



## **Center for Conflict Resolution Strategic Plan – Executive Summary**

Our strategic plan is the result of many hours of conversation, debate and input from many people. To all who contributed, Thank You! In providing this executive summary, we highlight the goals we have set for ourselves and the measures by which we will know success. Our strategic plan also sets forth many tactics, too numerous for this summary, that we will use to reach these goals. As we implement our tactics, we intend to enlist the talents, assistance and good will of CCR's many stakeholders. Our strategic plan will, we hope, be a living document that continues to reflect the vision and aspirations of this organization.

### **STRATEGIC GOAL 1: Define Our Value**

**We have defined the value of alternative dispute resolution/conflict resolution and can effectively convey the value of ADR and the impact of CCR for people, courts, and communities.**

- Board, staff, and volunteers use the same language and tell the same story regarding the value of ADR and impact of CCR.
- We have developed brand ambassadors among courts, judges, community partner organizations, corporations and schools who can convey our value using our language.
- We convince more people to use CCR and increase the amount of ADR we do annually.

### **STRATEGIC GOAL 2: Define and Expand Our Impact**

**CCR has defined its impact for people, courts, and communities.**

- All CCR programs and initiatives have defined success metrics.
- We expand our existing footprint in the courts, receiving referrals from more judges and having a larger presence in the courts.
- We have established at least one conflict resolution program in a non-court setting by May, 2015.
- We establish routine training programs with Chicago area law firms.
- We develop a pilot program for one-party sessions, defining the value to participants.

### **STRATEGIC GOAL 3: Build Our Relationships**

**We have the enduring relationships we need to achieve our impact and strategic goals.**

- We partner with the Chicago Bar Association on mediation and mediation training.
- There is a broad representation of law firms on our Board and Auxiliary Board.
- Once we have established a focus area for a new program, we determine with whom to develop relationships and establish appropriate tactics.
- We establish mutually beneficial relationships with non-court related Cook County Leadership.
- Judges routinely ask for CCR and we annually increase the number of cases we receive from judges.

### **STRATEGIC GOAL 4: Strengthen Our Organization**

**We have people and processes in place to ensure that we have the optimal organizational design -- people, systems, infrastructure, and culture – to achieve our impact.**

- The Board is vital to and engaged in achieving CCR's strategic goals.
- An active Board/Staff "People and Culture Committee" oversees strategic issues including staff composition, compensation, diversity, and staffing design.
- The Auxiliary Board becomes an even more vital and integrated part of the organization through expanding its work to support CCR beyond the gala.
- The Volunteer Council assists in directing the skill and energy of CCR volunteers in attainment of strategic plan goals.
- CCR can efficiently and effectively collect, use, and share data across the organization.

### **STRATEGIC GOAL 5: Attract Financial Support**

**We grow and diversify our funding to have the people, systems, and infrastructure necessary to achieve our impact.**

- We have defined our case for support and our point of view regarding ADR and conflict resolution; we have urgent and compelling reasons for people to support CCR.
- CCR increases the amount it is raising from individuals by at least five percent each year; by 2020 individual giving has increased by 50% over 2015 individual giving total.
- Diversify our sources of fundraising revenue, so that no one source is more than 33% of our fundraising revenue.