

How Mediation is Used by Alternative Dispute Resolution Organizations to Resolve Racial Conflict

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This study reports findings of interviews with volunteer mediators for Community Boards, a dispute resolution organization in the city of San Francisco, California, describing their approach to participating as panel members in multiethnic mediations.

The study demonstrates a notable difference in the approaches taken by mediators when race is identified as a point of contention in a mediation. The data show experience and ethnicity as variables in these responses. The findings further suggest that most mediators believe they require further training to feel equipped and comfortable in their handling of such mediations.