

Conference Schedule

Tuesday, September 23, 2008

4:00 p.m. – 7:00 p.m.

Registration for Pre-Conference Institutes, International Day, Leadership Council, and ACMI

Wednesday, September 24, 2008

7:30 a.m. – 1:00 p.m.

Registration for Pre-Conference Institutes, International Day, Leadership Council, and ACMI

Pre-Conference Institutes – Full Day (9:00 a.m. – 5:00 p.m.)

A. Spirituality Section's Empowering Institute – Part I Global Insight in Negotiation: Practical Wisdom or Engaging in Conflict. Part II - It's Improv!

Presenters: Michael Aloï, Nan Waller Burnett, Erica Ariel Fox, Daniel Horsey, Joann Harjes, Miles Davies, Rita Callahan, and Emily Gould

Part I: Global Insight in Negotiation: Practical Wisdom for Engaging in Conflict

We spend most of our days running in circles. We answer messages, respond to crises, solve problems, and somehow hope to get it all done. Yet we know that life is more than crossing things off a list. Many of us work with people in conflict. They are in distress, in pain, at times in trauma. Day after day we open our hearts and minds to empathize with them and to assist them. Yet we know that life is more than suffering. In this half-day session, we will pause to step back and connect with deeper dimension of ourselves. We will slow down to remember the peace and joy that reside at our core. Together we will explore some of the deeper waters that flow through our lives and find ways to drink from the well so we find more meaning and satisfaction in life, both at work and at home.

Erica Ariel Fox is the Founder and Director of the Global Negotiation Insight Initiative and a partner at Mobius Executive Leadership. After practicing law for a year following law school graduation, Erica returned to Harvard Law School in 1996 as a Lecturer to teach negotiation, which she continues to do today. Over the past dozen years she has emerged as a global leader in the field, having taught negotiation around the world, including in Asia, Africa, the Middle East, Latin America, throughout Europe, and across the United States. After September 11, Erica felt a strong pull to investigate untapped perspectives on conflict as well as to respond to the need felt by many professionals for deeper meaning in their lives. She founded the Harvard Negotiation Insight Initiative to explore what ancient wisdom traditions and contemplative practices could offer the contemporary negotiation and conflict field. In 2008, Erica partnered with others in the field to expand the project and they formed an independent global non-profit organization, GNII (pronounced genie). Erica is recognized internationally for her pioneering work that explores the personal, spiritual, and deeply human aspects of negotiation and leadership. She is writing a book on this body of work, tentatively called "*Beyond Yes: Negotiating with Wisdom, Living with Mastery*". With her business partners, Erica also brings the deeper dimensions of leadership and high performing teams into companies through their consulting firm, Mobius Executive Leadership.

Part II: It's Improv!

The afternoon program will take our inner core and stretch it to the max through improv! Four very talented professional mediator/actors will lead us through a hilarious afternoon of fun and introspection.

B. Writing up a Storm: Creating a New Literature of Conflict Resolution

Presenters: Beth Roy., Mary Adams Trujillo, S.Y. Bowland, and Michelle Armster

The Practitioners Research and Scholarship Institute (PRASI) anthology, *Re-Centering Culture and Knowledge in Conflict Resolution Practice*, is intended to be used as a powerful addition to the literature of the field, a centerpiece for multicultural teaching in academic programs and training settings, as well as a stimulus for diverse research. The editors of that volume will present a training designed to get people writing and keep them going after the conference. A series of exercises and discussions will guide participants through the steps of getting started writing: discovering a central theme; putting it on paper; speaking it aloud; discussing it with supportive others; elaborating what one has to say; shaping a piece; and staying with it. The training will involve skills for building and using collaborative support and networking to get work into print. PRASI invites participants into its expanding network of practitioner-researcher writers.

Pre-Conference Institutes Half Day (Morning)

Wednesday, September 24 (8:30 a.m. – 12:00 p.m.)

C. The Art and Science of the Apology

Presenter: Nina Meierding

Timing, sincerity, language, intent, and purpose all impact the effectiveness of an apology in negotiation. This institute will look at the types of apology, the influence of culture and gender, and how the use of apology results in greater satisfaction by the parties. This workshop will focus on research and advanced strategies.

D. Advanced Principles of Restorative Justice

Presenters: Lisa Singh, Barbara Raye, and Ron Classen

This informative session will provide participants a deeper understanding of the restorative justice paradigm and help them recognize trends in the field. They also will gain insights into new trends in victim/offender mediation and learn techniques for their practice. They will develop a clearer understanding of other restorative justice models – how they are currently being practiced and how they can be used creatively in other contexts. The presenters will show them to apply restorative justice models to new contexts such as community building and organizational development. During the session, presenters also will focus on public accountability, and they will discuss how to market the vision of restorative justice.

E. Eavesdropping On Three Experienced Divorce Mediators

Presenters: Lenard Marlow, Stephen K. Erickson, and Margaret Powers

Listen while a panel of mediators responds to the kinds of practical questions they face on a regular basis. Questions such as: What do you say to someone when they first telephone you for information? Do you schedule an introductory meeting; how long is it; what do you charge for it? Do you meet with the parties separately? Do you screen the parties to assess their suitability for mediation? How do you do this? Do you have the parties agree to any ground rules? What written information do you provide the parties? What would be your reaction if one of the parties shouted or cursed at the other? How do the parties get information about the law? Do you answer legal questions? How do you respond if one of the parties asks you whether a particular proposal is fair? How do you deal with the opinions expressed to the parties by friends and relatives? And more!

F. Creating the Job You Love

Presenters: Jetta Todaro and Robert E. Wright and Two Additional Presenters

Conflict resolution practitioners whose "practices" focus in different areas will discuss how they started and how they maintain a practice in conflict management/conflict resolution, and what to consider when transitioning into what they love to do most. Although there is no "one" answer, this institute will provide helpful discussion related

to key questions, such as: When is the right time to start a private practice? What should I ask myself? What information, expertise and skills do I need? Which specialties should I consider, if any? Should I go it alone or be in a group practice? How should I focus my energies? How long will it take to really get my practice off the ground? With whom should I talk? What resources do I have and need? There will be time for participants to share experiences and start thinking of a plan.

Pre-Conference Institutes Half Day (Afternoon)

Wednesday, September 24 (1:30 p.m. – 5:00 p.m.)

G. Thinking About Your Thinking: Boosting Mediator Curiosity and Increasing Reflective Practice

Presenter: Larry Sun Fong

Impartial, third-party problem solvers can be excellent “reflective” listeners and highly skilled at reframing issues in neutral language. *But what is the next level, the next stage of creating change for clients?* Mediators sometimes lack reflective and intensive questions – questions of a difference that make a difference. It is often through subtle and sometimes obvious variations of *insightful questions* that interpersonal and intrapersonal analysis, new or innovative thinking, and possible connections are stimulated. Through the process, the parties can discover, uncover, and recover whatever is crucial to their problem at hand. Creatively formed and strategically placed questions set a stage for gathering critical information, clarifying issues, negotiating differences, working through impasse, and constructing functional agreements. This intensive and interactive institute is an expansion of a Milan (Italy) model that first started a concept of cognition and thinking to understand client needs. In this institute, problem solvers will become the experts in focusing the element of “curiosity” that the problem solving process should include in order to be effective. This skill is germane to problem solving methods and techniques in any setting where third parties have a role in assisting parties address their concerns.

H. From Gladiator to Guide; From Counselor to Mediator

Presenters: Stephen K. Erickson, Marvin E. Johnson, Jeffrey Cohen, Cheryl Stinski

The panelists will discuss how to make the transition from attorney, therapist, or other professional to mediator while earning a living wage and remaining true to core principles. In spite of challenges, the four presenters have all successfully made the transition and have built thriving practices in divorce, commercial, employment, and other types of mediation practice and consulting. The panelists will present a road map for success for persons interested in making the transition and, indeed, a road map for the challenges faced by our entire field at this time.

I. Building and Marketing a Profitable Practice in the Conflict Resolution Field

Presenters: Forrest Mosten

Practitioners in private practice must all address the same question—how do you bring in new business? How do you promote your business and your skill set? The presenters will draw upon their practical and marketing expertise to teach participants how to better market dispute resolution practices. They will include both conflict resolution practitioners as well as professional marketers. This session will include conflict resolution practitioners who have, through the years, developed and adapted techniques to fit a “profession” in its nascent stages, and who will have tips about what has worked and what has not. A marketing professional(s) will offer creative ideas and suggestions, for practitioners, that have been successful in this or other “service” professions.

International Day (Separate Registration Required)

The International Section is offering a full-day program for those interested in exploring international conflict resolution and meeting practitioners from different countries. Attendees will have the opportunity to discuss training and practices for International work. Strengthening a network of International Practitioners and expanding conflict resolution work throughout the world also will be addressed. – [Click here for agenda](#)

Advanced Commercial Mediation Institute (ACMI) (Separate Registration Required)

ACMI is a two-day advanced program for experienced commercial mediators sponsored by the ACR Commercial Section and the American Arbitration Association. This exciting program brings together the leading authorities on commercial mediation and advanced commercial mediation practitioners. A separate registration is required and participation is limited to 60. – [Click here for agenda](#)

Exhibit Hall Open

Noon – 7:00 p.m.

Leadership Council Meeting

1:00 p.m. – 5:00 p.m.

Conference Registration Open

1:00 p.m. – 7:00 p.m.

Orientation for First-Time Meeting Attendees

5:00 p.m. – 5:30 p.m.

Welcome Reception & Exhibitors Open House

5:30 p.m. – 7:00 p.m.

USIP Reception

7:00 p.m. – 8:00 p.m.

Spirituality Section Meeting

9:00 p.m. – 10:00 p.m.

Registration

7:30 a.m. – 5:00 p.m.

Morning Practice: Movement and Meditation

7:00 a.m. – 7:45 a.m.

Plenary

8:30 a.m. – 10:00 a.m.

Keynote Address: “Iraq: Where Do We Go From Here?”

Lee H. Hamilton, President and Director, Woodrow Wilson International Center for Scholars and Director, Center on Congress at Indiana University

Mr. Hamilton will speak on the subject of the future of American involvement in Iraq and the Middle East. He will address the current state of affairs in Iraq. What the United States can do to improve the situation. How the next president should apply all the tools of American power. The challenges the next president will face, and the importance of engaging and respecting the American people in the conduct of foreign policy

A roundtable comprised of expert panelists will engage in discussion with Mr. Hamilton

Panel Members:

Nabil Al-Tikriti, Assistant Professor of History, University of Mary Washington

Edwin Dorn, Professor of Public Affairs, LBJ School of Public Affairs, University of Texas at Austin

Bernie Mayer, Professor of Conflict Resolution, Werner Institute for Negotiation and Dispute Resolution at Creighton University Law School, and Partner at CDR Associates

Lisa Schirch, Professor of Peacebuilding, Center for Justice & Peacebuilding, Eastern Mennonite University

Advanced Commercial Mediation Institute

8:30 a.m. -5:00 p.m.

Break

10:00 a.m. – 10:30 a.m.

Concurrent Mini-Plenary Sessions

10:30 a.m. – 12:30 p.m.

Mini-plenary sessions are designed to highlight a movement, event, or directions that hold special appeal to a greater number of conference participants beyond a regular session. These sessions will challenge us to be forward thinking and creative, identify new, expanding or innovative areas of practice, and will describe issues in a way that can raise our level of understanding of their impact, consequences, possible solutions, or our roles. White papers to advance the discussion on each topic will be written after the conference for publication.

Mini-Plenary 1

Addressing the Realities of the ADR Field: The Need for Greater Diversity in the Selection of ADR Service Providers

This mini plenary will discuss research identifying barriers in the selection of diverse ADR professionals and explore proactive solutions for expanding the access and use of diverse ADR practitioners. Panel representatives from a corporation, university, ADR roster and a ADR diversity initiative program will address issues such as enhancing awareness of the need for diverse ADR service providers, increasing diversity competency in the ADR field, eliminating barriers to participation by diverse ADR professionals, overcoming challenges encountered by current ADR diversity programs, institutionalizing diversity commitments of ADR organizations, rosters and panels, and promoting future ADR diversity initiatives. Organized by the Diversity and Equity Committee

Panel Moderators:

Fernaundra Ferguson, Pensacola, FL
Angelia Tolbert, Little Rock, AR

Panel Members:

Marvin Johnson, Crofton, MD
Rose Schindler, Los Angeles, CA
Anu Rao, Houston, TX
Maria Volpe, New York, NY

Mini-Plenary 2

Whither the Immigration Integration Nation? Community and Policy Responses to Immigration, Migration & Complex Social Change

“Immigration? They just need to go back where they came from and get in line like everybody else.” “Trespassing is illegal, people are not. We need humane responses to immigration.” Sound like any of the voices around you? Whither the culture of welcome of immigrants in an age of hyper-security and hardening borders?

Convening practitioners, civic leaders and academics from diverse geographic regions and immigrant communities from across the borderlands of the interior and the U.S. Southern border, this plenary will highlight possible roles of conflict resolution processes to address tensions and conflicts related to immigration, integration and social change. Panelists and participants will together, engage in dialogue about diverse collaborative processes and practices that some communities and organizations are embracing in response to conflicts stemming from migration, immigration, integration and security concerns in practice and policy locally and nationally.

Panel Moderators:

Tom Brenneman, Harrisonburg, VA
Lisa Schirch, Harrisonburg, VA

Panel Members:

Gina Cerasani, Prince William County, VA
Ethan Finley, Prince William County, VA

Mini-Plenary 3

Conflict Resolution & Higher Education

In trying to build a shared agenda for conflict resolution and higher education, this mini-plenary will address four overarching issues: 1.setting core competencies and standards in undergraduate and graduate conflict resolution education, 2.exploring the link between graduate education and credentialing, 3. conflict resolution within the university and its surrounding community, and 4. making colleges and universities more accessible as a resource to practitioners. Participants will leave with a broad picture of pressing issues in the relationship between higher education and conflict resolution, and – we hope – will have begun a conversation that will continue throughout the conference and long after participants have headed home.

Panel Moderator:

John Windmueller, Baltimore, MD

Panel Members:

Nina Meierding, Bainbridge Island, WA

Mini-Plenary 4

Emerging Communities for Fostering Conflict Engagement in Health Care

In 2004, 2006 and June, 2008, three conferences were convened to gather an international group interested in working toward improving ways in which health care professionals, dispute resolutions specialists, legal professionals and consumers work together to provide high quality care. They began and are continuing to collectively create a foundation for the next step in this country's evolution toward safer patient care in every healthcare setting, in healthier work places, and in humane conflict resolution practices and compassionate healing practices.

Paradoxically and for many reasons, the current culture of health care itself has been identified as the leading contributor to unsafe care. In addressing these tensions, courageously and effectively, through engaging new conversations among *all* the stakeholders, a healthier system of care *can* emerge. Effective strategies exist in the practices of conflict engagement, dispute resolution and collaborative law that, when innovatively integrated, form a framework for the creation of a new vision of possibilities for shifting toward effective collaborative cultures in health care organizations.

This mini-plenary will reflect the efforts that have been built over the three conferences. It will disseminate and review the outcomes of the June conference held at The Werner Institute for Negotiation and Dispute Resolution at Creighton University, and engage ACR participants in informing the next dialogue on the issues within the dispute resolution community. Join us in enlarging the group of individuals who seek to address the myriad issues we all face. Additionally, a draft White Paper outlining best practices for conflict management training for health professionals will be distributed for the ACR community to build upon.

Panel Moderator:

Debra Gerardi, Half Moon Bay, CA

Panel Members:

Four members of the previous three conferences mentioned above.

Mini-Plenary 5

The Legacy of Colonialism, Ethnic, Religious, and Racial Segregation, Discrimination, and Slavery: Institutional Responses in the United States, Australia, and the North of Ireland/Northern Ireland

Panelists will discuss work being done by institutions to look at past injustices with present day legacies of conflict as well as attempts being made to build a different future. Speakers will address this in multiple contexts. At the University of Virginia, a group of faculty and community members is exploring how the University community can complete the transition from the legacy of slavery and segregation to a community of shared purpose, one in which we more fully understand our history but are no longer defined by that history. In Australia, the government instituted the historic Apology Day as a way to acknowledge past wrongs committed against Australia's indigenous people, specifically, the "stolen generation." In Northern Ireland/the north of Ireland truth recovery processes are highly contentious and the role of the state in the conflict and truth recovery are hotly debated as a state-appointed panel is presently considering options for Dealing With the Past. Panelists will explore a dialogue on reparations in response to the ethnic cleansing of indigenous peoples in the United States as illustrated in the experience of the Dakota people of Minnesota. Organized by Public and Intense Conflicts Committee

Panel Moderator:

Leah Wing, Amherst, MA

Panel Members:

Gabrielle Tateyuskanskan, Waubay, SD
Claire Hackett, Belfast, Northern Ireland
Frank Dukes, Charlottesville, VA
Howard Vogel, St. Paul, MN
Penelope Harley (invited) Denver, CO

Mini-Plenary 6**Addressing the Needs of Soldiers and Their Families: Conflict Resolution Responses to Returnee Issues**

United States soldiers and their families face many challenges while the soldier is deployed and upon returning from Iraq and Afghanistan. Many of the issues faced by returnees are well publicized, but the conflict resolution responses are not. This mini-plenary will highlight military and civilian responses to these challenges in three areas: medical care, employment and family matters. The discussion will include an overview of the development of an innovative ombuds program at Walter Reed and the Army Medical Command, conflict resolution processes available to reservists and guardsmen experiencing employment issues, and related resources available to reduce the stress and challenges for military families.

This panel also will discuss the potential for military-civilian cooperation and collaboration to address long-term conflict resolution needs of returnees.

Panel Moderator:

Rachel Barbour, Washington, DC

Panelists:

Adelita Gallardo, Washington, DC
Roland Keller, Washington, DC
Christine (Chris) Kopocis, Washington, DC
Daniel Rainey, Washington, DC

Lunch on Own & Town Hall Meeting

12:30 p.m. – 1:30 p.m.

Workshop Series I

1:30 p.m. – 3:00 p.m.

1.01

The Value of Conflict Avoidance: Integrating OCM and OD

Maria Simpson, Los Angeles, CA

This session will review three case studies in which organizations incorporated conflict avoidance into their design: a nationally recognized arts organization that developed a performance evaluation system, a regional nonprofit that developed a management training and development system, and a university campus architecture department that revised its team processes. These case studies provide examples of how organizations put this approach into practice and the benefits that resulted. The presenter, who served as a consultant on the project, will provide an insider's view of how the systems were designed.

1.02

Fairness, Understanding, and Satisfaction: Impact of Mediator and Participant Race and Gender Mix

Lorig Charkoudian, Glen Burnie, MD

This interactive session will examine the impact of the mix of mediators' and participants' gender and race on participants' perception of several aspects of the mediation process. Participants also will be able to share their experiences of how race and gender have affected their mediations.

1.03

The Ombuds as Student: Using What We Learn

Wayne Blair, Chapel Hill, NC

Laurie Mesibov, Chapel Hill, NC

Join us for a discussion about lessons learned (yours and ours) through our work as ombuds. The focus will be on what we learned that changed actual practice with visitors to our offices or others in our organizations. Come prepared to contribute your experiences and insights. Your "Aha!" moments and ideas developed through reflection and study are welcome.

This panel will examine a diverse set of concerns and issues surrounding environmental conflicts and environmental conflict resolution (ECR), including: an examination of the cultural roots of environmental conflict; the role of facilitators in long-term ECR processes; the role urban environments play in peace building, and issues surrounding assessing the impact of ECR efforts.

1.05

CRE: Learning from the Research

Marsha Blakeway, Washington, DC

Leigh Jones Bamman, Storrs, CT

Over the past 20 plus years, conflict resolution education programs, including peer mediation, have been researched and/or evaluated for their effectiveness in K-12 school settings. Research has proven that well-run conflict resolution programs are effective in improving overall school and classroom climate. This panel will focus on what makes a "well-run" program.

1.06

Whose Job Is It Anyway?: Developing the Next Generation of Arbitrators

Rocco Scanza, Ithaca, NY

Richard Fincher, Phoenix, AZ

David Lipsky, Ithaca, NY

Mary Newhart, Ithaca, NY

Currently, few ADR programs focus attention on the arbitration process and, remarkably, even fewer provide educational and training opportunities for current and future arbitrators. This program will provide an in-depth examination of this potential dilemma and offer suggestions on how to meet the future needs of the profession and the marketplace.

1.07

The Value-Based Challenge and Contribution of Restorative Justice to Conflict Resolution

Howard Vogel, St Paul, MN

We will interactively explore how the transformative possibilities of restorative justice emerge within the distinctive form of dialogue practiced in peacemaking circles. We shall see how Circle dialogue is both preparation for, and an example of, community-building in the midst of conflict. We'll discuss the promise of restorative justice as an approach to conflict resolution to address the experience of Native Americans in conflict with non-indigenous people in the United States.

1.08

Mediation with Clients with Mental Impairments

Lynda Frost, Austin, TX

Connie Beck, Tucson, AZ

Timothy Hedeem, Kennesaw, GA

This interactive workshop details practical and ethical challenges of mediating with clients with mental impairments. Regardless of any formal mental health training, mediators attending this session will learn to identify relevant issues, determine when they are significant to the appropriateness of a given mediation, and maximize the ability of clients to participate in mediation.

1.09

Graduate Education: Where Are We Headed? How Will We Know When We've Gotten There?

Ellen Wayne, Baltimore, MD

John Windmueller, Baltimore, MD

Mara Schoeny, Arlington, VA

Graduate programs in conflict resolution have grown in number, but we have not yet answered critical questions about the kind of education they should provide. What are essential core competencies? What curriculum elements can best develop those competencies? How can we fill the gaps that exist in conflict resolution education? We will use a case-study of one graduate program as a springboard for discussing these critical but unanswered educational questions.

1.10

Creation of Spiritual Community and Conflict Resolution

Michael Aloï, Fairmont, WV

Nan Waller Burnett, Golden, CO

Louise Phillips-Senft, Baltimore, MD

The search for community in conflict resolution can be viewed as a spiritual quest. Conflict can be a force that separates us from the other side, ourselves and the community. To resolve conflict is a process of coming and being together – of building a community – be it a community of two or many.

1.11

Iraq War: Perspectives from the Inside

Raed Jarrar, Washington, DC

What is the Iraqi narrative of the current war and occupation? The presenter will discuss the roots of the Iraqi internal violence and political conflict, and explain why the majority of Iraqis are demanding a complete withdrawal of all foreign troops.

1.12

Ally and Atticus: In Search of the Restorative Lawyer

Marshall Yoder, Harrisonburg, VA

Brenda Waugh, Winchester, VA

What is the role of the lawyer in healing conflict? The workshop leaders, experienced attorneys with diverse backgrounds, are committed to transforming the role of lawyers. Cultural assumptions about lawyers stand as an obstacle to reframing this role. They will examine how lawyers and non-lawyers can begin to let go those assumptions and start the journey to a restorative practice.

1.13

Addressing ADR's Ebbs and Flows in Our Culture

Patrick Westerkamp, Matawan, NJ
Rita Callahan, Atlanta, GA
Robert Angelo, Rutgers, NJ

As individuals, we can do little. The question for discussion is how does our profession recognize and address ADR's ebbs and flows in our culture? Mediation appears to be entering a golden age. This is wonderful, for now. In the longer term, however, how can the ADR community keep dispute resolution responsive to the needs, concerns, and criticisms of its clients? What are the practical reasons for caring? Is failure an option?

1.14

Post-Mediation Dissection: Reading the Entrails

Ian Szlajak, Ottawa, Ontario, Canada

(If you plan to attend this session, contact Ian Szlajak at iszlajak@resolutionhouse.com for important workshop materials prior to the session)

This workshop will focus on how a reflective mediator might structure his or her post-mediation process to enhance self-awareness and learning, with a view to continual improvement. Examples will be provided and audience participation will be encouraged.

1.15

Elder/Adult Family Mediation: A New and Evolving Field

Elder Mediation (Adult Family Mediation) is a new practice area evolving in response to the aging of our population. This practice area focuses on issues triggered by transitions inherent in the aging process such as care giving, housing changes, medical decisions, safety concerns, finances/estate planning, end of life decisions, and relationship dynamics. Learn to meet the challenges and needs of your clients through innovative models for intake, pre-mediation preparation, process tools and strategies, cultural competence and ethical issues.

Marcia Haber, Rolling Hills Estates, CA
Arline Kardasis, Norwood, MA
Barbara Manouso, Houston, Texas

1.16

Bridging the Gap Between the “West” and the “Arab and Muslim World” Using Cutting Edge Technology

Kathleen Coogan, Naperville, IL
Bryan Hanson, Omaha, NE
Mark McKenna, Emeryville, CA

Panelists will discuss the potential for using web-based technology to engage parties in relationship building when face-to-face dialogue is difficult. They will describe the Soliya Connect program, an initiative that uses web-based technology to engage future decision makers from the West and the Middle East in live video and audio dialogues regarding culture, conflict resolution and politics.

1.17

Spanish Session

La Mediación en los Conflictos Sociales Mediation in Social Conflicts

Walter Wright, San Marcos, TX
Maria Ailello de Almeida, Buenos Aires, Argentina
Mario Almeida, Buenos Aires, Argentina
Alicia Beatriz Garayo, Buenos Aires, Argentina

La marginación y la pobreza producen exclusión social. La consecuencia de esta violencia estructural es la respuesta violenta de las víctimas. No debe olvidarse que la justicia social está ligada al bien común. Demostraremos la conexión entre teoría y práctica, describiendo una situación real, emplazada en Buenos Aires, explicando las técnicas adecuadas para abordar la violencia estructural.

Marginalization and poverty produce social exclusion. The consequence of this structural violence is the violent answer of the victims. It should not be forgotten that social justice is tied to the common good. We will demonstrate the connection between theory and practice, describing a real situation, located in Buenos Aires, explaining the suitable techniques used to approach such structured violence.

Break

3:00 p.m. – 3:30 p.m.

Workshop Series II

3:30 p.m. – 5:00 p.m.

2.01

Creating a New Paradigm for Forgiveness and Reconciliation as Realistic and Reachable Goals

Eileen Barker, San Rafael, CA

Darrell Puls, Kennewick, WA

Learn a powerful process designed to help those in conflict move beyond anger and pain to forgiveness. Using this process, mediators can help participants go passed the usual boundaries of conflict management and settlement to forgiveness and relationship repair. The result is a deeply moving experience for the practitioner and an exercise in what seems miraculous for the participant.

2.02

Crisis Intervention Innovations: Conflict Transformation in Law Enforcement and Mental Health

Julie Diamond, Portland, OR

Liesbeth Gerritsen, Portland, OR

In physical health crises, people often end up in an emergency room. In a mental health crisis, people more often end up in jail. As a result, police officers become first responders in mental health crises. This presentation outlines the training innovations used by the Portland Police Bureau. It will focus on their transformative approach to crisis and conflict, which reduces the stereotyping and stigmatization that can lead to errors of judgment and escalation of conflict.

2.03

Collaborative Leadership, Power, and Trust

Gregg Walker, Corvallis, OR

This workshop is theory-based but emphasizes the practice of collaborative leadership in challenging conflict and negotiation situations. It links collaborative leadership to trust and power variables. The simulation includes a rich “de-brief” discussion.

2.04

Expanding the World of Conflict Coaching... Through Use of Assessment Instruments

Debra Dupree, San Diego, CA

Cinnie Noble, Toronto, Ontario, Canada

Craig Runde, St Petersburg, FL

Conflict coaching, combined with the use of conflict assessment instruments, helps people focus on ways to shift unproductive behaviors to developmental opportunities. This interactive program highlights coaching strategies combined with three types of instrumentation. It will demonstrate how this combination helps clients and practitioners grow.

2.05

Misconnecting: The Impact of Court-Connected Mediation Programs on the Private Mediator

Justin Corbett, Indianapolis, IN

What effects do court-connected mediation programs have on local mediators in terms of number of practitioners, their case volumes, and hourly rates? This session will examine the Indiana Family Court Project's local impact in both rural and urban settings. Participants will examine the symbiotic relationship between new court-connected programs and local mediation providers.

2.06

Conceiving Coexistence as a Tool for Conflict Prevention

Mark Chupp, Cleveland, OH

Intervening in intergroup conflict often addresses a crisis while promoting peace and assumes a focus on the conflict dividing the groups. A new approach with different assumptions discovers moments of peaceful coexistence. Scholars and practitioners will present examples and methodologies for investigating peaceful coexistence that move beyond the rational and social dimensions to the symbolic.

2.07

Texas Dispute Resolution Centers: Practical Successes and Case Studies

LaCrisa Gilbert, Dallas, TX

Carl Lucas, Paris, TX

Kathy Bivings-Norris, Conroe, TX

Marlene Labenz-Hough, San Antonio, TX

This workshop will showcase the Dispute Resolution Centers (DRC) of Texas by category of small, medium and large. Over the last 21 years, dispute resolution has grown exponentially across Texas from the first three DRCs in Houston, Dallas and Ft. Worth in the 1980s to newest DRC in Keerville southwest Texas Hill Country. A dispute resolution center executive director will represent each category.

2.08

Sisterhood for Peace: Sudanese and African Women Organizing Cross Conflict in Sudan

2.09

Mediator Excellence: What's Self-Awareness Got to Do With It?

Cheryl Jamison, Annapolis, MD

Rachel Wohl, Annapolis, MD

Louise Senft-Phillips, Baltimore, MD

What is the relationship between self-awareness and mediator excellence? How can mediators begin to recognize when their emotional states are getting "in the way" or when they are mentally drifting off and losing some of what is going on at the mediation table? This session will address these questions using interactive exercises, group discussion and practical tools.

2.10

Development, History and Outcomes for Successful Ombuds Office in World-Renowned University of Texas, M.D. Anderson Cancer Institute

Anu Rao, Houston, TX

William Brock, Houston, TX
Jetta Todaro, Houston, TX

The University of Texas M.D. Anderson Cancer Center in Houston, Texas, broke new ground when it undertook a new approach to old problems. Eight years ago it established an Ombuds office for faculty and staff. Positive outcomes for the system have been realized and resulted in increased dialogue and talent retention. The history of the program and a step-by-step description of the barriers, challenges, issues addressed, ramifications and outcomes will be described, as well as recommendations for institutions considering a program. Organizational leaders and conflict resolution professionals wishing to learn more about this approach and the growing field of Ombuds are invited to attend this presentation.

2.11

Mediating Abroad: Making the Paradigm Shift

Lynn Cole, Tampa, FL

In order to mediate effectively in a foreign culture, a mediator must make a paradigm shift by shedding an ethnocentric approach to mediation and by embracing the cultural and ethnic identity of the host society. The presenter will discuss generally why it is important to assimilate cultural distinctions such as: religion and its impact on daily life; the country's history of domination and how it impacts the national psyche; and, a country's ancient forms of mediation adaptable to a modern society. Seeing behaviors of people from a different culture from the viewpoint of that culture, rather than from one's own ethnocentric view, encourages a development of a sustainable mediation approach uniquely valuable to that society.

2.12

Introducing Peace and Conflict Paradigms in Departments of Political Science and Criminal Justice: Lessons Learned

Marie-Jose Tayah, Marysville, OH

Thaddeus Hicks, Marysville, OH

This workshop offers the trainers' experience in designing curricula with peace and justice frameworks for students of political science and criminal justice studies. The presentation is broken down into 5 sections: terminology; paradigms and theories that the disciplines operate from; referenced literature; subfields of these disciplines where opportunity for collaboration exists; and challenges.

2.13

Impacting Policy via Media

Michael Shank, Arlington, VA

Local, state and federal policy is heavily influenced by print, television, radio and online media. Consequently, it is increasingly important for the conflict resolution community to maintain a strong visible presence within the media. This workshop provides conflict resolution practitioners with a basic overview of tools needed to effectively write and publish material in mainstream media, pitch stories to journalists, and prepare for television and radio interviewing.

2.14

The Impact of Culture on Negotiation and Mediation

Nina Meierding, Bainbridge Island, WA

This advanced workshop will focus on how different cultures process information, look at risk, use direct and indirect language, view power, and negotiate agreements. Participants will learn specific strategies to communicate more effectively across cultures.

2.15

Conflict Resolution Education: An Examination of Student Learning Outcomes

Judy Rashid, Greensboro, NC

This session will illustrate a successful partnership between academic and student affairs that serves to enhance student learning through the teaching of a course by a student affairs administrator titled, Foundations of Negotiation and Conflict Resolution. Session participants will engage in a discussion around the results of a pre and post survey of qualitative student learning outcomes.

2.16

The Truth About Race: Stomping on Eggshells

Daniel Horsey, Denver, CO

Christy Cumberlander Walker, Columbus, OH

Many of us relish today's multicultural world, but how far have we really come? We'll explore the eggshells we walk on, the hoops we jump through, the public apologies we've become accustomed to, the not-so-subtle venomous language that sometimes passes for diversity and inclusiveness. Come prepared to share what we say, what we hear, what we'd like to say, and what needs to be said.

2.17

Spanish Session

Mediación y Diversidad: Un Desafío en pos de un Servicio Social

Mediation and Diversity: A Challenge in the Search for Social Service

María Cristina Cavalli, Buenos Aires, Argentina

María del Carmen Muñoz, Buenos Aires, Argentina

Moirah Mahon, Buenos Aires, Argentina

La multidisciplinaria en beneficio de la diversidad. En la práctica trabajan, enriquecen y potencialicen con la diferencia. Mayor creatividad, hacia la transformación de las percepciones, es el incentivo del logro final. La utilización de un lenguaje que construya el dialogo como herramienta hacia la no discriminación, hacia una comunicación constructiva. Todo mediador, posee habilidades propias de su saber específico, el cómo pensar y proceder en los diferentes temas. La práctica en los Centros de mediación.

Multidiscipline for the benefit of diversity. In practice, actually these works, enrich and they create potential for the difference; and greater creativity, towards the transformation of perceptions, which is the incentive of the final achievement. The use of a language that builds dialog like a tool that helps to prevent the non-discrimination and helps towards the construction of good communication. All mediator owns their abilities and particular and their specific knowledge; how to think, to act and react according to different issues and the practice in Mediation. Centers.

Education Section Meeting

5:00 p.m. – 6:30 p.m.

Editorial Board Meeting for Conflict Resolution Quarterly

5:00 p.m. – 6:30 p.m.

Donor Reception

5:30 p.m. – 6:30 p.m.

Reception/Dinner Buffalo Billiards

6:30 p.m. – 9:30 p.m.

Loving kindness Meditation

6:45 a.m. – 7:15 a.m.

Registration

7:00 a.m. – 5:00 p.m.

ACR Annual Membership Meeting with Continental Breakfast

(All conference attendees welcome)

7:30 a.m. – 8:45 a.m.

Exhibits Open

8:30 a.m. – 4:00 p.m.

Break

8:45 a.m. – 9:15 a.m.

Youth Day Program

9:15 a.m. – 3:00 p.m.

Why Is It So Hard to Say I'm Sorry? Lessons Learned About the Art of the Apology

Nina Meierding, Bainbridge Island, WA

Afternoon Program

TBA

Workshop Series III

9:15 a.m. – 10:45 a.m.

3.01

Standing on the Shoulders of Giants: Rethinking Certification

Archie Zariski, Athabasca, Alberta, Canada

Frank Motz, Canton, OH

Vicki Knudsen, Helena, MT

Debra Dupree, San Diego, CA

Tania Sourdin, Melbourne, Australia

Could certification through an accredited college degree program assure quality, enhance professionalism and promote diversity all at the same time? If Australia can adopt a national certification program, why can't we? Join this panel to discuss these questions and rethink the possibility of national certification.

3.02

Peer Mediation "Texas Style" Is Alive and Well

Margaret Ann Leeds, San Antonio, TX

Mike McMullen, Houston, TX

Frank Rizzo, San Antonio, TX

Mary Alice Smallbone, San Antonio, TX

Peer Mediation "Texas Style" is alive and well! Learn how it works from experts in the Bexar Co. AIM program and the NEISD PALS Peer mediation program, and review academic research from the University of Houston - Clear Lake assessing the results of peer mediation programs in urban, suburban and rural districts in

Texas. The research also identifies effective strategies and techniques used to maintain a “win-win” atmosphere among students, teachers, and school administrators.

3.03

Forgiveness Factor: A Successful Partnership Project for High School Students

Lynne Lang, St. Louis, MO

Forgiveness Factor: transforming 6-session program for high schools/communities. Break the bullying cycle of pain, rage and revenge through empathy and compassion, forgiveness and reconciliation. A successful national partnership – Fetzer Institute and St. Louis’s PBS – KETC Channel 9 and BJC HealthCare School Outreach. View outcome data, campaign video material and learn how to further the work.

3.04

How Mediators Can Enhance Collaborative Practice

Nora Kalb Bushfield, Atlanta, GA

Mediators are missing a tremendous business opportunity by failing to develop a relationship with collaborative practice professionals. In the past, some mediators have viewed collaborative practitioners as competition. Fortunately, there is a growing recognition that mediators have a great deal to offer to collaborative practice, especially as civil collaborative practice continues to expand.

3.05

Religious Principles in Conflict Resolution: What’s Faith Got to Do with It?

Trip Barthel, Reno, NV

Amy Knorr, Harrisonburg, VA

Shamil Fattakhov, Reno, NV

In this interactive session, we will explore conflict resolution from the points of view of a variety of faiths. We will consider the principles, processes, behaviors and outcomes from Hindu, Buddhist, Jewish, Christian, Islamic and Baha’i perspectives. Through discussion and interaction we will gain a deeper understanding and appreciation of the role faith plays in informing our practice.

3.06

From Higher Ground to Highergroundswell.com: Creating a Virtual Community for Co-Conspirators

Marina Piscalish, Kailua, HI

Frank Dukes, Charlottesville, VA

This session is for those who believe in advocating for and experimenting with group processes that seek to be culturally responsive and socially responsible or justice-seeking. Based, in part, on lessons learned from applying principles described in *Reaching for Higher Ground in Conflict Resolution : Tools for Powerful Groups and Communities* (Jossey Bass, 2000), this session reunites the authors and like-intended colleagues. Together they will weave a shared story of the next frontier in this work, how it will can redefine our field and shape our practices.

3.07

All for One: Working Together to Expand the Practice of Conflict Coaching

Ross Brinkert Abington, PA

Cinnie Noble, Toronto, Ontario, Canada

Conflict coaching is a process for helping individuals enhance their conflict understanding and skills. The presenters will provide updates on two of the most well-known conflict coaching models and invite participants to explore how conflict coaching can generally complement other conflict management practices and bring new vitality to our field.

3.08

Smart Sentiment in Dispute Resolution

Stuart Elovitz, Corpus Christi, TX

Smart Sentiment; is using moral and emotional intelligence. The periodic table of negative emotions and Solomon's 7 secrets is the essence of the program.

3.09

Complexity Science Concepts for the Next Generation of ADR Practitioners

Timothy Germany, Sands Point, NY

This highly interactive workshop will introduce ADR practitioners to the world of Complexity Science. Concepts like emergence, patterns, self-organizing, agents, containers, exchangers, and differences help us deal with "uncertainty" at all levels. Chaos Theory, Complex Adaptive Systems and Dissipative Structures teach us to be consciously competent in our ADR work.

3.10

Putting the Eclectic Style of Mediation to Work

Melissa Marosy, Woodland, CA

Eclectic mediation involves using any and all styles of and approaches to conflict resolution more or less simultaneously, responding to each moment, as opportunities present themselves. Learn how one mediator uses a transformative-influenced approach to implement an eclectic style of mediation while calling on other alternative dispute resolution techniques as needed.

3.11

Getting Down to e-Business: Using Online Dispute Resolution to Expedite the Resolution Process

Charles Brofman, New York, NY

In many disputes, a series of hurdles, whether they be time, distance, or interpersonal, can impede the dispute resolution process and stretch out the time it takes for all parties involved to reach a resolution they feel they own. In this session, we will discuss not only how ODR mechanisms expedite the dispute resolution process, but how practitioners can use such mechanisms to manage a larger case load in a shorter period of time.

3.12

Michigan's Model Domestic Violence Screening Protocol - A Seven Year Study

Anne Smiley, Lansing, MI

This session will present the model Michigan domestic violence screening protocol and the results of a survey launched to assess how the survey is being used in the seven years of its existence. The session also will include an opportunity to experience the protocol as well as information pertinent for determining the appropriateness of cases for mediation and what to do if abuse is discovered.

3.13

Mediation, Meditation, Medication: Getting Parties to the Table Without Crossing the Line

Seth Lubin, New York, NY

Elena Bayrock, New York, NY

Birgit Larsson, Brooklyn, NY

Through the insights of three New York City-based present and former case managers experienced in getting often-difficult clients to the table, participants will learn how to “sell” mediation. Presenters will use group exercises and demonstrations to discuss ethical ways of approaching and explaining mediation to clients.

3.14

Dynamics of Consciousness in Conflict Resolution

Susan Allen Nan, Arlington, VA

This session will use presentation, interactive exercises, and discussion to explore the shifts in consciousness that occur during conflict resolution processes. It also will cover what practices support these shifts, how these shifts bring about changes in the concrete conflict structures and dynamics, and implications for conflict resolution practices.

3.15

Conflict Resolution Through Hindu and Islamic Traditions

Lisa Singh, Dayton, OH

Hathiramani Kumar,

This session will explore conflict resolution through Hindu and Islamic scriptures to uncover fundamental concepts of conflict resolution in Hindu and Islamic cultures.

3.16

Objectivity in Philosophy 101: Insights for Everyday Practice

David McNabb, Toronto, Ontario, Canada

Alex Klein, Toronto, Ontario, Canada

Mediators and Ombuds practitioners will gain new insights for practice from this presentation and discussion of Objectivity. During the 20th century, the notion of objectivity came up for persuasive and influential criticism in Philosophy. These criticisms have profound ramifications for how we understand the nature of our own intellectual work everyday. Should we strive to use methods that are dispassionate, apolitical, and/or neutral? Do such notions of objectivity even make sense at all, or are they illusions, as critics contend? More recently, some philosophy scholars who are sympathetic with these criticisms have nevertheless attempted to develop salvaged accounts of objectivity.

Professor Alex Klein will lead this presentation and discussion which is designed to familiarize Ombuds and Mediation practitioners with a variety of theoretical issues that may relate to practice. Our focus will be on theoretical discussions of objectivity in philosophy and there will be a preliminary application to a mediation case study. David McNabb, Chair of the Ombudsman section will introduce Professor Klein and the genesis for the idea of the panel. Please bring your own views and the views of known scholars on neutrality, impartiality and objectivity and how they inform your practice.

3.17

Spanish Session

Educación en la No Violencia: Llegando a Consensos

Education in Non-Violence: Getting to a Consensus

María C. Lucia Amorocho, Bogota, Columbia

El respeto a las diferencias lleva a consensos y los prejuicios llevan a desacuerdos. El propósito de este taller es trabajar estos dos aspectos de la cotidianidad del ser humano.

Respecting differences leads to consensus, and prejudice leads and takes to disagreements. The intention and purpose of this workshop is to work with these two aspects of everyday life in the common human being.

Break

10:45 a.m. – 11:15 a.m.

Facilitated Discussions on Diversity and Equity

11:15 a.m. – 12:15 pm

The facilitated discussions provide a space for open dialogue about issues related to diversity and equity, including race and conflict resolution. Racism and other forms of prejudice create systemic and individual discrimination and significant conflict in the lives of people around the world. The facilitated discussions are held without competing programming so that ACR can direct attention to these important issues, and so that attendees can participate in rich and challenging discussion about how these issues relate to the conflict.

DE-1

White Privilege: Beyond Diversity

Annie Tucker, Iowa City, IA

As mediators, we are ethically required to be impartial or equally partial. Those of us who are white in this society may have some assumptions we are unaware of or some gaps in our understanding that could compromise our neutrality / multi-partiality and our effectiveness. We will discuss the issue of privilege as it relates to our work as mediators.

DE-2

Living Together: How Do Different Identity Groups Experience Integration?

Mark Chupp, Cleveland, OH

Simply occupying the same geographic space does not create community. As neighborhoods and even rural areas become more diverse, each identity group (race or ethnicity) seeks to maintain its cultural heritage, values, and norms while living in an integrated context. This session will explore with participants how their own identity group views and experiences integration, including the challenges and benefits. Beyond the melting pot, we will also explore new metaphors and images that exemplify our own hopes and expectations for living together in an integrated society.

DE-3

D&E Survey Results

Angelia Tolbert, Little Rock, AR

Fernaundra Ferguson, Pensacola, Florida

DE-4

Walking the Talk 2008

(By and For People of Color)

H. Ray Lanier, Washington, DC

How do we suit our actions to our words? What have we done for diversity and equity? What do we want to do for diversity and equity?

DE-5

Making Mediation Models More Respectful and Inclusive, Given the Diversity of Mediation Parties

Ellen DeBenedetti, Pittsburgh, PA

Jerome Jackson, Pittsburgh, PA

Participants will have an opportunity to share and discuss ideas on how to adapt current models of mediation or how to design models, which are respectful of the parties. The presenters will each bring a model to discuss. The presenters are a white woman and an African American man, of different ages and religious backgrounds. We each

have spent time thinking about adapting current models or designing culturally specific models. We have differing views on how this can be done. We will bring models that we think address some diversity and race issues, and hope participants will do the same.

DE-6

Using Theater of the Oppressed Technique to Encourage Discussions About Power Imbalances

Lisa Singh, Dayton, OH

The Theatre of the Oppressed is a series of techniques using theatre exercises to explore issues of internal and external oppression. We will look at how we can use these techniques to discuss power imbalances related to oppression.

DE-7

The Impossible Dream: A Black Man in the White House?

Connie Barnaba, Houston, TX

Barak Obama has seized the Democratic nomination for president of the United States. There are some who believe that he is an inspirational leader whose vision has the power to transform the country. There are others who believe that Obama clenched the nomination not by virtue of his vision or any other intrinsic quality that can be directly attributed to the candidate – who believe that it was Obama's blackness and the black votes that it attracted that transformed him into a political powerhouse who defeated Hillary Clinton's bid for the White House. If race continues to be the underlying reason for our personal and professional politics, has anything really changed in America? Is the nomination of Barak Obama for president, like the appointment of Clarence Thomas to the Supreme Court, exploiting race as the strategy of choice to deny access to the best qualified leaders in our country? Is America ready to accept a black man in the oval office of the white house? Join this discussion group and express your views on politics and race in America.

DE-8

Why Be Afraid to Be En-Gay-ged?

Terry Wheeler, Columbus, OH

When engaging in professional and/or community activities LGBT individuals can alternatively be filled with pride and shame. This session will explore the thoughts, feelings and actions of LGBT dispute resolution practitioners related to being LGBT and teaching conflict resolution in schools, being LGBT and conducting divorce mediations, being LGBT and engaging in conversations during professional settings, or any other situation raised by participants. Participants will share how they cope with situations in which they are highly valued for their skills, but also discounted (by themselves or others) because of their sexual orientation.

DE-9

Feeling Different, Acknowledging Diversity

Marya Kolman, Columbus, OH

Christy Cumberlander Walker, Columbus, OH

At one point in our lives, we have each felt or recognized that we are different. It may have been a positive or a negative experience depending on our situation. We will examine when that occurred and how we may unconsciously trigger that experience for others. We will look at the circle of diversity: recognizing, ignoring, assimilating, accepting and embracing.

DE-10

Social Justice and Conflict Intervention: Continuing the Discussion

Leah Wing, Amherst, MA
S.Y. Bowland, Riverdale, GA
Alma Jadallah , Fairfax, VA
Linda Guinee, Jamaica Plain, MA
Beth Roy, San Francisco, CA

Social justice issues are often central to conflict. Do conflict resolution and transformation theory and models effectively address them? What are the consequences when social justice is not attended to? How is social justice critical to the outcome and process of conflict intervention? Come join others interested in discussing how social justice concerns affect our field and practice

DE-11

Racism & Discrimination in War Time: Re-Humanizing the Face of Our Enemy

Anisah Beth Bagasra, Orangeburg, SC

The discussion will focus on the rise in racism and prejudice that occurs between one or more groups during War Time, and how to reduce the dehumanization that occurs when one or more groups are declared “The Enemy”. During WWII, Japanese Americans experienced the full force of racism and discrimination that resulted from war between Japan and The United States. A similar wave of racism and discrimination is being felt by Muslim, Arab and some South Asian Americans since the declaration of the War on Terror. One of the policies during any armed conflict is to dehumanize the enemy. The discussion will revolve around how to resolve and prevent dehumanization during and after armed conflicts.

DE-12

What Does Diversity in the Dispute Resolution Field Mean for Globalization?

Maria Volpe, New York, NY

As the pace of globalization quickens, the conversation about diversity in all contexts is rapidly changing. With respect to diversity, globalization also raises questions, concerns, and opportunities for the dispute resolution field. This interactive session will discuss the issues and next steps associated with globalization and diversity for the dispute resolution field.

11:30 p.m. – 1:30 p.m.

International Section Meeting

Lunch on Own

12:15 p.m. – 1:45 p.m.

Section Meetings

12:30 p.m. – 1:45 p.m.

Ombuds/Ombudsman Section Meeting

Spirituality Section Meeting

Consumer Section Meeting

Restorative Justice Section Meeting

Family Section Meeting

Healthcare Section Meeting

Workplace Section Meeting

Environment and Public Policy Section Meeting

Court Section Meeting

Workshop Series IV

2:00 p.m. – 3:30 p.m.

4.01

Conflict Resolution in Religious Congregations: An Expanding Frontier

David Brubaker, Phoenix, AZ

Dick Fincher, Harrisonburg, VA

Conflict resolution in religious congregations is an expanding frontier for mediators and consultants. This workshop will equip mediators and organizational consultants with the concepts and tools they need to work with congregations in conflict, or congregations desiring to manage periodic conflicts in healthier ways. Participants will also leave with a clearer understanding of the kinds of changes that tend to produce conflict in congregations, and how to help congregational leaders proactively manage these changes in ways that reduce destructive conflict.

4.02

Truth-Telling a Double-Edged Sword: Victims' Experiences at Truth and Reconciliation Commissions

Lauren Sauer, Harrisonburg, VA

We will explore victims' perspectives on truth commissions, including the surprising findings that truth telling is just as likely to re-traumatize as it is to begin a healing process for survivors. How can TRCs better fulfill their ethical responsibility to do no harm? How can victims' expectations of the TRC process be incorporated into the implementation of truth commissions?

4.03

The Science of Settlement

Barry Goldman, Bloomfield Hills, MI

If we understand how the brain processes information and makes decisions, we can work with it instead of against it. This session will examine six ideas from the field of behavioral economics and show how they apply to mediation.

4.04

Mediation to Stay Married: A Commonsense Application of Conflict Resolution

Laurie Israel, Brookline, MA

Have you ever wondered if you might have helped a divorcing couple stay in a viable marriage if you had worked with them a year or two before they came to you to mediate a divorce? If so, Mediation to Stay Married is a logical extension of your mediation practice. It uses conflict resolution techniques to assist married couples in resolving problems in their marriage.

4.05

Selecting Appropriate Tools for the Job: Caucus vs. Joint Session in a Commercial Mediation

Zena Zumeta, Ann Arbor, MI

Susan Butterwick, Ann Arbor, MI

Jon Muth, Grand Rapids, MI

Watch advanced mediators employ different methods to resolve the same case with the same parties. Using video presentations and interactive discussion, Zena Zumeta and Susan Butterwick will show the mediation of a commercial case using joint session and caucus methods. Observe what happens when the issue changes from "relationship and money" to "money only." Does style matter? Ask these and other questions of the mediators and the parties in the case study.

4.06

Parrots, Pinches and the Perspective Check

David Falk, Winnipeg, Ontario, Canada

Janet Schmidt, Winnipeg, Ontario, Canada

This session will introduce participants to fresh approach to teaching the fundamentals of interpersonal CR skills. In the past 3 years the perspective check has grown from an idea that emerged over coffee to becoming the foundational skill that is taught in Mediation Services' 22-day certificate training program. Parrots, Pinches and the Perspective Check are essential life skills to prevent, manage and resolve relational challenges that emerge in the workplace, family or community

4.07

Confronting the Hard Stuff: How Practitioners Can Create Safe Spaces for Multicultural Growth

Beth Roy, San Francisco, CA

S.Y. Bowland, Riverdale, GA

Michelle Armster, Akron, PA

We are a group of women in restorative justice who have formed an international writing group to create such a safe space—a context of care, support, and feedback where we encourage one another to find our own voices. For the work of RJ and conflict resolution to advance in positive, inclusive ways, we must make space for these encounters and for exploring what they mean.

4.08

Turning Aspiration Into Reality: Creation of a Multi-Faceted Conflict Resolution Organization

Noelle Daoudian, Fresno, CA

Jessica Wood, Fresno, CA

Ron Claassen, Fresno, CA

Jason Ekk, Fresno, CA

Communities all need an integrated organization that works with conflict. This session offers the story of one such center which provides academic and community training, direct intervention and consulting services at every level, shows schools how to handle discipline in a new and effective way, works with paroling sex offenders, and much more. The session aims to inform and inspire.

4.09

Application of Social Intelligence Theory for Success in Mediation

Ted Hunter, Seattle, WA

Susan Gulick, Seattle, WA

Recent advances in understanding the nature of 'social intelligence' and how this can be applied to help 'change minds' are explored. Suggestions are discussed for how best to apply these theories in mediation methods to increase the likelihood of a successful outcome. Session includes practice sessions to apply the theory and strategies in hypothetical mediation situations.

4.10

Agreement Building and Process Management: Advanced Strategies and Interventions for Mediators and Collaborative Professionals

Forrest Mosten, Los Angeles, CA

This Institute for Mediators and Collaborative Professionals is designed to take you to the next level. Using an approach that has been taught world wide, Forrest "Woody" Mosten will push and stretch you to utilize Strategic Planning in the use of strategies to build agreements, resolve impasse, and to design the process for party success and satisfaction.

4.11

Beyond ADR Programs: Innovative Conflict Resolution Programs in the Federal Government

Andy Pizzi, Alexandria, VA

Rachel Barbour, Washington, DC

Jennifer Ortiz, Washington, DC

Programs objectives include: describing ADR programs and challenges across federal agencies; identify best practices from agencies to design a more integrated and comprehensive approach; and recognize opportunities to improve workplace issues through an integrated approach.

4.12

Cutting-edge Applications of Online Dispute Resolution

Colin Rule, San Jose, CA

Daniel Rainey, Washington, DC

Online Dispute Resolution (ODR) is expanding into some exciting new areas. This session will discuss three new projects: the eBay/PayPal Community Court, the Walter Reed ODR Project for returned vets, and the PeaceTech project for ODR in war torn areas. The session will use these cases to analyze the ODR field in general, how it is evolving, and how ADR practitioners can get involved.

4.13

This Ain't Your Mamma's Mediation: Mediating with Youth in Schools

John Steele, Brooklyn, NY

Birgit Larsson, Brooklyn, NY

Do not let the metal detectors and street slang deter you; mediating in the school environment is as gratifying as it is stimulating. In this training, participants will get the real scoop on conflict in the school environment. Through a series of exercises and discussions, we will explore the context of conflict in schools, examine an ideological approach to managing school conflict, and build skills around mediating with youth of various ages.

4.14

Shotgun Weddings, Schmoozles, and Hand-Me-Down Sweaters: The Perils and Profits of Partnerships

Brad Heckman, New York, NY

Elena Bayrock, New York, NY

This workshop will provide tips and tools for creating effective organizational partnerships between mediation programs and grassroots organizations, municipal agencies, and large bureaucracies. Presenters will outline various models of cooperative relationships and participants will look at their own experiences of collaboration from a fresh perspective. With participatory exercises, case studies, and popular culture references, this interactive session will give participants the knowledge necessary to navigate through the pros and cons of different models of collaboration, as well as tangible tips for maximizing each relationship.

4.15

Decision-making and Award Writing in Labor and Employment Arbitration – Advanced Concepts

Michael McDowell, Pittsburgh, PA

Beber Helburn, Austin, TX

Lynne Gomez, Bellaire, TX

This workshop explores the methods to evaluate the record of arbitration hearings and to draft and issue the final award. A review will be conducted of the decision making processes, including burdens of proof, as well as formats of awards.

4.16

What's Your Style, Or Does It Really Matter?

Nora Kalb Bushfield, Atlanta, GA

Margaret Powers, Arlington Heights, IL

Mediation styles form a major underpinning for successful practice. What is your style? Learn the difference between substance over style through self investigation and exploration of four different styles of mediation: facilitative, evaluative, transformative, and narrative. Do you fit the mold? Can you mix and match and still be effective? — and does it really matter?

4.17

Spanish Session

Los Medios Alternos de Resolución de Conflictos: una Opción Para Conservar Empresas

Alternatives to Solve Conflicts: An Option to Preserve the Company

Antonio Silva Oropeza, Mexico City, Mexico

El devenir histórico de las desgracias financieras, ha afectado de manera directa a las economías de nuestros países. En el mundo, las crisis han hecho que éstas sean estudiadas en mayor frecuencia y una gran profundidad por los estudiosos de la materia. El desarrollo de los medios alternos de solución y el Derecho Concursal deben encontrarse en un plano que sea útil a todos los operadores

Historically financial upheavals and misfortunes have direct effects in the economies of our countries. These crises have caused that the world and the students of the subject, study these topics with greater frequency and more in-depth. The development of alternative solutions, as well as the bankruptcy laws, should meet in a midway set useful to all participants.

Break

3:30 p.m. – 4:00 p.m.

Workshop Series V

4:00 p.m. – 5:30 p.m.

5.01

Forgiveness and Healing

Nancy Ferrell, Dallas, TX

The “Forgiveness and Healing” workshop explores the role of the mediator as expecting to move beyond resolution and providing a safe environment where parties might move toward a hopeful future that includes personal peace and perhaps reconciliation. Topics covered in the workshop include: Forgiveness as a Journey, The Role of the Mediator, Accountability, and Styles of Forgiveness.

5.02

Extending the Borders of Conflict Resolution

Bill Goldberg, Harrisonburg, VA

Valerie Helbert, Harrisonburg, VA

A brief history of the Summer Peacebuilding Institute (SPI) at Eastern Mennonite University, the rise of other US based institutes (SIT, AU, Kroc), the creation and growth of regional peacebuilding institutes overseas, and the positive and negative aspects of international versus US domestic growth of peacebuilding institutes. Participants will be invited to discuss a variety of issues about the future of peacebuilding institutes, focusing on networking, common courses, intensive trainings, and faculty exchanges between institutes.

5.03

Teaching Mediation On-line/Pitfalls & Promises: From the Perspective of an Experienced Instructor Who Is New to the New Medium

Vici Taus, Carson, CA

Teaching mediation on-line, are you kidding me? This session provides an overview of the teaching tools that enable a graduate mediation class to be taught on-line. Use of conceptual drawing and the Blackboard on-line class provider will be accentuated.

5.04

Expanding the Role of Peer Mediator in Schools

Pamela Lane-Garon, Fresno, CA

5.05

Embedding Restorative Justice into the Juvenile Justice System: A Practical and Working Model

Noelle Daoudian, Fresno, CA

Jason Ekk, Fresno, CA

Are you ready to see mediation as the primary mode of dealing with crime in the juvenile justice system? In this session we will report on a restorative model of the juvenile justice system we have developed and are in the process of implementing in Fresno County that embeds aspects of the victim-offender mediation model into the juvenile justice system.

5.06

The Art of the Question, Part II, Taking Strategy, Diplomacy, and Suggestion One Step Further

Jennifer Kresge, St. Helena, CA

Questions are an integral part of mediation. A question provides us with information from the mediation participants as well as assisting our clients to gather previously 'valued' information differently. How we as mediators form our questions can demonstrate to our clients our knowledge of the participants and our understanding of their issues. Questions can provide powerful information as well as create new views of possibilities and solutions, thereby guiding clients to be more effective in the ways they make choices, as well as to create motivation and a constructive vision as a pathway to change. This workshop will explore the construction, facilitation and the asking of strategic questions.

5.07

Pursuit of What?: Lessons for the Field of Conflict Resolution from the Modern Study of Happiness

Arthur Pearlstein, Omaha, NE

Our understanding of happiness has been strengthened by scientific advances that bring the pinpointing of factors contributing to happiness more within reach. The new studies of happiness have garnered surprisingly little attention in the field of conflict resolution. This session explores the enormous potential application of emerging happiness studies for practitioners and scholars in our field.

5.08

National Peacemaker Museum

Forrest Mosten, Los Angeles, CA

Guy Burgess, Boulder, CO

Could you imagine visiting a museum dedicated to the successful efforts of peacemakers around the world and throughout history? What effect would such a museum have in educating the public about our work? This forum/workshop, led by the Chair of ACR's Peacemaker Museum Taskforce will discuss plans for such a museum and interactively explore peacemaking success stories and plans for the museum.

5.09

5 Paradoxes of Transnational Leadership: Managing Intercultural Conflict

Beth Fisher-Yoshida, New York, NY

At the end of this session, through experiential activities and presentations, participants will: Be familiar with the five paradoxes of transnational leadership. Be able to distinguish between paradox and problem-solving approaches; Identify characteristics of differences in cultural behaviors that may lead to conflict; understand the role of leaders in addressing these intercultural conflicts.

5.10

The End of Conflict

Franklin Dukes, Charlottesville, VA

Leah Wing, Amherst, MA

Rachel Wohl, Annapolis, MD

Glenn Sigurdson, Vancouver, B.C., Canada

In a time of Darfur, Iraq, global warming, and savage inequalities, the prospect of a world without severe and harmful conflict does not occur. But does the 21st century world need to accept that this kind of destructive conflict is inevitable? “The End of Conflict” invites participants to hold the possibility that the familiar, most harmful impacts of conflict at all levels can be ended using experience, knowledge, institutions, structures and processes that already exist.

5.11

Value-Centered Mediation

Mark Kleiman, Jamaica, NY

Michelle Leonard, Jamaica, NY

Value-Centered Mediation Values drive why and how we mediate. They also motivate disputants. Based upon the work of Dr. Viktor Frankl, we will compare this model to other approaches showing how it informs the scope and limitations of the mediator to help parties gain meaning from their conflict. We will also demonstrate how this incorporates beliefs and cultural traditions into the process in a seamless fashion which is sensitive to differences.

5.12

Diversity and Mediator Excellence

Lou Gieszl, Annapolis, MD

Cheryl Jamison, Annapolis, MD

Angelia Tolbert, Little Rock, AR

Tajae Gaynor, Bronx, NY

This interactive, high-energy, skill-building session uses role play, written scenarios, video, story telling and facilitated dialogue all to help mediators improve their skills and techniques at resolving conflict when diversity is an issue. Come to this session to share experiences, learn from others, and enhance your ability to mediate with diverse groups.

5.13

Discipline That Restores: An Unconditional Commitment to be Constructive

Ron Claassen, Fresno, CA

Roxanne Claassen., Fresno, CA

DTR is a best practice discipline system based on Conflict Resolution Education, Peacemaking, and Restorative Justice. DTR increases respect and civility among all students and is especially effective with students most resistant to authority. DTR processes empower them to be responsible and accountable. DTR theory, structure, strategies and case studies will be discussed. Dialog encouraged.

5.14

Hot Topics in Legislative and Public Policy

Gregory Firestone, Tampa, FL

Cindy Cook, Adamant, VT

Richard Dewitt, Coral Gables, FL

Nancy Gardner, Bristol, VT

Sharon Press, Tallahassee, FL

This interactive session is the annual workshop presented by the ACR Legislative and Public Policy Committee. Some of the topics to be covered include: the work of the Collaborative Law Workgroup, the unauthorized practice of law, an update on the Hauzinger case and confidentiality, and the Arbitration and Due Process Workgroup. We'll also discuss Conflict Resolution Day and explore some of the activities you can do to make an important difference.

5.15

Mediating in Tribal Communities: How the Hopi Tribe in Arizona Is Using Western Mediation Models

Ethan Elkind, San Francisco, CA

Patricia Sekaquaptewa, Penn Valley, CA

Justin Richland, Irvine, CA

Donna Humetewa, Second Mesa, AZ

What are the challenges for American Indian communities in adopting western mediation models? Members of The Nakwatsvewat Institute will describe their experiences implementing a mediation program for the Hopi Tribe. They developed a community-based mediation program to help Hopi villages and the tribal court counter the breakdown of traditional forms of dispute resolution.

5.16

Return to the Grassroots

Robert Churilla, Bedford, OH

Lori Bertolina, Kenoza Lake, NY

In this workshop, participants will become aware of how mediation has been co-opted by many of society's institutions to meet its needs while compromising the core principles of (1) voluntary choice (2) inclusiveness and (3) confidentiality. The presenters will discuss how this affects the identity of our field and its popularity.

5.17

Spanish Session

Mediación en México: Desarrollo y Perspectivas para el Futuro

Mediation in Mexico: Developments and Perspectives for the Future

Rafael Lobo Niembro, Monterrey, Mexico

La presente conferencia pretende dar un repaso sobre el desarrollo de la Mediación en México en los últimos 10 años, su historia, desarrollo, legislación en materia de mediación y retos en el futuro de su desarrollo.

This workshop will attempt to present a review on the development of Mediation in Mexico during the last 10 years, its history, development, legislation in the matters of mediation, and the foreseen challenges in the future of its development.

Silent Auction & Sections Fiesta

6:00 p.m. – 9:00 p.m.

Enjoy food, drink, music, and fun while learning about Section activities. Bid on unique items for yourself, and necessities for your business or a special gift for someone. Proceeds help support ACR scholarship

and programs.

Saturday, September 27, 2008

Movement Meditation

7:00 a.m. – 8:00 a.m.

Workshop Series VI

8:30 a.m. – 10:00 a.m.

6.01

Promoting Quality Mediation Through Credentialing

Kay Elliott, Fort Worth, TX

Suzanne Duvall, Dallas, TX

John Coselli, Houston, TX

The essence of the Texas credentialing model is that everyone, irrespective of sex, race, educational background or any other extrinsic criteria, is eligible for credentialing as a mediator once he or she has completed the required training and commits to the ethical rules and to a grievance procedure. The panel will include a diverse mix of presenters from mediation groups in Texas that comprise the TMCA.

6.02

Ombudsman Applications Within Public Institutions - Alive and Well!

Michael Mills, Portland, OR

Beverly Reeves, Austin, TX

Robin Matsunaga, Honolulu, HI

Will Harrell, Austin, TX

The heads of four government ombudsman offices share how their institutions and constituencies benefit from ombudsman services. The All-Star line-up from: a state office, a city, a school district; and, a state youth commission; will provide an overview of their offices and discuss the differences to help identify which elements are necessary for success in other applications.

6.03

Resolving Family Co-Ownership Conflicts: Deeper Approaches to a New Generation of Conflicts

Frederick Hertz, Oakland, CA

Judy Barber, San Francisco, CA

As property and assets are transferred between generations and more families elect to share ownership of assets, the problems of mediating family co-ownership conflicts increase as well. This panel will present legal and therapeutic approaches to resolving these conflicts in an integrated manner, and explore new ways of mediating these challenging situations.

6.04

The Baby's Brain: Are We Responsible? Facilitating Brain Compatible Parenting

Jennifer Kresge, St. Helena, CA

Brain compatible parenting plans: is this a novel idea or a necessary next step? Come and discover how the brain develops, how the environment effects who we become and how this knowledge can impact genuine neurologically sound effective parenting plans. We will discuss the implications this knowledge has for us all. We also will explore the role of ethics and values.

6.05

Conflict as Opportunity: Transforming Organizational Conflict Into Opportunity for Systemic Change

David Brubaker, Harrisonburg, VA

Workplace mediators and conflict consultants are usually invited into organizational settings because of a specific conflict. Yet from an organizational systems perspective, the presenting conflict is a symptom of underlying causal factors. This workshop will equip mediators and consultants with the tools to assist organizations in using conflict as an opportunity for genuine change.

6.06

Stakeholder Participation in Environmental Flow Decisions in Texas

Suzanne Schwartz, Austin, TX

Susan Schultz, Austin, TX

Facing increased competition relating to the use of its waters, the State of Texas has instituted stakeholder involvement to assure long-term acceptance relating to both the science serving as the foundation for decisions and the decisions themselves. The session will focus on two aspects of Texas' use of stakeholder processes.

6.07

Breaking Into Jail: Bringing Mediation Into Prison for Pre-Release Mediations for Inmates and Family

Murphy Paschall, Glen Burnie, MD

Ericka Bridgeford, Glen Burnie, MD

Lorig Charkoudian, Glen Burnie, MD

Significant research points to the importance of stable relationships on an inmate's ability to successfully integrate into society, yet there are few resources to assist with this aspect of the transition. Community Mediation Maryland provides mediation between inmates and family members prior to release. This session provide information for others interested in starting a similar program.

6.08

Putting It Out There: Turning Practice and Research into Publication

S.Y. Bowland, Riverdale, GA

Mary Trujillo, Evanston, IL

Beth Roy, San Francisco, CA

Linda James Myers, San Francisco, CA

Based on the success of PRASI's just-published anthology, *Re-Centering Culture and Knowledge in Conflict Resolution Practice* (Syracuse University Press, 2008), the editors offer hands-on support for using practice as the basis for research, writing and publishing, and in the process creating a social justice-oriented literature for the field of conflict resolution.

6.09

I'm a Stranger Here, Myself!: Intercultural Communication, Awareness and Competency for Mediators

Carolyna Smiley-Marquez, Hygiene, CO

In that frozen instant when a whale explodes from the surface of its ocean, it experiences a world that is not water. Understanding intercultural dynamics also requires a leap into the breach while weighted to plummet home. In this interactive, multi-media workshop, participants will learn about cultures as systems and are cautioned that they may feel fish-out-of-water vertigo followed by ahas!

6.10

Navigating Conflict: A Guide to Workplace Assessments and Interventions

David Falk, Winnipeg, Ontario, Canada

Janet Schmidt, Winnipeg, Ontario, Canada

This workshop introduces participants to an informal conflict coaching model that can be taught and learned by most people. This model has been used to build capacity in conflicted groups that are being negatively impacted by unhealthy conflict. The model focuses on how people can support each other in the healthy resolution of conflict.

6.11

Best of Both Worlds in Magistrate Court

Beth Padgett, Columbia SC

Lisa Mabry, Columbia, SC

An unlikely collaboration between a community mediation center and small claims court occurred in 2007 in South Carolina. The SC Supreme Court mandated that parties requesting jury trials for small claims must participate in mediation. The Community Mediation Center in Columbia along with the Magistrate Courts of two of the state's largest counties united to provide onsite mediation via a pilot project.

6.12

Creativity in Conflict: Classic Techniques Inspired by Play and Improv

Daniel Horsey, Denver, CO

When parties engage their imaginations and develop creative options, most conflicts are as good as over. We can support their transition with methods used during play and on the improv stage, two settings dependant on cooperative creativity. With games and discussion, we'll identify three specific tools to help create safe space, stimulate imaginative thinking, and generate workable choices.

6.13

Achieving Sustainability Through Integrative Negotiation

Marilyn Ann Fitzgerald, Traverse City, MI

Essoh Essis, Ft. Lauderdale, FL

This session provides a valuable prescriptive model of applying integrative negotiation techniques and skills in multilateral project management across cultures. Participants will learn practical applications of negotiation as applied to the process of project management.

6.14

The Role of Acculturation in Conflict Situations: Addressing and Resolving Disputes Involving Muslim, South Asian & Middle-Eastern Families & Youth

Anisah Beth Bagasra, Orangeburg, SC

This workshop will focus on the role of acculturation in disputes, with a specific focus on common sources of conflict within the Muslim, South Asian and Middle-Eastern communities in the United States. The goal is to provide education and training about common beliefs, and practices that may come into conflict with acceptable social norms in the majority culture and apply this in your own work.

6.15

Apology and Mediation

Christopher Cottrell, Delaware, OH

This session will explore the nature and power of apology in mediation. Participants will discuss the use of apology in mediation. They will also explore some practical ways that they as mediators might decide when it is appropriate to use apology in mediation and when it is appropriate to negotiate apology in mediation.

6.16

Application of Cognitive Behavioral Method of Questioning: Parenting Mediation When One Parent Is Gay

Larry Fong, Calgary, Alberta, Canada

The cognitive behavioral model is one of the most researched and effective models for change. Using systemic questioning (Milan), the mediator will introduce the use of CBT, or cognitive behavioral method of questioning, to create change in a parenting mediation where the concept of ‘shame’ is explored. Participants will view the live DVD of this mediation (using stop-play-analysis) filmed in the Netherlands in 2008 (in English). This is a first time viewing of the DVD for ACR.

6.17 Spanish Session **Un Meta-Modelo Universal del Proceso de Negociación como Herramienta para el Mediador Profesional A Universal Model-Goal in the Negotiation Process as a Tool for the Professional Mediator**

Jesus Elizondo González, Monterrey, Mexico

Al término de este taller, el participante sabrá interpretar cualquier modelo, método, estilo o filosofía en materia de Negociación, al dominar la secuencia de los pasos que señala este meta-modelo universal del proceso de Negociación.

At the end of this workshop, the participant will understand and have knowledge to be able to interpret any model, method, style or philosophy related to any matter of Negotiation, as the mediator will then dominate the sequence of the steps as indicated in this model-goal of the universal process of Negotiation.

Break

10:00 a.m. – 10:15 a.m.

Workshop Series VII

10:15 a.m. – 11:45 a.m.

7.01 **The Archetypes of Conflict**

Brian Muldoon, Whitefish, MT

Although the general belief in conflict resolution circles is that practitioners should focus on “the problem, not the people,” it is also obvious that different personalities handle conflict differently. This workshop will introduce practitioners to the HeartWorks Conflict Archetype Assessment Tool (HCAAT). This tool identifies 12 different personality templates through which clients tend to respond to conflict. Four of them (Dominator, Survivor, Accuser and Trickster) tend to initiate conflict; four of them (Critic, Martyr, Waffler and Dodger) tend to amplify an existing conflict, and four of them (Hero, Healer, Sovereign and Philosopher) show us how to successfully work through conflict. The workshop will show practitioners how to work with all 12 types and how to provide feedback to clients.

7.02 **Staying With Conflict: Working With Disputes That Won’t Be Resolved**

Bernie Mayer, Omaha, NE

Conflict professionals think of conflict as a linear process that requires effective resolution efforts. But the most important conflicts in people’s lives do not end; they stay with them in one form or another for years, sometimes for their whole lives. This is true of family, organizational, intrapersonal, or community conflict. By restricting our vision to the linear process of resolution, we often fail to address the most serious conflicts and struggles in people’s lives. In this workshop, the presenter will work with participants on how to help people deal with enduring conflict. He will draw on examples from families, organizations and communities.

7.03

Blog Your Practice or Your Middle East Peace Plan to the Next Level

Nancy Hudgins, San Francisco, CA

Tammy Lenski, Dublin, NH

Join a community and share your passion by learning how to set up, maintain and grow your own ADR Blog! This program will demonstrate how blogging can educate the public about conflict resolution; create dialogue and connection among ADR professionals; generate “buzz” about your practice, services and programs. Participants will learn about the collaborative and reciprocal world of blogging.

7.04

There Is No Future Without Restorative Justice

Zoughbi Zoughbi, Bethlehem, West Bank

This session will look at the need to move from punitive justice to restorative justice to solve conflicts within our world, whether at the family, community, national, or international level, in order to end the cycle of violence.

7.05

Strategies for Preventing Youth and Gang Violence

Nancy Erbe, Carson, CA

Ami Carpenter, Carson, CA

Aneisa Bolton Young, Long Beach

Youth involved with gang violence and their communities are self aware systems with deep insight into the sources of ethnic conflict, violence and crime. They are also the stakeholders with the most motivation to find ways out of this deadly generational cycle. An emerging inclusive collaborative model to gang/violence prevention will be presented and evaluated in this session.

7.06

Changing the Way People Divorce

Laury Adams, Houston, TX

Yes, you can change the way people divorce! Business concepts will enhance your mediation or legal practice. Learn the benefits of using the latest computer technology and interactive software to enter financial information into inventories. You can calculate the tax effect on various assets, see the advantage of connecting debts to assets, and quickly generate options for a property settlement. This makes the divorce process more understandable, more efficient, and more effective.

7.07

Essential Skills in Elder Mediation: Toward the Development of Best Practices for Training

Susan Butterwick, Ann Arbor, MI

Eleanor Lanier, Athens, GA

Conflicts involving older adults can be a complex mix of legal, medical, psycho-social, and spiritual issues. Elder mediation is often multi-issue, multi-party, and multi-generational. Several experienced elder mediation trainers have come together to develop training standards in this growing field of mediation. This workshop will present the product of their discussions: objectives for elder mediation training, including commentary on skills needed by mediators and on ways of designing training programs to enhance these skills.

7.08

Teaching Multiculturalism From the Source

Beth Roy, San Francisco, CA

Mary Trujillo, Evanston, IL
S.Y. Bowland, Riverdale, GA
Michelle Armster, Akron, PA
Linda James Myers, San Francisco, CA

For instructors of conflict resolution and peacemaking who want to create genuinely multicultural classrooms, the workshop presents an effective pedagogic tool, a new collection of original papers by scholars and practitioners of color titled *Re-Centering Culture and Knowledge in Conflict Resolution Practice*.

7.09
Out of Sight, Out of Mindfulness, Do We Abandon Our Conflict Resolution Skills Outside the Mediation Room?

Elena Bayrock, New York, NY
Nivedita Gutta, New York, NY
Alan Gross, New York, NY

As conflict resolution professionals, trained and trusted to intervene in our clients' interpersonal disputes, how often do we walk the talk and apply these skills and values to our own personal relationships? And if we do, what are the results? Through facilitated dialogue and interactive exercises participants will discuss insights gathered from an extensive survey of New York metropolitan area practitioners, as well as share and reflect on their own experiences. Presenters will seek to highlight lessons learned that may be applied to benefit our own lives and relationships.

7.10
Conflict Competence: Applying Cutting Edge Concepts to Your Established Workplace Practice

Michael McDowell, Pittsburgh, PA
Michael Dickstein, San Francisco, CA
Rita Callahan, Atlanta, GA
Craig Runde, St Petersburg, FL

Join others in the field for an innovative, interactive dialogue with Craig Runde, co-author of *Becoming a Conflict Competent Leader and Conflict Competent Teams*. Explore the meaning of Conflict Competent Leadership, and its lessons for your mediation and conflict resolution practice. Engage in discussions with advanced workplace practitioners about Conflict Competence and the ACR Workplace Section's Advanced Practitioner designation (including what it is, its value to workplace practitioners and their clients, and how to apply).

7.11
Mediator Neutrality: Real or Imagined?

Connie Barnaba, Houston, TX

Is it possible to violate the The Model Standards of Conduct for Mediators and not be aware of it? If the answer is "yes," how can we address behavior that we are not consciously aware of and prevent mediator bias from adversely influencing the dynamics of a mediation session? View a videotape of two mediators from different cultural backgrounds facilitating the same dispute and discuss how mediator bias can be avoided.

7.12
Practicing the Presence in the Practice: A Spiritual Primer for Practitioners

C. Will Mercer, Golden, CO
Nan Waller Burnett, Golden, CO

Discover that adding a spiritual dimension to the work of mediation can make a significant difference in how you heal yourself, as spiritual truth and principle help you to heal others.

7.13

Mediation and Domestic Violence: Issues for Practice and Training

Annie Tucker, Iowa City, IA

Kirsten Faisal, Des Moines, IA

The Iowa Sixth Judicial District Family Mediation Program and the Iowa Coalition Against Domestic Violence have produced a Mediation and Domestic Violence curriculum. The session includes discussion of concerns regarding mediation and domestic violence, and implications for practice and training, using the curriculum materials and DVD of screenings and mediation.

7.14

The Oxygen Mask Principle: Self-Empathy for the Conflict Practitioner

Emily Gould, Montpelier, VT

We have all been told to put the oxygen mask on ourselves before helping a child; the same principle applies in conflict. Our ability to connect consciously with our inner reality is key our ability to support people in conflict. This workshop combines the insights of Marshall Rosenberg's Nonviolent Communication (SM) with meditation practice for nurturing your professional life.

7.15

Emerging Trends in Workplace – Navigating the Course

Debra Dupree, San Diego, CA

Richard Fincher, Phoenix, AZ

Rocco Scanza, Ithaca, NY

John K. Boyce III, San Antonio, TX

Deborah Katz, Arlington, VA

Emerging Trends in ADR: Navigating the Future represents a distinguished panel of conflict management professionals looking into Workplace ADR to examine what will the future bring us. This program is designed as part of the ACR Workplace Section's Advanced Practitioner Series, moderated by Advanced Practitioner in Workplace Mediation Debra Dupree with panelists John K. Boyce, III Esq. Chair of the State Bar of Texas ADR Section, Richard D. Fincher, ACR Workplace Advisory Council, Deborah Katz, Esq. Model Workplace Program Executive for the Transportation Security Administration, and Rocco M. Scanza, Executive Director for the Cornell Institute on Conflict Resolution.

7.16

College Student Affairs, Conflict Resolution and Multiculturalism: The Link Between Academics, Policy and Practice

Judith McKay, Ft Lauderdale, FL

Brian Polkinghorn, Salisbury, MD

Michelle Cromwell, Chestnut Hill, MA

College Student Affairs at many colleges and universities has greatly expanded in the last two decades. Many student bodies are now made up of students from several generations, attending full and part time, residentially and online, and representing many countries and cultures. This interactive session will review the latest theory, policy and practice in the field.

7.17

Spanish Session

Mediacion Educativa: Un Diagnostico dl Conflictio Sscolar

Educational Mediation: A Diagnostic of a School Conflict

Graciela Ortolani Souto de Sabatini, Buenos Aires, Argentina

María Cristina Cavalli, Buenos Aires, Argentina

Liliana Quinteros Avellaneda, Buenos Aires, Argentina

Violencia: análisis y diagnóstico de los conflictos escolares. El conflicto no debe ser considerado como negativo. Lo que sí es negativo es la violencia con que los mismos son afrontados. Si educamos en la paz y en la convivencia, podremos desarrollar habilidades que nos permitan analizar y tratar los conflictos de forma no violenta. Hay una serie de situaciones comunes que los jóvenes actuales han de afrontar en su camino hacia la adultez, en la presencia de estas características comunes de comportamiento, pretendemos analizar las más predominantes.

Violence: an analysis and diagnosis of scholastic conflicts. Conflict is not necessarily negative; what is negative is the violence with which it is confronted. If we educate about peace and peaceful coexistence, we can develop abilities that allow us to analyze and deal with conflicts in a non-violent manner. There are a series of common situations that our present youth has to confront in their way towards the adulthood, in the presence of these behavioral characteristics; we will attempt to analyze the most predominant.

ACR Awards & Presidential Luncheon

Marvin E. Johnson Diversity and Equity Award Presentation

Reverend Mpho A. Tutu, Alexandria, VA

Founder and Executive Director of the Tutu Institute for Prayer and Pilgrimage

12:00 p.m. – 2:30 p.m.

Education Section Meeting

3:00 p.m. – 4:30 p.m.

Sightseeing Tours

3:00 p.m.