University of Maryland
Francis King Carey
School of Law
Center for Dispute Resolution

2026

IMPACT REPORT

CENTER FOR DISPUTE RESOLUTION (C-DRUM)



Living our Mission

UNIVERSITY of MARYLAND
FRANCIS KING CAREY
SCHOOL OF LAW
CENTER FOR DISPUTE RESOLUTION

FROM OUR DIRECTORS

Deborah Thomspon Eisenberg, Vice Dean and Faculty Director, Piper & Marbury Professor of Law (left) and Toby Treem Guerin, Executive Director and Clinical Professor of Law



At the heart of our work at the Center for Dispute Resolution is a simple but powerful mission: to advance conflict resolution processes to transform relationships, systems, and the world.

This Impact Report highlights the many ways our faculty, staff, and law students brought that mission to life over the past year through our teaching, scholarship, community-engaged work, and professional training. We expanded access to mediation and conflict resolution services throughout Maryland, with a record number of mediations conducted by our Mediation Clinic students. We delivered and empirically tested the impact of an innovative de-escalation training to frontline government employees, who increasingly encounter conflict and aggression while interacting with the public. Through our faculty's scholarship and thought leadership, we continued to shape conversations about dispute resolution processes nationally and globally.

The mission-driven work highlighted in this report is a testament to the dedication of our faculty, staff, students, alumni, volunteers, partners, and supporters. We are deeply grateful to everyone who makes this work possible and look forward to building on this momentum in the years ahead.

Enjoy!

— Deb and Toby

UNIVERSITY of MARYLAND
FRANCIS KING CAREY
SCHOOL OF LAW
CENTER FOR DISPUTE RESOLUTION

LIVING OUR MISSION



Clockwise from top left: Lisa Mebane, Quince Hopkins, Aisha Samples, Toby Treem Guerin, Deborah Thompson Eisenberg, and Nancy Schertzing.

C-DRUM's Mission: "The Center for Dispute Resolution at the University of Maryland Francis King Carey School of Law (C-DRUM) advances conflict resolution processes to transform relationships, systems, and the world."

"I am continually struck by how simple but powerful tools like deep listening and acknowledging multiple perspectives can deescalate conflict and advance meaningful change."
— Deborah Thompson Eisenberg, Vice Dean and Faculty Director

"I live our mission by focusing on the positive aspects of conflict. I help others to shift negative attitudes and see how conflict can be a catalyst for positive change."
— Toby Treem Guerin, Executive Director

"Creating opportunities for law students to expand the set of tools they use to navigate conflict is one of the most meaningful parts of my work. I live our mission by helping law students realize that their ability to build understanding can be every bit as powerful as their ability to make an argument."
— Lisa Mebane, Managing Director

"I help people through my acceptance of our mediation participants' priorities. That means that what is important to them, individually or collectively, is also important to the mediation process that I facilitate and manage."
— Aisha Samples, Senior Specialist of Collaborative Solutions

"I live our motto by approaching every situation of harm by seeking ways for those affected to heal their way to a solution."
— Nancy Schertzing, Director, Restorative Approaches in Education

"While sexual violence is not a "conflict," that can be "resolved," the ethos of the Levitas Initiative is that elements of restorative philosophy and practice can yield more healing outcomes for all participants."
— Quince Hopkins, Director, Levitas Initiative for Sexual Assault Prevention

UNIVERSITY of MARYLAND
FRANCIS KING CAREY
SCHOOL OF LAW
CENTER FOR DISPUTE RESOLUTION

TRANSFORMING RELATIONSHIPS

- Mediation
- School of Pharmacy Partnership

Photo on right: Gifts at the center, community all around. Participants placed the gifts and strengths they bring to the training at the center of the circle, creating a collective commitment to listening, understanding, healing, and meaningful engagement.



Mediation

KEY IMPACT

28

mediations conducted through the Maryland Carey Law Mediation Clinic

21

mediation sessions facilitated by the University of Maryland, Baltimore Workplace Mediation Service

Highlights:

Support provided for **10 school-based peer mediation programs**

Mediation training delivered to **62 mediators and 57 peer mediators**





Law students trained as mediators welcome K-12 peer mediators to the 2026 Peer Mediation Summit.

Whether serving employees through the University of Maryland, Baltimore Workplace Mediation Service, students in Baltimore City Public Schools, litigants in the District Court of Maryland, or parties in administrative civil rights matters, the Center for Dispute Resolution (C-DRUM) advances the effective use of mediation across a wide range of conflicts and disputes. At its core, mediation recognizes that relationships matter.

By creating a confidential, impartial, and structured dialogue, mediation provides individuals with the opportunity to communicate openly, better understand one another, and negotiate a party-designed resolution.

This year, we experienced substantial growth across all our programs, reflecting the increasing demand for constructive conflict resolution services and training.

Partnership with UMB's School of Pharmacy

KEY IMPACT

7

trainings in three years

60

faculty and staff trained



Nancy Schertzing, Director of Restorative Approaches in Education, second from the left, and participants from the Introduction to Restorative Approaches, Restorative Circles and Integration training.

Training in restorative approaches in the workplace fosters positive professional relationships and builds a work culture of strong connections and open communication. Over the past three years, C-DRUM has provided restorative training to employees from the School of Pharmacy at the University of Maryland, Baltimore. Upon completion, participants can run community-building circles and facilitate restorative dialogue. As one participant described, "having a cohort of School or Pharmacy faculty and staff who are proficient in facilitating restorative circles, as well as other types of circles where feelings and ideas are shared openly, will foster harmony and positive culture within our programs."

What participants said about the training...

"Paradigm shifting!!"

"I look forward to integrating these practices into my teaching -connecting, establishing community guidelines."

UNIVERSITY of MARYLAND
FRANCIS KING CAREY
SCHOOL OF LAW
CENTER FOR DISPUTE RESOLUTION

TRANSFORMING SYSTEMS

- Levitas Initiative for Sexual Assault Prevention
- On the Frontlines of De-escalation



Levitas Initiative for Sexual Assault Prevention

KEY IMPACT

407

students engaged in E.R.I.N. Talk lessons across 3 states (MD, MA, and CA)

135

educators enrolled in the Teacher Talk program





Photo on left: Seventh grade students at City Springs Elementary-Middle School engage in art day at the conclusion of the ERIN Talk lessons.

Photo on right: Maryland Carey Law students present an ERIN Talk lesson at John Ruhrah Middle School.

The Levitas Initiative is made possible thanks to generous support from the Erin Levitas Foundation and the Maryland General Assembly.

The Levitas Initiative exemplifies C-DRUM's commitment to meaningful social change by translating research into action, strengthening responses to sexual harm, elevating survivor voices, and advancing policies that reduce barriers to reporting and seeking justice. In addition to primary prevention through delivery of the E.R.I.N. (Empathy, Respect, Integrity, No More Sexual Assault) Talk, Parent Talk, and Teacher Talk curricula, faculty and students engaged in significant efforts to push the needle forward in the advancement of evidence-based policy and systems change.

Highlights

• Faculty continued a multi-year, multi-country study examining restorative justice programs that respond to sexually harmful behavior.

• Law Student Fellows contributed to a second article from the study, A. Cavaletto, L.M. Graham, C.Q. Hopkins, M. Spirn & B. Roberson, "Defining, assessing and promoting safety in restorative justice programs that address sexual harm: An international qualitative study," The International Journal of Restorative Justice (2026, in press).

• Law Student Fellows provided legislative testimony in support of the Stop Silencing Survivors Act (Senate Bill 295/House Bill 465).

On the Frontlines of De-escalation



Anne Arundel County employees celebrate completion of the Public Sector Frontline Employees: De escalation Conflict and Fostering Discourse Train the Trainer Workshop.



UMB Police Department officers and staff show their certificates for completing C-DRUM's de-escalation training for frontline workers.

This work was made possible by a grant from the AAA-ICDR Foundation.

Citizens' daily interactions with government personnel and law enforcement play a critical role in their perceptions about government and society. Negative interactions impact public perceptions about government and law enforcement, and contribute to a cycle of frustration, distrust, and increasingly constricted social discourse. To address this cycle, C-DRUM developed the "RESOLVE De-escalation Training."

This past year nearly 80 employees combined from the University of Maryland, Baltimore Police and Public Safety and the Anne Arundel County Government completed the training and began applying the new skills in their daily citizen interactions. An empirical analysis of the training identified statistically significant shifts in participant beliefs, knowledge, and skills, both immediately following and six months after the training.

These findings were echoed in the participant comments:

> "We've always trained our crew on how to do the work safely. This training gave them the tools to handle the people side of the work and that's where we were seeing the most challenges." Supervisor, Anne Arundel County Government

> "...a lot of my co-workers were taking it at the same time, so we would come back and discuss it. And they'd be like, 'This lady called me cussing me out today, and I used this strategy.' So, they were taking the training and putting it into practice." Trainee, Anne Arundel County Government

UNIVERSITY of MARYLAND
FRANCIS KING CAREY
SCHOOL OF LAW
CENTER FOR DISPUTE RESOLUTION

TRANSFORMING THE WORLD

- International Exchanges
- Ronna K. Jablow Fellowship



International Exchanges

KEY IMPACT

3

countries

45

teachers trained



Judge Evgeni Georgiev speaks to students in Maryland Carey Law's Mediation Theory and Practice seminar.



Nancy Schertzing presenting at Academia Hebrea in Panama City, Panama.

International exchanges strengthen partnerships, foster cross-cultural dialogue, and advance dispute resolution around the world. Last year, we welcomed judges from Bulgaria and Ukraine seeking to learn about Maryland's ADR community and traveled to Academia Hebrea in Panama City, Panama to train educators in restorative approaches. These interactions emphasize the global nature of conflict resolution and deepen understanding of its application in various contexts.

> "I found out how courts can productively cooperate with law school faculty and students, researchers, and community mediation programs to meet a broader purpose than resolving disputes – to teach the legal community and the society different methods of resolving disputes and how to choose the most appropriate one.
>
> **— Judge Evgeni Georgiev (Sophia, Bulgaria), Fulbright Scholar and 2011 Weinstein JAMS International Fellow**



Judge Evgeni Georgiev speaks to students in Maryland Carey Law's Dispute Resolution Program.

10 Years of the Jablow Fellowship

KEY IMPACT

12
Fellows

4800+
hours of service to Community Mediation Maryland

The Jablow Fellowship is made possible thanks to the generous support from Ronna's family and many donors over the last 10 years.

The impact of the past ten years of the Ronna K. Jablow Mediation Fellowship has been transformative. Established in memory of a pioneering mediator, mentor, and champion of alternative dispute resolution, the fellowship pairs future legal professionals with Community Mediation Maryland (CMM).

The work of the Fellowship has benefited both CMM and the Fellows themselves.

- Research into topics such as restorative practices, re-entry, and community/police relations
- Hands-on experience in the operations of a community-based non-profit
- Drafting content for mediation and communication training

The Jablow Fellowship has accomplished its goal, described Dr. Lorig Charkoudian, executive director, CMM, "To carry on the vision and work of Ronna Jablow, building a more peaceful and just world." And the Fellows agree. Amanda Liang 2025 Jablow Fellows reflected, "Mediation has strengthened my ability to listen deeply, navigate conflict with humility, and create space for people to articulate their own needs and values[.]"



Former Jablow Fellows pose with representatives from the law school and CMM when Maryland Carey Law was recognized with CMM's Bridge Builder Award.



2025 Jablow Fellow Amanda Liang, center, celebrates volunteer accomplishments at the Community Mediation Maryland annual gala with Maryland Carey Law Alumni, Cate Wilkins '24 (2022 Jablow Fellow and CMM board member) on the left and Samantha Fairbanks '24 on the right.

10 YEARS OF THE JABLOW FELLOWSHIP

Fellows' Voices



Amanda Liang '27
2025 Jablow Fellow

"The lessons I've learned at the mediation table throughout my fellowship and beyond will undoubtedly shape how I advocate as an attorney. Mediation has strengthened my ability to listen deeply, navigate conflict with humility, and create space for people to articulate their own needs and values."



"I got to research, write, mediate, volunteer, listen, provide input, and be heard. I really feel like I got to know people at all levels of involvement[.]"

Cate Wilkins '24 | 2022 Jablow Fellow



"I learned to navigate challenging conversations, manage emotions, and facilitate productive discussions. These skills will not only be valuable in mediation but also in any area of my legal career."

Hafsah Mansoori '25 | 2023 Jablow Fellow



"One of the most valuable things I learned during my fellowship was to not mistake having a solution for understanding a problem. Inclusive mediation challenged me to set aside my own instincts about how a conflict should be resolved and focus on understanding what matters to the people involved."

Zachary Mossburg '28 | 2026 Jablow Fellow

UNIVERSITY of MARYLAND
FRANCIS KING CAREY
SCHOOL OF LAW
CENTER FOR DISPUTE RESOLUTION

ACADEMICS & SCHOLARSHIP



Academic Achievements

KEY HIGHLIGHTS

200+

seats in broad array of dispute resolution courses

1290+

hours of services by Mediation Clinic students

Class of 2026 Dispute Resolution Graduates



By connecting classroom learning with real-world practice, Maryland Carey Law students strengthen their dispute resolution skills while expanding access to mediation and conflict resolution services throughout Maryland. The students' impact was evident in their experiences and through the communities that benefited from their expertise and commitment to advancing conflict resolution processes. Through their teaching, writing, and professional engagement, faculty explore emerging issues and innovative approaches in the field, helping prepare future lawyers to apply constructive conflict resolution processes to navigate complex issues.

A highlight this year was a paper presentation by Melissa Spirn ('26), "Why, Because You're a Jew? A Restorative Response to Antisemitism in Higher Education" at the Law & Antisemitism Conference at Cardozo School of Law. Her paper combined her unique lived experiences, education through the Restorative Justice Seminar, and her work with the Levitas Initiative.

2026 Highlights

- 6 students completed the Dispute Resolution Track
- 140+ hours of assistance to the Office of the Attorney General, Consumer Protection Division
- 39 lessons in sexual assault prevention at three schools
- 6 competitions represented by members of the ADR Team or BLSA ADR Team

Scholarship



C-DRUM Faculty, Deborah Eisenberg, Quince Hopkins and Toby Treem Guerin, presented at the Symposium on Restorative Justice in Legal Education at the University of Vermont School of Law.



Melissa Spirn '26 presenting, "Why, Because You're a Jew? A Restorative Response to Antisemitism in Higher Education" at the Law & Antisemitism Conference at Cardozo School of Law.

Toby Guerin and Robyn Weinstein, Another Look in the Mirror: 40 years of Mediation Clinical Education, Ohio State Journal on Dispute Resolution. Vol. 42 (fall 2026)

April Cavaletto, Laurie Graham, C. Quince Hopkins, Melissa Spirn & Brooke Roberson, Defining, assessing and promoting safety in restorative justice programmes that address sexual harm: An international qualitative study, The International Journal of Restorative Justice (2026, in press)

Deborah Eisenberg, Mediation and Procedural Justice: Where Are We Now?, in Discussions in Dispute Resolution: The Coming of Age (2000-2009) 162 (Oxford, Art Hinshaw et al. eds., 2025)

Deborah Eisenberg and Toby Guerin, Will the Circle Be Unbroken: The Role of Law School Centers in Advancing Restorative Justice Theory, Practice, and Education, Journal of Legal Education (fall 2025)

C. Quince Hopkins, Laurie Graham & April Cavaletto, Magic or Morass?: Interdisciplinary Work and Program Evaluation in a Law School- Based Sexual Violence Prevention Program Using Restorative Practices, Journal of Legal Education (fall 2025)

UNIVERSITY of MARYLAND
FRANCIS KING CAREY
SCHOOL OF LAW
CENTER FOR DISPUTE RESOLUTION

We sincerely appreciate all philanthropic support from our committed partners and a special thank you to our members of the Dispute Resolution Giving Society (members listed below).

- Joshua R. Chazen '14
- Neil J. Dilloff
- Jaclyn Fonteyne '19
- Barry L. Gogel '97
- Jay B. Knight '96
- Alexandria K. Montanio '16

Connect with Us

500 West Baltimore Street
Baltimore, MD 21201

410.706.4270
cdrum@umaryland.edu
www.cdrum.org

JOIN OUR MAIL LIST

FOLLOW US ON LINKEDIN

DONATE TODAY

THANK YOU FOR YOUR SUPPORT.