirmation bias.
- 02:55:40 Alec Chapa: Reacted to "The mediator (or oth..." with 
- 02:56:02 Jen-CRJ Buffalo, NY: Reacted to "The question is the ..." with 
- 02:58:13 Myra Dahgaypaw, Washington, DC: Thank you so much for sharing. Very interesting and helpful. I'd love to learn more. I just have to hop off for another call.



02:59:33 Alec Chapa: Thank you everyone for a very insightful presentation and discussion

02:59:45 Susan: Thank you for presenting! I'm in a reflective practice group and what you have shared gives me a better understanding of where this group may be heading.

03:00:08 Niki Borofsky | Boston: League of Mediators of Ukraine, Reflective Practice Institute & AAA Foundation Combine to Elevate Family Mediation in Ukraine | <https://mediate.com/ukraine/>

03:00:45 Harvey Newman West Palm Beach, FL: Thank you Tzofnat and Michael for sharing your work with us. It was very well thought out and informative. I need to leave now.

03:00:49 Jen-CRJ Buffalo, NY: That's incredible!

03:00:56 Mavalynne Orozco-Urdaneta MFT, CPC, BBA, NBC-HWC: Thank you so much! Wonderful conference!

03:01:03 Niki Borofsky | Boston: AAA-ICDR Foundation | <https://www.aaaicdrfoundation.org/>

03:01:06 Jen-CRJ Buffalo, NY: Thank you both for this insightful presentation!

03:01:06 Bathabile Mthombeni (she/her) Binghamton, NY: Thank you for your presentation and discussion!

03:01:07 Michael: Thank you, Michael and Tzofnat. Congratulations on getting the funding for a worthy cause.

03:01:10 Trudi Goggin Chicago: Amazing thank you so much for your sharing

03:01:13 Kim P: Thank you for this presentation!

03:01:15 Niki Borofsky | Boston: Thank you to Michael and Tzofnat for this wonderful discussion!

03:01:16 Leslie Treff: thank you

03:01:33 Elizabeth Donlon: Thank you very much! Excellent presentation.

03:01:42 Bernadette Hercules: Thank this was very informative.

03:01:43 Rahel: Thank you!

03:01:48 Tina Jones: Thank you!

03:01:53 N: Reacted to "Thank you!" with ❤️

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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, 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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*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.*