

## ACR-GNY & John Jay Roundtable Breakfast | July 6, 2023

### ZOOM MEETING PUBLIC CHAT TRANSCRIPT

- 01:05:33 MV Mediation : Paula Reidbord, Im a mediator at Martha's Vineyard mediation program, coordinator of the housing program and I'm happy to be here
- 01:06:20 margo cates, nyc: 263 sessions. Congrats. . . . you've been running almost as long as "The Simpsons"
- 01:06:48 Chloe Choi (She/her), NJ: Welcome to the 263rd CUNY-DRC and ACR-GNY Roundtable Breakfast! Recordings of today's program, and past sessions are available online at <https://acrzny.org/RTB-Videos> and <https://www.jjay.cuny.edu/DRC/EVENTS>
- 01:08:57 Chloe Choi (She/her), NJ: Welcome to Peter
- 01:08:59 Chloe Choi (She/her), NJ: <http://businessconflictmanagement.com/f-peter-phillips-business-mediator-about.php>
- 01:09:09 Rachel Yoo: Reacted to "Welcome to Peter" with 🙌
- 01:09:12 Chloe Choi (She/her), NJ: Reacted to "Welcome to Peter" with 🙌
- 01:14:48 Harvey Newman, Swampscott, MA: I have seen it to address consciousness vs. unconsciousness.
- 01:15:38 Nora Femenia, Ft. Lauderdale, FL: Exactly! when the hidden part is so different from the manifest complaint!
- 01:16:08 Debra Hamilton: Uncovering the position and interest are always key. I have not had coffee yet 😊 I used words like the ones our clients understand.
- 01:18:49 Gill Mansfield (Mediator): Could everyone other than the speaker mute themselves please.
- 01:46:19 Harvey Newman, Swampscott, MA: There is also a sacredness to it.
- 01:46:41 Suann Ingle: Reacted to "There is also a sacr..." with 👍
- 01:47:04 Katy LeDuc: Reacted to "There is also a sacr..." with 👍
- 01:47:06 Alyssa Bergsten (she/her): Agreed, Harvey
- 01:47:39 Alyssa Bergsten (she/her): Reacted to "There is also a sacr..." with 👍

- 01:48:06 Debra Hamilton: This was a beautiful way to help us self examine our practice and approach to mediation clients. Thank you.
- 01:48:19 Jess Kent: This presentation feels very reflective & I'm curious to hear what Peter's practices have been to reflect throughout his career (before this astounding trip).
- 01:48:28 Debra Hamilton: Reacted to "This presentation fe..." with 🙌
- 01:48:30 Trudy Junkroski: Thank you for sharing this beautiful wisdom, Peter
- 01:48:36 margo cates, nyc: This has been a wonderful presentation -- the way you were able to carry the metaphor of the iceberg through so many phases and perceptions. And yes, the clarity and sparseness of ice, water, and sky.
- 01:48:43 Margie Echevarria: My take away, is that we can only work with what the parties actually reveal.
- 01:48:52 Randy Marcus: What if the part above is an illusion with little relationship to the part under the water
- 01:49:09 Aileen Watson- CT: How probative do you get when you feel they are not giving you what is really there and only what they want you to find?
- 01:49:22 Harvey Newman, Swampscott, MA: Loved that, Randy.
- 01:50:29 Aileen Watson- CT: Sorry, how probative do you get when you feel they are not giving you what is really there, but only what they want you to find- when you know there are more substantive issues behind it??
- 01:50:43 Lexi Wolfe (Ombuds): Love the honesty! Thank you.
- 01:50:46 Deborah Somme NYC: These photos were a great way to help remind us that what's underneath plays a real role in and affects the reality of the situation.
- 01:51:03 Dr Barbara Manouso-RI-TX: I'VE BEEN to Antarctica! You made me see a wonderful geography and fabulous trip in a terrific professional way that enforces the parties' need to hear and be heard. It isn't our dispute.
- 01:51:29 Debra Hamilton: Reacted to "I'VE BEEN to Antarct..." with 🙌
- 01:51:33 Rachel YOO: Reacted to "I'VE BEEN to Antarct..." with ❤️
- 01:52:00 Debra Hamilton: Help them get it right over being right.
- 01:53:08 Dror Kahn, Brooklyn , NY: Do you show the iceberg metaphor to the people in the mediation and make them do the work/

- 01:53:47 HyacinthCharles Brooklyn NY: eclectic approach . . . different glaciers may need different strategies . . . ?
- 01:53:54 Tzofnat Peleg-Baker: The reality is complex and there is always a mystery component. Parties have very little accessibility to the reasoning of what they do. Our goal as interveners is not to understand everything, just to provide the optimal space to process as much as possible that could be helpful
- 01:54:01 Amy Gladstone: Great presentation - so beautiful and also so useful! Thank you!
- 01:54:26 Dr Barbara Manouso-RI-TX: Excellent presentation! Thank you!
- 01:55:24 Lee Kramer - Harbor Springs, MI: Thank you Mr. Phillips.
- 01:56:27 Stephanie Niehaus, CT/NY: Thank you for a very interesting presentation
- 01:57:12 Michael Cassandra: Great metaphor for what we do as mediators. Thank you. One more: the couple who dove in the icy waters is a metaphor for the unknown we dive into with each case.
- 01:57:43 Dror Kahn, Brooklyn , NY: Is the mediator is like the Titanic to the iceberg?
- 01:58:53 Wendell C. Wallace: Excellent presentation. Great leaning experience.
- 01:59:44 HyacinthCharles Brooklyn NY: Mediators are not therapists. Draw the line !
- 01:59:56 Katy LeDuc: Reacted to "Mediators are not th..." with 👍
- 02:00:00 Nora Femenia, Ft. Lauderdale, FL: Reacted to "Is the mediator is l..." with 😂
- 02:00:01 Emily Skinner she/her - ACR-GNY - NJ: It is professional skill to know our boundaries is a powerful sentence!
- 02:00:09 Katy LeDuc: Reacted to "It is professional s..." with 👍
- 02:00:56 Harvey Newman, Swampscott, MA: Much of that 95% of the iceberg requires some form of psychotherapy.
- 02:01:23 Nora Femenia, Ft. Lauderdale, FL: Reacted to "Much of that 95% of ..." with 👍
- 02:01:26 Randy Marcus: Reacted to "Much of that 95% of ..." with 👍
- 02:01:29 Dror Kahn, Brooklyn , NY: Reacted to "Much of that 95% of ..." with 👍
- 02:01:33 Randy Marcus: Reacted to "Mediators are not th..." with 👍

- 02:03:04 Jess Kent: Reacted to "I'VE BEEN to Antarct..." with ❤️
- 02:05:21 Aileen Watson- CT: So insightful
- 02:05:42 Aileen Watson- CT: A wonderful perspective on mediation process and the role of the mediator
- 02:06:13 Debra Hamilton: It's about winning not what's best for all
- 02:06:17 John T O'Malley: Thank you for a great presentation. I'm looking forward to reviewing it once the video is archived. And I think I'll forward the link to my administrator.

Meanwhile, I appreciate all of the labor relations folks here. My day job for over 30 years has been various roles including bargaining contracts, representing union members as parties to either mediation, or arbitration. And also working on legislation and bargaining contracts.

So In those roles I was one party. But in this role I am a mediator and arbitrator. Very interesting to see how understanding one makes me understand the other. Someone asked for my contact info. Jomalley@cwa1180.org and 8456563730. Or jtomal@hotmail.com and 8454965210.

I had been engaged with this group using my 1180 email since before covid, but out IT department recently tightened up our email security protocol and so some folks get quarantined. Heh.

Thanks Peter.

- 02:06:18 Aileen Watson- CT: Yes, thank you!!
- 02:06:46 Aileen Watson- CT: Thanks John!
- 02:06:51 Marie MacNichol: Thank you for the presentation and the discussion!
- 02:07:42 Randy Marcus: Not only helpful..presentation was beautiful, touching, and at times emotional. Thank you for sharing. The value was you, more than the icebergs
- 02:08:17 Debra Hamilton: Reacted to "Thank you for a grea..." with 🙌
- 02:08:49 HyacinthCharles Brooklyn NY: Perfect limitation of the mediator.
- 02:08:54 Jess Kent: Reacted to "Thank you for a grea..." with 🙌

- 02:09:06 TrishaMannarino: Very insightful, thank you for allowing me to sit in. As a new Mediator I am eager to learn from those who have been in the field for some time. Thank you for sharing your experience and expertise
- 02:09:15 Nora Femenia, Ft. Lauderdale, FL: It is their conflict, and they have chosen to have it for development reasons we can't grasp.
- 02:11:08 Jess Kent: Thanks to ACR-GNY for hosting Peter today! See you next time.
- 02:11:22 Emily Skinner she/her - ACR-GNY - NJ: Reacted to "Thanks to ACR-GNY fo..." with ❤️
- 02:11:25 HyacinthCharles Brooklyn NY: Quite different from the MD who is the expert on our physical symptoms . . . who believes s/he is the expert without the individual;'s input . . .!!
- 02:11:58 Randy Marcus: Reacted to "Quite different from..." with ❤️
- 02:13:29 Mike Lampert- NYC: I think you lived up to my introductory anticipation
- 02:13:46 Debra Hamilton: Reacted to "I think you lived up..." with 🙌
- 02:19:45 Mike Lampert- NYC: Good job- need to run
- 02:20:08 thureiyya rodriguez: Reacted to "Quite different from..." with ❤️
- 02:21:00 Margie Echevarria: Thank you, Peter for your presentation. An important takeaway today is "Stay Humble". Gotta run.
- 02:21:10 Debra Hamilton: Reacted to "Thank you, Peter for..." with 🙌
- 02:22:04 Debra Hamilton: Thank you Peter. Being aware and humble is key. They may get to where we think they should. We need to let them get there
- 02:22:24 Cheryl Prewitt: I enjoyed this very much. Thank you.
- 02:22:29 MV Mediation : Thank you
- 02:22:30 Katy LeDuc: Fabulous presentation and discussion, thank you Peter and Julie! Can't wait to visit Antarctica and see it all in a new way!

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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.ijay.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 Julie Denny, 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).

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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.*