



## Conflict Management Systems and Beyond: What's Next in Conflict Management Systems Design? Agenda

TIME	CONTENT
<b>DAY ONE – Friday, April 15</b>	
7:30 am – 8:30 am	REGISTRATION AND CONTINENTAL BREAKFAST
8:30 am – 9:30 am	OPENING AND INTRODUCTIONS
9:30 am – 11:30 am	<p>Taking a Look Back Speakers</p> <ul style="list-style-type: none"><li>▪ Carole Houk — Co-Chair OCM Section</li><li>▪ Deb Landen — Co-Chair OCM Section</li></ul> <p>Carole and Deb will discuss the evolution of integrated conflict management systems (ICMS) design from the field of organization development. In addition they will highlight past and current efforts in the field.</p>
11:30 am – 1:00 pm	LUNCH AND INFORMAL NETWORKING
1:00 pm – 3:00 pm	<p>Putting Things in Perspective SPEAKER – KERRY PATTERSON</p> <p>Kerry is the Chief Development Officer and co-founder of VitalSmarts. He is the author of the best-sellers <i>Crucial Conversations: Tools for Talking When Stakes are High</i> and <i>Crucial Confrontations: Tools for Resolving Broken Promises, Violated Expectations, and Bad Behavior</i></p> <p>Kerry will discuss:</p> <ul style="list-style-type: none"><li>▪ His career progression and what he's learned along the way</li><li>▪ Work in which he is currently engaged</li><li>▪ His perception of where the fields of organization development, leadership development and conflict management are headed</li></ul>
3:00 pm – 5:00 pm	<p>OPEN SPACE TECHNOLOGY</p> <ul style="list-style-type: none"><li>▪ Use breakout groups to identify and answer critical questions, such as where are the opportunities, what's possible, etc?</li><li>▪ Each group reports out</li></ul>
5:00 pm – 7:00 pm	RECEPTION



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TIME	CONTENT
<b>DAY TWO – Saturday, April 16</b>	
8:30 am – 9:00 am	OPEN
9:00 am – 11:00 am	<p>Pushing the Envelope SPEAKER – JULIO OLALLA</p> <p>Julio is the founder and president of The Newfield Network, an international education, coaching and consulting company that focuses on building trust and growing leaders inside organizations. He is the author of <i>From Knowledge to Wisdom...Essays on the Crisis in Contemporary Learning</i></p> <p>Julio will discuss:</p> <ul style="list-style-type: none"><li>▪ The impact of trust, learning and leadership on conflict</li><li>▪ His thoughts on integrating systems</li><li>▪ What we need to pay attention to in an effort to be more effective practitioners</li></ul>
11:00 am – 12:00 pm	BOX LUNCH AND NETWORKING
12:00 pm – 2:30 pm	<p>OPEN SPACE TECHNOLOGY</p> <ul style="list-style-type: none"><li>▪ Use breakout groups to identify and work on key questions, such as where do we go from here, what's next, etc.?</li><li>▪ Each group reports out</li></ul>
2:30 pm – 3:00 pm	NEXT STEPS, CLOSEOUT AND ADJOURN