

CADRE and JAMS Foundation Present:
Voices from the Field
Interview Clip #3 Transcript – Cindy Swain

Marshall: Cindy, what do you know now that you wished you'd known when you were starting your career? Do you have, have advice for people who are just sort of embarking on careers in special education dispute resolution?

Cindy: It is a situation where everything I have experienced has brought me to this moment, and I love that. So my advice is to just pay attention along the way, and pay attention to what's important and follow the unmet need...Follow the unmet need. And that's what we feel like we do in our, our processes. I wanted to talk a little bit about a new concept to me and that was the facilitated IEP. And so I guess if there were anything that I would do earlier on it would be to develop my facilitation skills earlier than I started. And so that my advice to anyone coming into special education is to be a peacemaker and to develop the skills that include everyone and give everyone a voice, and if they can't articulate, you know, find a way to help be their voice. I think that's...that's really...the bottom line.