

*The Association for Conflict Resolution  
District of Columbia Chapter Presents*

# 9<sup>th</sup> Annual Professional Development Conference

Wednesday, April 21, 2004 • 8:15 AM - 5:30 PM

## ADR at Work: Skills to Create Empowerment and Opportunity

*The National Institutes of Health,  
William H. Natcher Conference Center  
45 Center Drive, Bethesda, Maryland*

We are pleased to announce as keynote speaker:

### The Honorable Steffen W. Graae, Presiding Judge Civil Division and Multi-Door Dispute Resolution Division D.C. Superior Court

Judge Graae has served on the Superior Court of the District of Columbia since 1982, and for the past year and a half has been Presiding Judge of the Civil Division and the Multi-Door Dispute Resolution Division. He is an ardent supporter of mediation as a mandatory part of the pretrial process, and has been active over the years in efforts to expand and improve the Court's mediation services.

Judge Graae will discuss how mediation fits into case management and how it can be most effectively used to resolve disputes in the litigation context. He will touch on some problem areas and discuss what the Court has learned over the years.

# DC ACR 9<sup>TH</sup> Annual Professional Development Conference

## Conference-at-a-Glance

- 8:15 - 8:45      **Registration and Breakfast**
- 8:45 - 9:00      **Opening Remarks:**  
Kim Brown, Vice President, DC ACR  
Zell Steever, President, DC ACR
- 9:00 - 9:45      **Keynote Address:**  
**Strengthening the Role of ADR Within  
Our Courts**
- The Honorable Steffen W. Graae,  
Presiding Judge, Civil Division and Multi-  
Door Dispute Resolution Division, D.C.  
Superior Court
- 9:45 - 10:00    **Discussion and Q & A with  
The Honorable Steffen W. Graae**
- 10:00 - 10:30   **Morning Networking Break and  
Coffee**
- 10:30 - 12:00   **Plenary Panel:**  
**Empowerment and Self-Determination  
— Key Ingredients in the ADR  
Process?**

Moderator:

Jerry Jones, *Federal Aviation Administration*

Presenters:

Thomas R. Colosi, *The Colosi Group*

The Hon. Richard A. Levie (Ret.), *JAMS*

Joyce A. Mitchell, *Joyce A. Mitchell & Associates, P.C.*

Louise Phipps Senft, *The Baltimore Mediation Center*

The question continues to surface: what do the concepts of empowerment and self-determination mean to theorists and practitioners in the ADR field? Are these concepts truly expected outcomes in any ADR forum? Members of this distinguished panel will dialogue about how various ADR approaches contemplate giving parties voice and control in the process.

12:00 - 1:15      **Lunch with DC ACR Membership**

1:15 - 1:30      **Short Break**

1:30 - 3:00      **Concurrent Sessions A**

**A1: Success Stories I: Highlighting Community  
Collaborations and Empowerment**

Moderator:

Kathryn McCarty, *ADRvantage*

Presenters:

Lt. Kenneth Casey, *District of Columbia Metropolitan Police  
Department, Office of Youth Violence Prevention  
Intervention Team*

Sergio Luna, *District of Columbia Executive Office of the  
Mayor, Office of Latino Affairs*

Kathy Owen, *Center for Dispute Settlement*

Learn how professionals from other genres are resolving conflicts in their communities. Panelists will share powerful experiences and anecdotes, highlighting their roles and challenges, in the midst of community-based conflicts. The panelists will provide insights on how to resolve conflict effectively, particularly when the target audience is youth from diverse backgrounds.

**A2: Mediation Versus Facilitation --Similarities and  
Distinctions: Knowing the Difference Can Make a  
Difference**

Presenters:

Catherine Allen, *SRA International*

Mary Margaret Golten, *CDR Associates*

This interactive session will explore the similarities and differences between the ADR practices of mediation and facilitation. While both disciplines share many of the same skill sets, the circumstances and expectations can be quite distinct. Catherine Allen and Mary Margaret Golten, both experienced mediators and facilitators, will share their experiences and tips in applying these skills where the boundaries are clear and not so clear, and will discuss how to determine which skill sets to emphasize when marketing services to potential users. They will invite others to share their experiences as well.

## Directions to the Natcher Conference Center:

**Metro:** Take the Red line and exit at Medical Center Station. Follow the walkway up the steps/ramp to the entrance of the Natcher Center Atrium (#45).

**Parking:** Paid parking is available, but limited, at the Natcher building. It is strongly advised that conference attendees use public transportation, as security clearance for parking at NIH is burdensome. The Medical Center metro stop is adjacent to the Natcher building.

**Directions:** From Washington take Wisconsin Avenue north towards Bethesda. Turn left onto Center Drive. Immediately after passing the Natcher building (#45), make a left into the visitor's parking lot (Natcher/East Daycare Center Visitor's Parking Lot).

From Northern Virginia, Take I-495 East, toward Baltimore. Take Wisconsin Avenue exit (Route 355 South/Rockville Pike). Continue towards Bethesda and turn right onto Center Drive. So immediately after passing the Natcher building (#45), make a left into the visitor's parking lot (Natcher/East Daycare Center Visitor's Parking Lot).

**Concurrent Sessions A CONTINUED**

**A3: Healing a Community in Crisis through Multicultural Dialogues and Interfaith Collaboration**

Moderator:  
Susan Shearouse, *Frameworks for Agreement*

Presenters:  
Sandra Cheldelin, *Institute for Conflict Analysis and Resolution, George Mason University*  
Reverend Clark Lobenstine, *InterFaith Conference of Metropolitan Washington*

Fairfax County residents suffered from fear of what might happen next and distrust of others within their community in the aftermath of the attacks of September 11. Through facilitated dialogue residents began to express their hopes and concerns, to learn from one another, and to begin to build bridges of understanding in the face of uncertainty. Using videotape clips of these facilitated dialogues, Sandy Cheldelin will share lessons learned and tips on how to dialogue effectively. Reverend Clark Lobenstine will share his perspective on these dialogues and also his work in the InterFaith Conference of Metropolitan Washington (IFC). The IFC brings together ten world religions in the region to deepen understanding and build a just community.

3:00 - 3:30 **Afternoon Networking  
Break and Cookies**

3:30 - 5:00 **Concurrent Sessions B**

**B1: Exploratory Session: If Mediation is our Position, what is Our Interest? Exploring Alternative Modes of Practice**

Presenters:  
John L. Johnson, *Process Work DC*  
Bill Potapchuk, *Community Building Institute*

The field of professional dispute resolvers has largely become practitioners whose primary intervention mode is mediation. Yet many conflicts cry out for alternative modes of intervention and many other representatives of the helping professions - organizational development specialists, coaches, facilitators, dialogue specialists, and consultants - work on conflict in a variety of ways. Drawing from issues raised in Success Stories I: *Highlighting*

*Community Collaborations and Empowerment*, and the experiences of practitioners present, this session will be a guided exploration of how we practice, how others practice, and how our skill sets may be used in broader ways. It will be led by two practitioners who have significant conflict resolution practices but do very little mediation.

**B2: Success Stories II: Making ADR More Effective in Your Organization**

Moderator:  
David Clark, *Clark Legal Solutions*

Presenters:  
Philip K. Eure, *District of Columbia Office of Citizen Complaint Review*  
LaVerne Fletcher, *Alcoholic Beverage Control Board, District of Columbia Office of Consumer Affairs*  
Carol Izumi, *George Washington University Law School*  
Bob Lovan, *Customer Development, United States Department of Agriculture*  
Derek Sweetman, *Better Business Bureau of Metropolitan Washington*

Take this opportunity to listen to success stories from directors of ADR programs centered in the Municipal, Federal, Private, and Nonprofit sectors in DC. This panel will discuss procedures and techniques that “work” and “don’t work” in the management of their respective programs. The panel will address workplace disputes, consumer and citizen complaints, and legal claims brought by aggrieved parties. Questions from the participants will be addressed at the conclusion of the panel’s presentation.

**B3: Listening Between the Lines: Communicating with Technology**

Presenter:  
Patrick Chapman, *Axis Change*

This interactive session will entail participants sharing their experience communicating, especially their glitches, with various technology modes, particularly Email. Participants will receive tips/techniques to communicate more effectively and practice listening between the lines through an exercise.

5:00 - 5:30 **Closing Remarks:**  
Kim Brown, *Vice President, DC ACR*  
Zell Steever, *President, DC ACR*

**About DC ACR**

The D.C. Chapter of the Association of Conflict Resolution (DC ACR) was founded in 1985 as the D.C. Chapter of the Society of Professionals in Dispute Resolution (DC SPIDR). As the International Society of Professionals in Dispute Resolution changed its name in 2001, so did the local D.C. chapter. Our mission is to promote the use of alternative dispute resolution (ADR) in legal, government, private, academic, and nonprofit institutions in the greater Washington metropolitan area and to educate the general public about ADR. DC ACR serves as a local and regional forum that includes individuals involved in the dispute resolution field. The organization’s regular activities include: sponsoring events with topics on cutting-edge issues in ADR; promoting ADR in the D.C. area; sponsoring annual professional development conferences, seminars and workshops; publishing a quarterly newsletter; and responding to general requests for information on ADR.

**REGISTRATION FORM****9<sup>th</sup> Annual Professional Development Conference – April 21, 2004**

Name: \_\_\_\_\_ Company: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ Suite/Room: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

<u>Check One</u>	<u>Conference Registration Type</u>	<u>Postmarked by April 12, 2004</u>	<u>Postmarked after April 12, 2004</u>
<input type="checkbox"/>	DC ACR Member	\$115.00	\$190.00
<input type="checkbox"/>	Non-Member*	\$150.00	\$190.00
<input type="checkbox"/>	Student (a copy of student ID required)	\$50.00	\$190.00
<input type="checkbox"/>	On-site Registration	N/A	\$190.00

*\* Non-member registrants obtain a DC ACR one-year membership at an additional discounted rate of \$25.00 (Reg. \$35.00).*

Enclose a check payable to **DC ACR** or pay with **VISA** or **MASTERCARD**. Government training vouchers will **NOT** be accepted as a form of payment.

Visa  Mastercard Card Number \_\_\_\_\_ Expiration Date \_\_\_\_\_

Cardholder's Name \_\_\_\_\_ Signature: \_\_\_\_\_

<p><b>Please mail your registration and payment to:</b></p> <p>DC ACR Conference Registration 1717 K Street, N.W., Suite 613 Washington, DC 20036</p>	<p><b>Any Questions?</b></p> <p>Please call the DC ACR Hotline at (202) 822-1158 and leave a <u>message</u> in the Conference mailbox.</p>
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**CANCELLATIONS:** Registrants acknowledge that DC ACR will incur expenses as a result of this registration. Therefore, a fee of \$50.00 will be charged for any cancellation.