Association for Conflict Resolution
2019 Annual Conference

Healing the Divide: A Focus on The Peacemaking Role
Of ADR Practitioners in a Divided Society
September 18 – 21, 2019, Tucson, Arizona

Note: All conference sessions are open to all conference attendees. Sessions with “EPP” are part of the Environment and Public Policy track, and all conference attendees are welcome to participate in them.

Conference Agenda

Tuesday, September 17, 2019

7:00 p.m. – 9:00 p.m.        NAFCM Sweet Remembrances
                            Cottonwood Room

Come share desserts and sweet remembrances with your fellow mediators as we remember the 25 years since the creation of the National Association for Community Mediation (NAFCM). The event is free for current NAFCM members, all others will be asked to provide $15 donation per person. For more information please contact D.G. Mawn, NAFCM President, at 602.633.4213 or at dgmawn@nafcm.org.

Wednesday, September 18, 2019

7:30 a.m. – 8:30 a.m.        Continental Breakfast
                            Grand Ballroom

7:45 a.m. – 8:15 a.m.        Orientation First Time Attendees
                            Grand Ballroom

8:30 a.m. – 5:00 p.m.        Section Training Programs

Community Day               All Day and Off-Site

Mary Dillon, Motivational Interviewing
Chris Medvescek, Connection Circles & Working with Feelings & Needs
Rae Strozzo, Trans 101 for Mediators
Catherine Tornbom, Community Forums

Center for Community Dialogue & Training
5049 E Broadway Blvd, Suite 125
Tucson, AZ 85711
We are asking that folks meet in the lobby at 8:00 a.m. to meet us, and then we are carpooling over to the site.

**Transforming Community Spaces: A Workshop for Community Facilitators**  
*EPP Full-Day Training Program*  
Finger Rock II  
Tanya Denckla Cobb  
Frank Dukes  
Mary Dumas

Throughout the nation, we are seeing insistent challenges to monuments, memorials, and other locations identified with histories of oppression. “Transforming Community Spaces” (TCS) is a national project to help institutions and communities take on these challenges through inclusive, transparent community engagement to uncover hidden histories, advance social justice, and promote collective healing. As part of the project, the Institute for Environmental Negotiation (IEN) at the University of Virginia is developing a network of facilitators, designers, and historians to assist institutions and communities with their work. This training will serve to introduce facilitators to the challenges and opportunities of problematic community spaces and to the principles and practices of “equitable collaboration,” which includes trauma-informed, inclusive, responsive, truth-seeking, deliberative and effectual. Participants will have access to an online Toolkit that will be provided to community leaders and others to help them navigate these challenging conflicts.

**Collaboration with Native Nations and Tribal Consultation**  
*EPP Full-Day Training Program*  
Finger Rock III  
Stephanie Lucero

This training outlines the elements of Government-to-Government (G-to-G) interactions between Native Nations and Federal, state, local governments. This training program focuses on the elements and considerations of working with Native Nations. Participants shall receive integral information on the historical legal and policy background of Federal and tribal relations and develop a better awareness of intercultural communications and values, trust building, process considerations and other key elements and best practices for effective collaboration with Native Nations.

This is intended as a participatory and interactive course to help develop awareness of the many facets of Native Nations G-to-G consultation including: historical context, law, policy, sovereignty, communication, cross-cultural awareness and how these interplay with interest-based consultation and collaborative negotiation.

**Five Tools that Bridge the Divide**  
*Community and Restorative Justice Section Full-Day Program*  
Offsite 5049 E. Broadway Blvd, Tucson, Arizona

Following on the theme of the ACR conference, this highly experiential and practical day-long offsite session for the Community Mediation and Restorative Justice Section will focus on “Five
Tools that Bridge the Divide.” Hosted by the Center for Community Dialogue & Training, they will share tools that provide deeper insights to underlying needs, addressing motivation to change, communication skills for at-risk youth, understanding and working with the transgender community, and engaging in a process that will bring forward additional tools from the participants of the session. We are thrilled to have two subject-matter experts join the skilled staff and volunteers of Center to offer this tool-packed session.

8:30 a.m. – 12:00 noon  Section Training Programs

The Practice and Persuasion Joint Fact-Finding

**EPP Half-Day Training Program**

Keith Mattson
Scott McCreary

Joint fact-finding (JFF) has been part of the conflict resolution field for 30 years, yet launching and applying this technique of collaborative science-based decision making is easier said than done. Given the current divisive political arena, the need for solid methods to clarify and narrow disagreements and present credible information is greater than ever. How can today’s professionals employ JFF to create a platform for well-informed environmental decision making? What are the key steps, strategies, and considerations? After taking this training, participants will understand when to use, how to design and conduct, and how best to apply the outputs of JFF.

Making it as a Mediator: How to Communicate Your Value and Relevance in the Marketplace

**Elder Section Half-Day Training Program**

Tammy Lenski

Successful ADR marketing for elder mediation and other practice areas isn't just a set of activities. It's also a set of attitudes and mindsets that propel you to take action in the most effective ways. In this interactive, engaging workshop, you'll learn how to find and connect with prospective clients who want what you offer. This presentation is suitable for established mediators looking to expand business, new mediators just starting out, and practitioners in both established and emerging areas of practice. While many workshop examples will focus on elder mediation, the content is easily translatable to other practice arenas. Bring your marketing questions you have been itching to get answered.

8:30 a.m. – 10:00 a.m.  90 Minute Sessions

Healing Workplace Divides: Tools for Positive Organizational Culture Change

Susan Raines

Who are we? Dysfunctional organizations answer this question quite differently than healthy ones. A healthy organizational culture is key to employee morale, conflict prevention and mission achievement, yet it is often neglected. This session provides tools for managers, Ombuds, and workplace conflict resolution specialists seeking to build the foundation for positive culture that prevents unproductive conflict at work.
Scorched Earth: Mediating with High Conflict People
Darrell Puls

Every community or organizational conflict has at least one. High conflict clients are unreasonable, demanding, irrational, suspicious, manipulating, and dishonest. They think and interact in ways that they believe are normal, but which are destructive to everyone involved. Their common bond is often a personality disorder (narcissistic, borderline, histrionic, sociopathic). They can be impossible to work with—unless you understand their personalities and ways of reasoning. This workshop will explore the world of personality disorders, how they react to conflict, and will offer practical, tested insights for working effectively with them in ways that meet their needs without victimizing others.

Is Mediation Healing the Divide in Aotearoa New Zealand? The First Comprehensive Study of New Zealand Mediation and Mediators
Grant Morris

Last year I co-authored the first comprehensive study of mediation in New Zealand. We wanted to provide a ‘state of play’ for our mediation community. This talk will provide conclusions from this study. Some great things have been achieved in and by the NZ mediation community over the past few decades but the “promise of mediation” in NZ remains to be fulfilled. Much of the mediation occurring is of high quality and mediation continues to be included in new statutory regimes and areas of the private market. However, the amount of mediation taking place is not great and is not necessarily growing. Conventional mediation in NZ may in fact have peaked. While other forms of consensual DR may rise to fill the gaps, mediation does have a vital role to play in NZ society. Mediation will continue to evolve, and this is something to be celebrated, not feared. In an increasingly pluralist society, collaborative and consensual dispute resolution is vital if NZ to avoid the “culture wars” and fractured societies currently seen in Europe and the United States.

Conflict Intervention Service: Preventing Homelessness and Building Community
Patricia Draves
Roger Moss
Jennifer Wilhoit

Conflict Intervention Service in Housing (CIS) is a groundbreaking program that prevents evictions which lead to homelessness in San Francisco. Starting as a pilot project in early 2017, CIS has grown rapidly, gaining a reputation for swift, compassionate, unconventional approaches to resolving housing conflict, delivered by its interdisciplinary team. CIS is now collaborating with key stakeholders in other areas challenged by the housing crisis. Join us for an interactive conversation, and to learn how you can help bring CIS to your community.

The Seven Most Effective Technology Strategies for your Practice
Erik Wheeler
As mediators, we want to help as many people as possible. So how can we increase our case load, and improve our efficiency? Learn how to use various technologies to find more clients and make your practice more efficient. In this session you will learn how to promote your practice with search engine optimization (SEO), online advertising, and social media; and increase your efficiency with online scheduling, automated appointment reminders, and Google tools. No tech experience necessary!

**Who are These People and Why Do They Hate Me?**
John Godec

Healing the divide will require (re)building public trust. Ample, credible global research shows that people’s trust in institutions and organizations is at its lowest point and it continues to drop. The growing lack of institution and expert credibility makes the job of conflict resolvers a major challenge. We'll explore the reasons for this mistrust and the behaviors, tactics and tools needed by public service professionals to maintain, grow and rebuild public trust in expertise and public policy for the greater good.

**10:00 a.m. – 10:30 a.m. Break**

**10:30 a.m. – 12:00 noon 90 Minute Sessions**

**Youth Violence Prevention through Creative Approaches and Conflict Resolution Skill-building**
Kristal Corona
Gail Packer
Madhawa Palihapitiya

The Association for Conflict Resolution and JAMS Foundation funded The Youth Conflict Resolution Skill-Building: Creative Approaches to Positive Youth Development project in 2018 to empower youth in Cambridge, MA to deal with conflict constructively and to develop a unique youth violence prevention approach that combines creative approaches and conflict resolution skill-building. In this session, we will share our strategies and discuss the key findings from this project, and its unique approach of combining youth conflict resolution skill-building with participatory photography, and digital story-telling approaches involving community mediation, youth services organizations and law enforcement agencies.

**The Need for Cultural Flexibility in Negotiating in a Diverse and Globalized World**
Lisa Pomerantz

I have worked as an attorney, mediator, arbitrator and teacher in a variety of situations involving participants from different backgrounds and cultures, (including working in a multinational company and teaching in a foreign university). Through these experiences, I have come to realize that understanding and adapting to the cultural characteristics and preferences of one’s audience is essential to effective communications and negotiations and will share these experiences and lessons with the audience.

**Mediating Harassment: Review of an Experiment in Restraining Orders**
This program will discuss the inclusion of mediation in harassment injunction (restraining order) cases. The Winnebago Conflict Resolution Center is a court-connected and community mediation center that has been providing mediation in restraining order cases for almost 10 years.

**Excellence: Can You Get There from Here?**

Jennifer Knauer
Susan Terry

This session will benefit practitioners at every level of experience, although those with some years of practice may be more likely to take advantage of the session. The principles and methods of Reflective Practice is not limited to any specific area of conflict resolution practice; our approach is universally applicable. ACR members who work in all arenas of conflict intervention are welcome and can benefit from this session.

**Learning from Practice: What Practitioners from Around the World Say about Healing Social Divides**

Gloria Rhodes

What are practitioners doing to heal deep divisions in their contexts? What can we learn from them? This session draws from research interviews with practitioners working to understand and address social divides in their contexts from around the world (including a few from in the U.S.). The research gathers their stories of what has been challenging, along with the tools, skills, and processes they draw on professionally and practically as they work across divisions. Participants in the session will be asked to share their knowledge and any tools they use for making sense of conflict in divided societies and for working toward improvement of deep social divisions.

**Application of Decision Science to Mediation**

Robert Bergman
Jonathan Ewing

Anger in our society stems from feeling threatened and some form of inner pain, such as fear, anxiety, shame, loneliness, and hopelessness. Fueled by misinformation on social media and logic that has been hijacked by emotion, people regress to the logic of early years. Independent of age or intelligence, many times these emotions will trigger a regression to the magical thinking of Child-Logic. Such logic fuels unrealistic expectations and heightens the potential for self-destructive behavior and impaired judgment. To mitigate the emotions associated with these reactions, NextLevel™ Mediation utilizes decision science methodologies to reduce pure reactions by encouraging participants in mediation to assess the priority of their objectives with tools and models that foster transitive logic. As practitioners in conflict resolution, we can help people in conflict think more logically about their disputes and minimize their natural reactive behavior.

**12:00 noon – 1:15 p.m. Conference Lunch**

Native Nation Welcome

Grand Ballroom
1:30 p.m. – 5:00 p.m.  Half-Day Sessions

Do No Harm: Mindful Engagement for a World in Crisis

*EPP Half-Day Training Program*  
Wendy Wood  

Finger Rock I

We are at a time in history which demands us to show up, every day, in the best way possible. Our feelings, beliefs, and values are being called into question, contributing to deeper challenges in our work. To act in times when we feel burdened by powerlessness and despair takes deliberate, conscious awareness. It is time for us to commit to an ethic of mindful engagement and compassionate action, while striving to live and act in ways that do no harm. From Dr. Wood’s role as a veteran conflict resolution practitioner, social scientist, and advocate, along with her colleague she asked the question of exemplars in the fields of social justice and peace building, "What is truly required to work in ways that 'do no harm?" This session examines those findings and the nature of collective social and environmental responsibility as community members, professionals, peace builders and conflict resolvers. The session will guide the participants to think deeply about their own experiences and how they might be shaped by the qualities of mindful engagement and altruism - authenticity, skillful communication, mindfulness, compassion and equanimity.

Dealing with Disruptive Behaviors in Meetings

*EPP Half-Day Training Program*  
Ann Weaver  

Lantana

This will be a very interactive session where participants will discover their own disruptive style, learn techniques for redirecting behaviors, and role play techniques to understand how they work. The session will wrap up with a conversation about real live issues and we’ll brainstorm strategies to address those situations.

Elder Mediation from a Practical Perspective

*Elder Section Half-Day Training Program*  
DeLila Bergan  
Joan Braun  
Sue Bronson  
Katharine Dress  
Crystal Thorpe  
Zena Zumeta  

Verbena

The afternoon will be comprised of an interesting and highly engaging session in which participants will explore elder mediation from a practical perspective. The workshop will include role plays, demonstrations and group discussion, focusing on common practical and ethical issues that arise in elder mediation. We will explore strategies at the convening stage and provide examples of issues that may arise during the mediation process. The presenters, who have extensive experience in the elder mediation field, will share a wealth of information based on their work. This workshop will provide an opportunity to learn practical skills in a safe and comfortable environment.
1:30 p.m. – 3:00 p.m.  90 Minute Sessions


Neil Katz  
Linda Kovack  
Katherine Sosa  
Kathleen Watkins-Richards  

Organizations throughout government, higher education, and the private sector are increasingly hiring conflict management specialists to perform organizational ombuds duties including conflict coaching, facilitation, mediation, training, and systemic reviews. This session will highlight the ombuds’ roles, functions, standards of practice, and how the ombuds’ value is tracked. Drawing on ombuds interviews and direct data from multi-year research into the federal government and higher education, this interactive session explores making a case for the value of conflict resolution specialists, and the future of these positions while recognizing and promoting the ombuds as a critical resource for healthy and productive workplaces.

Just the Facts: Simple Tools for Managing Complex Conflicts

Mallary Tytel  

Conflict consists of stories and perceptions. First is the ‘story’ of what happened – “Just the facts, ma’am.” And then there are ‘stories’ we tell each other about what happened. These are two very different things. So, in today’s highly divisive environment, how do we manage and resolve conflict, and create an environment where we can each be successful and reach our goals? This highly interactive presentation will identify your personal and professional perspectives, introduce two new tools for identifying and understanding the multiple ‘truths’ in any situation, and allow you to move forward to success and resolution.

Speaking Across Divides: The Soliya Virtual Exchange

Richard Barbieri  

Across North America and around the world, young people are eager to learn more about each other and to play their part in exchanging views. Under the aegis of the Erasmus+ Virtual Exchange, international programs such as Soliya, based in the U.S., North Africa, and Europe, are working to bring college students together from over 30 countries for online, live cross-cultural dialogue. Under the guidance of trained facilitators, they discuss issues from East-West conflict to the environment, employment, gender, and other topics of mutual interest. An ACR Board member who has worked as a Soliya facilitator since 2016 describe his experiences with the program, and suggest how its methodologies can be used in other contexts.

ADRESS – How we Collected over 1 Million ADR Data Points and What It Tells Us

Sarah Kauffman  
Jonathan Rosenthal  
Nick White
Maryland’s Judiciary ADR offices have collected over 1 million ADR survey responses with its Alternative Dispute Resolution Support System (ADRESS). Come to this interactive session and help us mine our database by participating in a live demonstration. Learn how ADRESS has evolved, how the data can be used for quality assurance, and what we have learned by comparing our insights from ADRESS data to recent ADR research. Come ready to learn about the wonderful world of ADR data, we will have survey forms with us. See the questions we asked so you can ask questions of the data.

**Attorney vs. Non-Attorney Mediators: Comparing Settlement Rates, Party Satisfaction, and Ethics Complaints**
Susan Raines  
*Primrose*

Increasingly, court referred mediation rosters are being limited to attorneys only (or in some family matters, non-attorneys only). Yet there has been no previous research upon which these decisions could be based. This study analyzed settlement rates, party and advocate satisfaction, and ethics complaints to determine whether or not there is a fact-based justification for limiting rosters to attorney or non-attorney mediators in court connected mediations.

3:00 p.m. – 3:30 p.m.  
**Break**

3:30 p.m. – 5:00 p.m.  
**90 Minute Sessions**

**Introducing Teacher-Student Mediation**
Ondine Gross  
*Acacia*

“My teacher hates me!” “My student just doesn't care!” This workshop shows how to conduct restorative teacher-student mediation to help teachers and students repair their relationship. In many classrooms, students misbehave yet root causes are unexamined. Often, conflicts occur because teachers and students lack the opportunity to build trust and understanding in their relationship. Using real life examples and “in the trenches” stories, a school psychologist will show how to facilitate a voluntary, 50-minute restorative teacher-student mediation that promotes social skills and student learning. Data will show restorative mediation as highly effective in boosting school wellness and reducing disciplinary referrals.

**Trust Talks**
Wanda Allen-Abraha  
*Indigo*
Jelani Biggs  
Adolfo Briceno  
Sonny Haynes  
Catrina Thompson

The session will focus on Trust Talks, which is a program that fosters open, honest communication between the Winston-Salem Police Department and the community. Trust Talks was created in 2011, when the Winston-Salem Police Department approached the Winston-Salem Human Relations Department with a proposed partnership to foster positive dialogue and discussion within the community regarding bettering lines of communication and trust between the police officers and members of the community. Members of the Human Relations Department and the Human Relations Commission facilitate discussions that would
yield the creation of trust and mutual understanding. Feedback and discussion points are transcribed and used by the WSPD personnel for training purposes.

**Refugees Healing the Divide: South Sudanese Diaspora as Peacebuilders**

Kuol Awan  
David Acuoth Dau  
Jany Deng  
Kate Otting

After gaining independence in 2011 from Sudan, South Sudan relapsed into brutal internal conflict in December 2013. Just six years later, the young nation is now at a critical juncture. Ethnic relations have exponentially worsened leading to suspicions and mistrust amongst the communities, and the consequences are far-reaching. The South Sudanese diaspora communities across the US have been divided by the political and ethnic conflict. Beginning in 2019, South Sudanese diaspora in the United States are coming together, through a series of South Sudanese diaspora-led dialogues, to explore how they can contribute to bringing peace to their homeland, rather than further inciting divisions. The facilitators will discuss how, the diaspora community are becoming conflict resolution facilitators, healing and uniting within their communities, with global implications.

**The Promise of Dialogue: The Transformative Approach to Working in Divided Communities**

Erik Cleven

Whether practitioners are working in urban or rural settings in the United States or in post-conflict settings internationally, interveners face deeply divided communities. This session will summarize research on the nature of divided communities and political polarization, and on the limitations of some dialogue interventions and will argue that a transformative approach to conflict is best suited to bring people into conversation. Transformative approaches are characterized by co-creative processes where interveners work with individuals and groups to figure out who needs to talk to whom, about what, and how to best have the conversations that need to happen.

**Meet the Editors!**

Elizabeth Swayze  
Susan Terry

Please join Rowman & Littlefield Executive Editor, Elizabeth Swayze and ACR Guides Series Editor, Susan Terry for a session on book publishing and ACR’s co-publishing partnership with R&L. The ACR/R&L partnership aims to offer rich opportunities for members who are interested in writing or contributing to books for their peers, students or the general public. This session will give you an opportunity to meet the editors, to hear about plans for future publications, and to bring suggestions for book projects that will benefit the field, the study and the practice of conflict resolution. We are happy to answer any questions you may have about the co-publishing relationship and book publishing more broadly.

**5:15 p.m. – 6:15 p.m.  Chapter Leaders Meeting**
5:15 p.m.  Friends and Branches of Creative Response to Conflict (CRC)  Eat Dessert First Gathering

Come hear about CRC's new initiatives including the NICE (Nurturing Inclusive Community Environment) program which is a collaboration of Diana Wege's organization WOVEN (We Oppose Violence Everywhere Now) and CRC!
Please email pprutzman@crc-global.org to register by Sept 16 and we will send you the location.

5:30 p.m. – 7:00 p.m.  EPP Section Networking Reception - Fun, Food and Friends  Cottonwood

Mediators Wear Many Hats
We all know that mediators “wear many different hats” in their work with parties as they work towards a collective understanding of a problem or a joint resolution of a dispute. As a way to get to know each other better we’re going to play a game called: Tell Me About Your Hat (or other accessory).

*Bring a hat (or other accessory) - tie, scarf, pin, bag, shirt* to wear that represents a role you have played or seen another play and be ready to share a short story about it with your colleagues in a very informal setting. There will be lots of laughs, opportunity for exploring roles and stories in addition to refreshments. If you forget, we’ll have some crafting materials for you to go crazy creative! There will be PRIZES!
Some examples: Referee (referee hat, whistle, yellow flag); accountant (green eye shade, calculator, spreadsheet), tour guide (folded umbrella, stick with something bright on it), coach (a list of plays, hat with "coach" on it). You get the idea - have fun and be creative. We’ll collect a list of the roles, and some stories that we can all share.

5:30 p.m. - ?  Elder Section “No Host Dinner”  Offsite

6:15 p.m. – 7:15 p.m.  Diversity Network Meeting  Aster II

Thursday, September 19, 2019

7:00 a.m. – 8:00 a.m.  Continental Breakfast  Grand Ballroom

8:00 a.m. – 10:00 a.m.  Conference Plenary  Grand Ballroom

Voices for Justice
Sue Bronson
Frank Dukes
Julie Macfarlane and Bernie Mayer
Lucy Moore
"Voices of Justice" are the plenary session(s) for the ACR 2019 Annual Conference. A number of the contributing authors from the upcoming ACR/Rowman & Littlefield publication "More Justice, More Peace: When Peacemakers are Advocates" will present short Ted-like talks to engage, challenge and inspire us. These authors will share their experience of doing conflict engagement work, both as impartial and as advocates, holding Justice as a guiding principle in how they do their work.

10:00 a.m. – 10:30 a.m. Break

10:30 a.m. – 12:00 noon 90 Minute Sessions

**Mindful Conflict: Trauma-Informed Tools for Highly-Charged and Structural Conflicts**

*EPP*  
*Finger Rock III*

Mary Dumas  
Marina Piscolish

Mindfulness practices, applied in conflict resolution processes, have real impact on trauma and empowerment. Being mindful in the heat of the moment is a critical skill for professionals and those whom we serve. In this half-day training, participants learn: the neuroscience of trauma; to assess a conflict’s structure and intensity; mindfulness and emotional intelligence skills that de-escalate intensity and promote “empathy in action”; and, to design trauma-informed approaches to collaborative processes. Through story-telling, practice and reflection, participants will strengthen their understanding of trauma-informed approaches and knowledge of skills that can be applied to our most challenging situations.

**Transborder Perspectives from the Borderlands**

*EPP*  
*Lantana*

Roberto Chene  
Melanie Knapp  
Mirna Manteca  
Naomi Miguel  
Robert Valencia

With our conference uniquely situated in the borderlands, this panel will explore the complexities of human-created borders and their intersections with culture, sovereignty, and natural systems in an increasingly militarized international border region. Healing the divide is about incorporating the voices that haven’t been heard or included in the national dialogue. Geographic borders split indigenous homelands and often disregard the natural contours of ecological systems. Panelists will provide their perspectives and considerations on the complexities of trans-border issues, relevant to us as conflict resolution and public policy practitioners, working at and across borders of many kinds.
Hate in Public Spaces: What do Conflict Professionals Need to Know about This Phenomenon in Order to Help Address It?

EPP
Susan Bro
Frank Dukes
Marcelle DuPraw
Patrice O'Neill

Hate is enacted in the public sphere every day in the US. Conflict professionals cannot ignore it, but many of us are unsure how to help address it. According to the FBI, there were 7,175 crimes based on bias in the US in 2017 – a 17% increase in hate crimes from 2016 to 2017. However, even at that, the Southern Poverty Law Center reports that such crimes are seriously under-counted, noting that the Bureau of Justice Statistics estimates the number is more like 250,000 per year. The Center says that 954 hate groups operate in the US today! What do conflict professionals need to understand about this phenomenon in order to help address it? This session will tackle that topic from a number of different angles, including pracademics, family members of hate crime victims, an anti-hate NGO (invited), and possibly a recovering “hater” (tbd).

Unlikely Friendships: Power of Personal Connection Across Great Divides

EPP
Jeanne Cleary
Douglas Thompson
Elissa Tonkin

Supreme Court Judges Ginsburg and Scalia famously shared one. What can we learn from our own and other’s personal friendships across differences? Through a combination of presentation and small and large group discussion, we will engage participants in a guided exploration of these questions: How does difference—even “othering”—serve us? Drawing from personal experience, what types of divides, large and small, do our own “unlikely friendships” cross? What are the characteristics of these friendships across differences? How do they feel, as distinct from other personal connections? What are the conditions that allow such friendships to form, grow and thrive? What are the implications of these observations and reflections for our work in engaging folks across paralyzing divides?

Mediation and Democracy: Strengthening Conflict Literacy and Capacity in Political Movements and Advocacy Organizations

EPP
Duncan Autrey
Jessica Baen
Kenneth Cloke
Jarling Ho
Mary Leichliter
Scott Martin
Wendy Wood

Political advocacy organizations and movements for social change require innovative ideas and strategies at grassroots and organizational levels, to strengthen conflict literacy and conflict resilience; build their capacity to respond constructively to conflicts; and help communities heal
from deep political divides. Mediators Beyond Borders “Democracy, Politics and Conflict Transformation” (D-PACT) team will present a pioneering initiative to develop tools, services and support to help political organizations prevent, discuss, resolve and transform internal and external conflicts; and a framework for using conflict resolution to strengthen democratic values and address social, economic, environmental and political conflicts at their chronic and systemic sources.

**ADR Practitioners: Are We Engaged in Social Service or Social Justice?**

*EPP*  
Sharon Press

Our field has many different roots (civil rights/empowerment; court reform; and indigenous processes to name a few) and our work as ADR Practitioners take many different forms including mediation, restorative practices, parenting coordination, and more. This session will explore the tensions of these competing roots specifically looking at our role as mediators. Specifically, we will look at our role as a member of an organization. Do we view that organization’s work as social service, social justice, or something else? What about as individual mediators -- to what extent do we disclose our own personal views both inside and outside of the mediation? And, when should we? The session will include an exploration of the Model Standards for Mediators and other ethical standards for guidance.

**Interactive Training Techniques: 3 Expert Approaches**

*Finger Rock I*

Barbara Johannessen  
Zena Zumeta

Extremely experienced mediation trainers offer a demonstration of 3 interactive techniques to perk up your trainings. 1) How to get experienced mediators to role play in Advanced Mediation Training. 2) Fishbowl techniques for teaching cast-of-thousands pre-mediation interviews in Elder Mediations. 3) Teaching Mediation 101 from the Vantage Point of the Parties. In each of these, the trainer will demonstrate their techniques using participants from the audience, just as they would in their own trainings. Come get involved and inspired, and enjoy the discussion following each demonstration. We’ll all learn from each other and elevate our trainings!

**The Role of Mediation in the Lives of Non-White Student Teachers**

*Acacia*

Jacqueline Bleak  
Joanne Kilgour Dowdy

Can mediation strategies be considered another form of literacy? Supporting student teachers as they learn to become professionals requires that they enhance their mediation skills to be successful with their students, colleagues, students’ parents, and administrators. Given that novice teachers report that they expect conflict at almost every level of interaction in and outside of their classrooms, it is imperative that they are trained to handle conflicts while working with their students and the authorities in their working environment. Educators who train their student teachers to use skills in conflict resolution provide the pre-service teachers with valuable tools for success. This presentation will offer tips for training student teachers how to incorporate mediation skills in their professional roles in schools. Role play will be incorporated to facilitate the discussion about conflict resolution in teacher education.
A Physician’s Perspective on Conflict Resolution in Healthcare: What Succeeds, What Fails, and Why
Paul Charlton

Dr. Paul Charlton, a practicing Emergency Medicine Physician, will discuss how the conflict resolution field is perceived from a health care provider perspective, what allows conflict resolution professionals to succeed in healthcare settings, and what causes some healthcare-associated conflict interventions to struggle. Drawing from current literature and utilizing case studies from his professional experiences, this interactive workshop will provide actionable tips for conflict resolution professionals who seek to operate effectively within the healthcare system.

Techniques and Technology for Students: The JAMS Foundation app is “HERE!” for Youth.
David Brandon
Catherine Geyer
D.G. Mawn

Interested in exploring new techniques and technologies that are being developed for students by dispute resolution advocates? The Right Track is a truancy prevention, intervention, and response initiative that develops problem-solving education and resources for youth and families. The Right Track includes a web application (an “app”) for youth, families, and their communities, to be utilized in conjunction with a court's and school's support and diversion efforts. Youth contributed to the content and design of the web application and made recommendations on the type of embedded incentives to promote engagement. This initiative was made possible by a grant from the JAMS Foundation and unparalleled collaboration among the Supreme Court of Ohio, the state Department of Education, local courts, and communities. You will not want to miss this!

12:00 noon – 1:45 p.m. Conference Lunch – Section Meetings and Activities

Pick up a box lunch and join the section meeting or other group gathering of your choice (or just take some time to relax and enjoy the beautiful scenery surrounding the hotel.)

2:00 p.m. - 3:30 p.m. 90 Minute Sessions

Bridging the Climate Change Divide: Building Coastal Locality Resilience
Tanya Denckla Cobb
Carri Hulet
David Perkes
Danya Rumore

As our sea levels rise, the need for coastal localities to increase their resilience is fraught with conflict and hidden minefields of beliefs, equity, and power. While some locally elected officials still deny climate change, coastal communities nevertheless are facing new realities of recurring
flooding that undermines property values, impacts low-income populations disproportionately, and also threatens economic stability. What strategies can ADR practitioners use to cross the divide surrounding climate change to support and facilitate timely action at the locality level, so that all voices are heard, to prevent perpetration of systemic environmental injustices, and to increase equitable resilience?

**What Did I Do Wrong? Cultural Consciousness in Public Policy Discourse with Native Nations / Alaska Native Communities**

*EPP*  
Verbena

Milton Bluehouse, Jr.  
Fred Clark  
Cheryl Demmert Fairbanks  
Stephanie Lucero  
Sarah Palmer

Cultural awareness and cross-cultural tools are a cornerstone of working collaboratively with diverse groups and addressing divisions between groups. Diverse cultures, histories, and languages play out in different and complex ways during environmental and public policy (EPP) discussions. This complexity is central in working with Native American and Alaska Native communities. Experienced EPP practitioners will provide an overview of various components, tools, and concepts to incorporate in working with Native Nations, including cross-cultural communication, Traditional Knowledge, and Historic Trauma. Participants are invited to share their own experiences and tools supporting cultural awareness among diverse populations in this shared learning experience.

**Beyond Multi-Party Facilitation: Coaching to Deepen Conversation and Build Self-Awareness**

*EPP*  
*Finger Rock II*

Mary Lou Addor  
Deb Kleinman  
Marina Piscolish  
Laura Sneeringer

This session will explore the potential for professional and peer coaching in environmental and public policy conversations and ADR work more broadly to help experienced and emerging practitioners “heal the divide” through facilitating difficult conversations about the profound challenges of our time. Through story, data, evidence, demonstration and discussion, we will explore what coaching is, how it can work, how it can be integrated into our practice, and the powerful impact it has on individuals and groups. Coaching is a thought-provoking and creative conversation that facilitates shifts in awareness and expands the possibilities we see for ourselves and the world.

**Yikes! Our Meeting Just Went Viral! A Workshop on Social Media and Outrage in Collaborative Processes**

*EPP*  
*Finger Rock III*

Betsy Daniels  
Laura Kaplan  
Brian Manwaring  
Caelan McGee
Recently, the Dakota Access Pipeline and the Flint Water Crisis have illustrated the profound effect that outrage and widespread public interest can have on policy development. In this workshop, participants will explore the role that public outrage and a mobilized public can have in shaping collaborative processes, and the facilitative tools and approaches that may be utilized to address those impacts. A panel of experienced environmental and public policy practitioners will begin by providing an overview of the challenge. Following the panel discussion, workshop participants will collectively discuss their own experiences and identify tools and techniques that support their work. Workshop outcomes will be documented in a lessons learned report.

Truth Talks: How Truth and Reconciliation Commissions Allow the Public to Help Resolve Conflicts

Larry Schooler

Conflicts that involves an entire community, a state, or a country often prove to be particularly difficult to resolve. In three parts of North America, truth and reconciliation commissions (patterned after South Africa and elsewhere) have given thousands an opportunity to contribute directly to the resolution of conflicts that encompass race, ethnicity, economics, education, law enforcement, and other issues. In this session, you will learn how conflict resolution practitioners can leverage the lessons from truth and reconciliation commissions in their practice; explore varying ways to engage the public in conflict resolution; and experience portions of a truth and reconciliation commission experience.

Synergy and Partnership Possibilities? Environment and Public Policy and Community Sections Dialogue

Deborah Dalton
DG Mawn

As an old saying goes "all politics is local", so too, are environmental issues local in their effects: climate change and natural disaster planning, resilience and recovery, uncontrolled resource extraction, suburban growth and city gentrification, pollution, loss of parks and natural areas are all grass roots environmental issues. The Environment and Public Policy Section, the Community Section and NAFCM may have more in common in meeting collaboration and conflict resolution needs of local communities than ever before. How can those who have for years dealt with community disputes in education, zoning, family issues, health care work with those who have specialized in environmental, natural resources, pollution and unwanted land to share knowledge and techniques and work together to improve communities' environmental health by partnering in their work? This session will begin with some presentation of typical areas of practice in the two sections and will then break into smaller groups to exchange experiences.
and start to build networks of practitioners to share knowledge, practices, and stories of challenges and successes that build synergies and partnerships.

**Heal the Divide: NICEly**

Joanne Bochis
Tara Fishler
Priscilla Prutzman
Janelle Taylor
Diana Wege

Our country’s divisiveness impacts our students daily. In addition to drugs, poverty, violence and peer pressure, many students live with the fear or reality of family members being deported. How can we care for our students’ emotional well-being, when they have so much on their minds beyond academics? Enter, the NICE program (Nurturing Inclusive Community Environment). As a collaborative program of CRC (Creative Response to Conflict) and WOVEN (We Oppose Violence Everywhere Now), NICE began in 2 high schools in Rockland County, New York. In just 2 years, it has become part of the fabric of these schools. Through a sample circle, learn how NICEly we intertwine the 3 prongs of Restorative Practices, Social Emotional Learning and CRC’s Conflict Resolution themes to build supportive school communities!

**Ageism: The Unrecognized Bias**

DeLila Bergan

“I forgot that appointment this morning; I must be getting old.” “We can’t afford to hire her – she is close to 60. Where is the potential?” “Ms. Jones, your dad’s blood pressure is too high. We would like him to take this new medication twice a day.” These are all expressions of internalized and externalized ageism. Older adults are often perceived by younger people, and sometimes even by themselves, as less productive, less creative, more forgetful, less active, slower to learn, less technologically adept, less attractive and an increasing burden on family and societal resources. Millennials vs boomers, children vs parents, employed adults vs retirees – perceptions of what it means to age divide us and color our interactions. Join us to explore how subtle attitudes toward aging influence conversations and decisions in the family, the workplace and our society.

**Civil Conversations: Dialogues of Understanding in Faith Communities**

Quaiser Abdullah
Nicole Diroff
Tricia Jones
Abby Stamelman-Hocky

In 2019, professors in Klein College of Media and Communication at Temple University partnered with Interfaith Philadelphia to host a conversation around Religion and the Media. This session will look at how two seasoned ADR professionals engaged Interfaith Philadelphia in its focus on training individuals on how to engage in dialogue processes around identity-based, specifically religion and spirituality, differences, using the Civil Conversations model. We will discuss our experience engaging in the training and connecting the process with our own practices, how our students responded to this model and sought to use it in their own spaces, how communities adopted the model and shifted the engagement of the community members.
We will invite the audience to discuss other conversational and dialogue approaches that can be used around the topic of religion and spirituality.

**Taking Care: Using Neuroscience to Nurture Professional Resiliency and Boost Career Longevity**
Michelle Sylvain
Aster II

As professionals working to resolve conflicts we know that when we become overwhelmed, our stress response stops working for us. In fact, stress can work against us and cause many negative side effects that can compromise our health, our relationships, and even our work. This presentation will help attendees understand and mitigate the effects of stress and vicarious trauma as we practice or work with people in high-conflict situations. Building on the research of neuroscience about the upside of stress on the human brain, the body and emotions, we will show participants how to mitigate the effects of vicarious trauma and compassion fatigue on your mind, body and soul during and after high conflict work. You will leave with trauma-informed tools that will help boost your personal resilience and career longevity.

3:30 p.m. – 4:00 p.m.  Break

4:00 p.m. – 5:30 p.m.  90 Minute Sessions

**Environment and Public Policy Section Open Space Sessions**
Verbena, Indigo & Aster II
Open Space Technology is a methodology for self-organizing meetings, group discussions, and even conference tracks. It has been used all over the world and relies on a group’s enthusiasm to create energy and synergy around topics that are important to them. There is no preplanned agenda, only time slots and meeting space where participants can propose and discuss topics. Please see the Open Space Handout in the Conference materials for further information.

**Film Screening and Panel – Welcome to Gwichyaa Zhee and Messengers**
Len Necefer  Lantana
Patrick Gonzales Rogers

**Welcome to Gwichyaa Zhee**
Just north of the Arctic Circle, the Gwich’in people are fighting to protect the lands and caribou from oil and gas development in the Arctic National Wildlife Refuge—a place that has provided them with a rich and bountiful existence since time immemorial. Indigenous groups in southeastern Utah are doing much the same, seeking to defend their homeland and cultural heritage from energy and mining exploitation in Bears Ears National Monument. "Welcome to Gwichyaa Zhee," a short film that explores the commonalities and differences between the two, and why the Gwich’in people need our support.
Link to Film Site: https://www.gwichyaazhee.us/

**Messengers**
Messengers is the story of a diverse group of people — Navajo, Olympic athletes, and dirtbags with $5 sneakers — coming together to run 250 miles across our
most endangered national monuments and stand united as a voice for protecting our public lands.
Link to film: https://vimeo.com/253329792

A Workshop for Facilitators Addressing Outrage in the Era of Social Media:
What’s Working for You? What Isn’t?

Betsy Daniels
Laura Kaplan
Brian Manwaring
Caelan McGee
Eric Poncelet
Valerie Puleo

Recently, the Dakota Access Pipeline and the Flint Water Crisis have illustrated the profound effect that outrage and widespread public interest can have on policy development. In this workshop, participants will explore the role that public outrage and a mobilized public can have in shaping collaborative processes, and the facilitative tools and approaches that may be utilized to address those impacts. Workshop participants will collectively discuss their own experiences and identify tools and techniques that support their work. Workshop outcomes will be documented in a lessons learned report.

Teaching Collaborative Governance

Mary Lou Addor
Michael Kern
Turner Odell

Michael Kern, Director of the William D. Ruckelshaus Center at Washington State University (WSU) and the University of Washington (UW), has assembled and analyzed over 60 syllabi from courses being taught at universities across the United States on collaborative governance and related topics. He will share the results of that analysis including: 1) learning goals/objectives/outcomes, 2) lecture topics, 3) assignments/exercises/projects, 4) grading methods, 5) case studies, and 6) readings. He will also describe the one- and four-credit graduate courses that this research has helped him develop. Mary Lou Addor of North Carolina State University (NC State), Turner Odell of Portland State University (PSU), will each present how they are teaching collaborative governance at their institutions. Learn how collaborative governance is being defined and taught across the country, including both theory and practice. Bring ideas and questions, for a moderated discussion on the topic.

Managing Bias: Embracing Pluralism

Zenat Shariff Belkin

This interactive session will explore unconscious bias, including the subtle, inherent preferences that can occur in the mediation process. Participants will reflect on how unconscious bias manifests during mediation and identify strategies to manage bias, both individually and in the systems in which they live and work.

Lessons Learned from Elder Mediation’s Hybrid Approach (and More)
Crystal Thorpe

Aster I

The field of Elder & Adult Family Mediation has drawn from other dispute resolution processes (such as conflict coaching, facilitation, consensus building, and dispute systems design), and in turn, offers helpful take-aways for mediation in other contexts. Hear about the Elder Decisions® Hybrid Model of Elder Mediation and one experienced elder mediator’s lessons learned that have enriched her mediation practice in other areas. (Do you have a favorite take-away that helps heal divides regardless of context? Participants from all ACR sections are welcome to bring and share such tools so that we can all learn from each other. Don’t have anything in mind to share? Come and listen; we welcome your presence!)

Young Professionals in Conflict Resolution: Resume Review
David Smith

Primrose

In this session, attendees are invited to bring their resumes for a 10-minute review and conversation. Young professionals (age is not a limit!) will be matched with more senior colleagues to sit one-on-one to review their background and provide individual advice on their career aspirations.

Reflective Consultation Sessions: A Time to Focus on a Case, an Issue, or a Turning Point in Your Work
Jennifer Knauer
Susan Terry

Acacia

These short consultation sessions are offered for practitioners to have a conversation partner in thinking through a knotty or puzzling topic or challenge. The reflective process is one that doesn’t attempt to direct the practitioner but supports them in thinking the topic through for themselves. Using the tools familiar to all conflict professionals, we are there to help the practitioner understand why they have made the choices they have made and identify the "blocks" which are obscuring clarity. The consultant isn't there to give answers but serves the practitioner by questions, reflection, and observation.

5:30 p.m. – 7:30 p.m. Exhibitors Reception and ACR Raffle

Grand Ballroom

Friday, September 20, 2012

7:30 a.m. – 8:30 a.m. Continental Breakfast

Grand Ballroom

7:30 a.m. – 8:30 a.m. EPP Professional Networking Breakfast for Mid-Career & Early Career Practitioners and Students

Indigo

Networking for practitioners in the first half of their career plus students. Format focuses on building relationships with professional peers around the country and opportunities to
consider peer mentorship outside one's company or agency. All students, early-career, and mid-career practitioners are encouraged to attend.

Bring your breakfast and join the conversation!

**8:30 a.m. – 10:00 a.m. 90 Minute Sessions**

**Youth Day Program, The 8th Youth and Peace Conference**  
*Co-sponsored by the ACR Education, Research and Training Section  
Offsite – Pima Community College, Tucson, Arizona*

**International Day – ACR International Section Meeting and Session**  
*Lantana*

8:30-10:00 International Day Section Meeting  
10:30-12:00 International Day Panel: Crossing Borders  
A panel of local experts on issues relating to migrants, immigration processes, and the border wall and its effects. Developments about the US-Mexico border dominate our news cycles and social media feeds, but few of us can speak to the reality of life within distance of the international border. In this workshop, four panelists local to Tucson will share their insights on the layered matters surrounding the border and those affected by it. Speaking with expertise in environmental law, public policy, law enforcement, community relations, interfaith and binational collaborations, and politics, this panel will provide a critical primer on a multifaceted border situation.

**Dinah Bear**  
Consultant and activist

**Charles R. Trost II**  
Operations officer – Public Lands Liaison, U.S. Border Patrol – Tucson Sector

**Ann Charles**  
Chief of Staff, Tucson City Councilman Steve Kozachik and Executive Director, Kaimas Foundation

**Joanna Williams**  
Director of Education and Advocacy, Kino Border Initiative

**Ethics and Equity When Healing the Divide**  
*EPP*  
*Finger Rock II*

Kenneth Rosenbaum  
Kelly Wilder

The Model Standards for Conduct of Mediation were not designed for public policy processes. Public policy practitioners work in open forums, serve even if they have existing relationships with the parties, and may continue as neutrals even if someone objects to their service. Their processes often involve participants who are greatly unequal in ability and arrive at outcomes that directly affect people not at the table. What should practitioners do about confidentiality, self-determination, avoiding conflicts, and assuring a fair process? Through examining cases and the EPP Section’s voluntary ethics guidelines, this session explores the ways that standards for mediators and public policy facilitators differ. It also considers the implications of these differences around questions of equity – Do we have a responsibility to strive for equity? Do we have the tools for this work?

**Conflict Rooted in History: How to Find Common Ground when the Ground is Still Stained with Blood**  
*EPP*  
*Indigo*
Roberto Chene  
Lucy Moore  
Regis Pecos

Throughout the country there are conflicts large and small rooted in history. On the surface the conflict may be about a statue, the name of a creek, the celebration of a hero, but the soil on which that conflict lives may hold a painful history. Finding resolution that enables traditional enemies to co-exist harmoniously is challenging. In New Mexico, the arrival of the conquistadores in the late fifteenth century seeded cultural strife that plays out today. An annual celebration of the conquest, held for hundreds of years, sparked Native American protests and threatened violence. A powerful and moving mediation is on the path of reconciliation between descendants of the Spanish and the Native Americans. This session will tell that story.

Coaching Leaders in an Age of Polarization  

_EPP_  

David Brubaker

Polarization in the United States today affects every level of our society—families, organizations, communities, and the country as a whole. Organizational and community leaders often feel the brunt of polarized behaviors, including personal attacks, distorted information, and intractable negotiations. Leaders need, and increasingly seek, conflict and executive coaches with the experience to guide them in polarized times. This workshop will present research on the causes and impact of polarization, with specific strategies for successfully coaching leaders to survive and thrive in our new reality.

International Environmental Dispute Resolution Practice – Stories and Experiences from Australia and New Zealand  

_EPP_  

Craig Dalton  
Deborah Dalton  
Doug Jones

Speakers from Australia and New Zealand will present case studies on ADR and collaboration from their country’s environmental and public policy context. Dr. Craig Dalton, Associate Professor of Public Health, Newcastle University, New South Wales, Australia is author of “How NOT To Piss Off A Community” and will relate experiences and share lessons learned from conflicts relating to public health initiatives including exposures to toxic chemicals such as coal dust and coal seam gases. Doug Jones is the Manahautū (General Manager Māori) of the Māori Policy and Operations team at New Zealand’s Environmental Protection Authority. His role focusses on assessing the environmental impacts to New Zealand, from an Indigenous Māori perspective, in relation to: Marine activities (research through to oil and gas operations) from 12 to 200 nautical miles; chemical management within NZ; and the introduction of new organisms to NZ (such as biocontrol’s through to genetic technologies). Doug is currently at MIT under a Harkness Fellowship researching environmental trade-offs to eradicate pests and protect native flora and fauna in NZ. The research will look at what a mature conversation could entail, the impacts of technology on communities and decision making, and the role of science denial and
outrage fueled by social media. Deborah Dalton will moderate the session and highlight environmental mediation programs in Thailand and South Korea.

**Mediating with the Invisible Party**

*EPP*  
Kim Jones  
C. Jade Rutland

In most conflict resolution settings there are two clear parties that need to come to an agreement or settle an issue. However, outside interests or stakeholders are the true impediment. This “invisible party” is hard to recognize and even harder to appease. This session aims to empower practitioners with the tools to address the “invisible party.” The presenters have extensive experience in resolving conflict with the main parties and the invisible parties in the Superfund remedial process. The presenters employ a collaborative problem-solving approach and techniques to satisfy all stakeholders.

**Effective Utilization of Third Party Neutrals to Mitigate Risks in High Tech, High Cost Construction**

*Howard Carsman*  
*John Jozwick*  
*Richard Tasker*  
*Steve Van Loan*

Disputes, claims, and litigation are both endemic and inefficient in complex construction. As a result of the complexities of the work, massive detail, large number of stakeholders, and long-time frames, disputes frequently fester, snowball, and end with protracted end-of-project battles. This is why construction is such a heavy user of mediation servings. This panel will discuss utilization of vibrant Third-Party Neutrals to mitigate construction risk. Intel, a worldwide leader in technological innovation, implemented a unique TPN procedure into its multi-billion dollar ongoing construction programs and will soon begin exporting this creative approach to its worldwide facilities. This panel will discuss what the program is, drivers and factors leading to its creation, and practical ideas that can be implemented by others. While the Intel program involves multi-hundred millions of dollars in construction, the mechanics and benefits can assist in any significant commercial risk environment.

**Building Bridges … Healing the Divide with a Circle of Peace**

*Timothy Connors*  
*Cheryl Demmert Fairbanks*  
*Brett Lee Shelton*  
*Robert Yazzie*

Working collaboratively with colleagues, this diverse panel will share their journey of peacemaking. The peacemaking process is indigenous and has been used to help litigants resolve disputes in tribal and state courts and to heal from conflict. Parties involved in probate, family and civil cases have benefited from this ancient process. Traditional values are honored in the circle process and relationships are valued and preserved. Listening and learning from one another, with the inclusion of community members provides the foundation for setting the sacred space to move toward consensus, resolution and peace.
Walking Our Talk – Or Not – Conflict Management Among Conflict Professionals

Quaiser Abduallah
Cheryl Cutrona
Merri Hanson
Tricia Jones

Finger Rock II

This workshop provides an opportunity for conflict professionals to reflect on how well we manage conflicts with our colleagues, among our own organizations or within our own professional communities. We often experience situations where our skills are not as well or easily applied in these situations as they are in our service to others outside our community. The workshop will be highly interactive allowing opportunities for participants to reflect on the kinds of conflicts that stymie us, the reasons why we may be reluctant to engage different, and the methods we use that exacerbate the conflict. Results from a survey of conflict professionals will be used as stimulus for discussion. Participants will be encouraged to share their experiences appropriately and talk about factors in our field that prevent us from being more successful. Case studies will also be used based on common sources of conflict: intellectual property “borrowing”, competing for the same small pool of funding dollars; poor professional relationship termination/redefinition, turf battles with new areas of practice, etc. Join some seasoned professionals for conversations of the heart and art of walking our talk for the future.

Healing the Older Family Divide with Eldercaring Coordination

Sue Bronson
Linda Fieldstone

Aster I

At some point, our older loved ones may need extra help with their care and decision-making. Will the family come together in this time of need or will old rivalries raise their ugly heads? Will limbs of the family tree break off? Eldercaring Coordination enables families to resolve disputes in a manner that respects the need for safety and autonomy of their aging loved ones. Eldercaring coordination focuses on reducing conflict so family members are able to focus more productively on the aging person and work with others in their support system. The intergenerational impact will be addressed.

25 Years Building Bridges and Healing Divides

DG Mawn
Christopher Mendez
Renata Valree
JF Zimmer

2019 marks the 25th anniversary of the National Association for Community Mediation as well as the call to live out the 1964 Civil Rights Act. All people should always be able to be safe, respected, and live in their truth: this is what community mediators work to create every day. This panel presentation will demonstrate how NAFCM lives out the call to initiate, facilitate, and educate for collaborative community relationships to effect positive systemic change. In 2018, over 900,000 individuals experiencing conflict were helped by over 20,000 volunteer community
 mediators; their work is part of the efforts that will help us, as a national community, create the safe spaces needed to bridge divisions and heal divides.

10:00 a.m. – 10:30 a.m. Break

10:30 a.m. – 12:00 noon  90 Minute Sessions

Politics, Conflict Resolution and the Evolution of Democracy

*EPP*  
*Verbena*

Kenneth Cloke

We are in the midst of a political crisis, filled with hostility, hatred and personal attacks, and half the country won’t talk to the other half. The problem is, we haven’t figured out yet how to talk to each other about political ideas and beliefs, or discuss our disagreements in ways that might lead to learning, win/win outcomes, increased empathy, mutual understanding and joint problem solving. Yet we are all citizens of the same country and care about its future. What, then, is politics? How might we respond to political conflicts? How do we learn how to talk to each other about difficult and dangerous issues? How do we exercise our responsibility as citizens without losing what we’ve learned as mediators and conflict resolvers? How do we advocate for what we believe in without becoming biased and adversarial? What is an interest-based form of political discourse? What skills do we require for democracy to work? How do we design, organize and facilitate dialogues over political issues? How do we conduct meaningful discussions of highly contentious, values-based topics without degenerating into pointless diatribes? This session will address these issues based on my recent book, *Politics, Dialogue and the Evolution of Democracy* (2018) Good Media Publications.

Energy Development and Indigenous Lands: Divisions, Synergies and Opportunities for Native Nations

*EPP*  
*Aster II*

Thomas Jones  
John Lewis  
Stephanie Lucero  
Len Necefer

The prospect of energy development on or near indigenous lands provokes complex and multifaceted emotions and conflicts, both with outside groups and within indigenous communities. Simultaneously, energy development on indigenous lands offers Native Nations the opportunity for energy security, independence, and greater economic and tribal sovereignty. There are persistent external challenges and barriers, however, to indigenous communities seeking to develop their own energy resources and infrastructure. Tensions can also arise internally around competing cultural resource and economic development priorities. What can tribal and nontribal approaches to conflict resolution and consensus building bring to navigate these challenges? This session will explore how to develop culturally appropriate resource development pathways that support indigenous communities through a panel discussion with tribal energy experts.
Voices from the Field: Early-, Mid-, and Late-Career Reflections on our Practice in a Challenging World

EPP

Finger Rock III

Claire Chase
Lucy Moore
Jasmin Munoz
Sara Omar
Danya Rumore
Elissa Tonkin

Balancing Burdens and Benefits: Conflict Resolution Support for Communities Seeking Environmental Justice

EPP

Aster I

Gina Cerasani
Sheryl Good
Susan Podziba

The pursuit of environmental justice, which seeks to address the disproportionate impacts of environmental and public health degradation on marginalized or disenfranchised groups, offers the potential to rectify discrimination and restore communities. Conflict resolution processes, such as mediation and Appreciative Inquiry, promote the environmental justice principles of community participation and self-determination. Through engagement in these practices, community members are involved in planning for their futures and shaping agreements that affect their communities. In this session participants will learn how these practices may support environmental justice and will engage in discussion and critical analysis of case studies that illustrate each process.

Public Policy Pickle: The Sequel

EPP

Indigo

Deborah Dalton
Patrick Field
Jason Gershowitz
Debra Nudelman
Turner Odell
Douglas Thompson

After presenting at the ACR conference 15 years ago, we would like to take the time to reflect and explore how we, as practitioners, are addressing “Public Policy Pickles.” Do we face the same ethical, strategy, and practice dilemmas? If they are the same – why? If they are different – what strategies and best practices have moved us forward? What lessons have we learned over the years through various political, policy, and process climates and cultures? Through storytelling we will work with the audience to apply collective lessons learned to current Public Policy Pickles.

Grievance Mediation: Great Promise but Scant Use

EPP

Finger Rock II

Lucille Alfano
William Dwyer
Marvin Schuldiner
Grievance mediation is considerably less expensive than arbitration and can be convened in a matter of weeks as opposed to months. Settlement rates range between 70 and 85 percent. Several issues, frequently, can be mediated in one session. The relationship benefits are equally impressive. Research demonstrates that the mediation of workplace disputes and formal grievances fosters collaborative relationships between the parties by finding solutions that meet their individual and joint needs. Mediated settlements winnow out weak cases, and avoid “egg on your face” losses, and what are later acknowledged as poorly decided, yet binding, arbitration decisions. Moreover, mediation in the workplace can be useful to proactively resolve conflict long before formal grievances or other complaints are filed. Despite these significant advantages, the use of mediation as a resolution process for workplace disputes and grievances has not reached its potential. This program will include an interactive discussion around questions including: Why hasn’t grievance mediation been more widely adopted? Are competent labor arbitrators qualified to mediate grievances? How does grievance mediation differ from med/arb? Should grievance mediation agreements be included in collective bargaining agreements, or should cases be submitted on a case-by-case basis?

**Crossing Borders**  
*International Day Program*  
Dinah Bear  
Charles R. Trost II  
Joanna Williams  
Ann Charles

A panel of local experts on issues relating to migrants, immigration processes, and the border wall and its effects. Developments about the US-Mexico border dominate our news cycles and social media feeds, but few of us can speak to the reality of life within distance of the international border. In this workshop, four panelists local to Tucson will share their insights on the layered matters surrounding the border and those affected by it. Speaking with expertise in environmental law, public policy, law enforcement, community relations, interfaith and binational collaborations, and politics, this panel will provide a critical primer on a multifaceted border situation.

**Pre-Mediation for Adult Family Conflicts: Creating Understanding One Party at a Time**  
Sue Bronson  
Katharina Dress

A big challenge in Adult Family or Elder Mediation is to enroll all parties in the process. Extensive pre-mediation conversations are especially important, because the different generations tend to have very different experiences, perspectives and goals. Even if older family members have cognitive or memory challenges, their voices must be heard, in order to find solutions that work for everyone involved and heal the divide tearing apart many families with aging loved ones. This session introduces a pre-mediation process rooted in the consciousness and tools of Nonviolent Communication (NVC), allowing mediator and parties to understand everyone’s needs BEFORE getting together for a joint meeting and thus increasing the parties’ willingness to participate.
Speaking up in Healthcare Settings
Paul Charlton  
Lauren Edelstein  
Sandra Moore  
Rebecca Sparks

This session will explore the theme of “speaking up” in healthcare settings. Speaking up requires courage and using it to motivate some change away from the status quo requires a receptive ear. It can be essential to the safety and well-being of oneself or others. At the same time, speaking up comes with risks. In healthcare settings, the decision to speak up or remain silent can have high stakes and can be the difference between a medical error and appropriate care, between strong bonds between clinical teams and patients, and lost trust. When the stakes are high, should we speak up? If we do speak up, or encourage it of others, what are the repercussions and how can organizations better prepare themselves to support speaking up behaviors in a way that maximizes safety and quality. Without having absolute answers, we seek to explore this array of issues, and engage those in attendance to participate in exploring case examples.

Practical Cultural Competencies: Strategies for Mediators
Martin Applebaum  
Nathalee Campbell  
John Harrison  
JoAn Pangilnan-Taylor

To be a successful mediator, the service provision model must often be modified to accommodate the diverse cultural backgrounds of disputants. This session will focus on cultural competency strategies, with an emphasis on people from African ancestry, which will enable all mediators to provide meaningful, effective services to all.

12:00 noon – 1:45 p.m.  Presidential Luncheon
Grand Ballroom

2:00 p.m. – 3:30 p.m.  90 Minute Sessions

Healing the Divide? Multi-Stakeholder Collaboration and Consensus Building as Tools in the Environmental Justice Toolbox
Kevin Bryan  
Dana Goodson  
Stephanie Lucero  
Patrick Gonzales Rogers  
Luis Olmedo Velez

From the standpoint of a community suffering environmental injustice, an advocate may see little utility in a collaborative approach. It may seem that there is no middle ground between right and wrong, or that reaching across to the other side would be futile. Furthermore, the divide between the dominant culture and communities of color - who often bear the brunt of environmental injustice - has been shaped over generations, so healing that divide cannot be done overnight. While collaboration is not a panacea, it can nonetheless be a useful tool for an
advocate seeking change in his or her community. This panel and group discussion will explore the successes and challenges of conflict resolution in an EJ context, as well as identify skills needed and lessons learned for advocates and practitioners alike.

**Welcome to the Age of Climate Migration. What’s Next for Environmental Conflict Resolution and How Do We Get Ready?**

*EPP*

- Jason Gershowitz
- Carri Hulet
- Elissa Tonkin

As the The Rolling Stone, Feb. 25, 2018 article so clearly explains, we are on a course globally to experience a profound shift in the human population. Over one million people were displaced in the US in 2017. 140 million in the US will be forced to migrate by 2050. There is an urgent need to bridge the gap between academic research and the practical solutions needed for mass resettlement. Governments need a playbook, and we mediators need to add a chapter. This session will explore where mediation has been used in disaster response, recovery, and hazard mitigation planning via a facilitated panel discussion with practitioners who have engaged in the work. We will pivot to a broader discussion of how the ADR community can position themselves to be ready to engage in the most pressing conflicts facing our environment.

**The Environment and Public Policy Section’s Member Survey Results: A Look under the Hood in Preparation for Taking-off in New Directions**

*EPP*

- Mary Lou Addor
- Marina Piscolish
- Eric Poncelet
- Elizabeth Sapulding

This informative and interactive session, sponsored by the Leadership Council of the Environment and Public Policy (EPP) Section of ACR, will share results of a 2018 membership survey. Conducted to ascertain EPP’s niche in an ever-expanding field of practice, the survey offers information about: where we practice and the type of organizations we work in; clients we serve; issues we address; services we offer; levels of community/society we engage; funding/revenue sources; our highest value and our best practices; what distinguishes EPP from like-groups; and finally, new directions to consider given needs of our membership and strategic opportunities available.

**Applying Mediation Skills to Assist Divided Communities**

*EPP*

- Jessie Lawrence
- Becky Monroe
- Andrew Thomas

During this interactive session, learn how to apply your mediation expertise to help your community bridge divisions. You will try out simulations, online discussion aids, and other tools designed for mediators to use to help leaders in your community to deal with division. With
these tools, developed by the Divided Community Project at the Ohio State University, you can work community leaders to assess divisions and resiliency; create an agenda to strengthen the community; deal effectively with social media; and foster a positive, innovative, and inclusive community spirit.

**Understanding the Neural Basis of Communication and Conflict**  
Tim Hicks  
*Finger Rock I*

What is it about human experience that makes us behave the way we do in conflict situations? Why is it that we respond to differences as we do? How do we explain the perceptual biases that complicate our relationships? In this session, Tim Hicks will present a new understanding of the causes of human conflict behavior, drawn from his new book, "Embodied Conflict: the neural basis of conflict and communication" (Routledge, 2018), an explanation rooted in the most basic brain function that encodes perceptual experience in neural structures. It is this capacity to encode our perceptual experience in enduring and dynamic physical structures in the brain that allows for learning, memory, cognition, and identity. After explaining the neural encoding function, Tim will discuss seven key characteristics of the brain’s neural structures and the implications for communication, relationship, and conflict resolution. He then will consider, in conversation with participants, how an understanding of the brain’s neural encoding function might lead to further development of conflict resolution practice.

**Graduate Student Research Panel**  
Juliette Shedd  
*Finger Rock III*

“The Race to Brand De-escalation Training for Law Enforcement”  
Elizabeth Myers  
Jeanne Zimmer  
“The Impact of Emotional Intelligence on Defensive Communication”  
Ben Praker  
“Building Communities through Identify Security”  
Molly Tepper

This session is an opportunity for graduate students doing research on conflict resolution to present and receive feedback. Student work will be selected by a panel from the Education, Research and Training Section.

**Workplace Integrated Conflict Management Systems at a Crossroad: Where are we? What’s next?**  
Todd Dickey  
*Primrose*

This workshop discusses findings from a study of one of (if not the longest) continuously-operating ICMS in the United States: the ICMS at the United States Department of the Interior, the United States’ primary natural and cultural resource management agency. Asking the overarching question that has never been fully addressed, “What constitutes ICMS success?” the workshop will describe findings from a year-long study of the Interior Department’s ICMS and will introduce a newly-developed typology of the ICMS model stemming from this research that provides an ability to categorize systems based upon how their success is defined and
determined. Designed for both practitioners and academics interested in learning more about the latest trends in workplace conflict resolution, the workshop will include a facilitated discussion of participants’ experiences with workplace ICMSs and/or their alternatives and components as well as a conversation and visioning activity about the future of organizational conflict management and engagement.

**Conflict and Creating Change with Frequent Visitors**  
Sandra Moore  
*Acacia*

Tiered of discussing the same conflict behaviors? This will focus on building individual and organizational motivation to change. We will discuss the Stages of Change and Change Management model as well as include some Motivational Interviewing techniques and work to identify "change talk" to create buy-in and increased motivation to change behavior.

**Phobias and Isms and Systems, Oh My!**  
Paul Charlton  
Thomas DiGrazia  
Laurie Loa  
Barbara Melamed  
Katrina Nobles  
*Lantana*

A diverse panel of conflict resolution practitioners working in various fields will join audience members in a facilitated discussion of how we work to create systems and processes for better addressing oppression and discrimination in our spheres of activity. The session facilitators will utilize William Ury’s The Third Side framework as a unifying theme throughout the discussions, so that we can learn how we as practitioners can deliberately position ourselves around some of the more controversial issues within our society.

**Singing the Shuttle Blues**  
Pete Johnson  
*Aster I*

We will 1) Explore some of the pros and cons of shuttle mediation and meeting together, 2) Outline questions to help clients decide whether to meet together or separately, 3) Highlight ethical pitfalls in shuttle mediation, and 4) Discuss other logistical challenges that arise when meeting with parties separately and corresponding strategies for dealing with those challenges.

3:30 p.m. – 4:00 p.m.  
**Break**

4:00 p.m. – 5:30 p.m.

**Environment and Public Policy Section Open Space Sessions**  
*Verbena, Indigo & Lantana*

Open Space Technology is a methodology for self-organizing meetings, group discussions, and even conference tracks. It has been used all over the world and relies on a group’s enthusiasm to create energy and synergy around topics that are important to them. There is no preplanned agenda, only time slots and meeting space where participants can propose and discuss topics. Please see the Open Space Handout in the Conference materials for further information.
Getting it in Writing: Skill Building for Writing Agreements  
Jay Bultz  
Aster II

A clear, comprehensive and customized agreement for separation or divorce or parenting represents the "end game" for the practitioner - getting the agreement defined and nailed down and represents the "closure" for the parties - ending the dispute. This workshop is designed to educate the attendee on issues specific to the writing of agreements as well as provide practical skills such as utilizing outlines, checklists and master forms, organizing issues in logical categories, and writing an agreement that captures the intent of the parties and is ready to take to court for approval.

Days of Our Lives: Closing Divides in Local Government with a Facilitative Process  
Daniel Greensweig  
Pamela Whitmore  
Finger Rock I

Local and state government embody representative democracy. However, representative democracy has morphed from a way to use respectful debate to reach good decisions into a forum for highlighting personal or ideological divides which ultimately decreases efficiencies in local government. Learn about how, in Minnesota, at the local level, specialized collaborative support services are available to cities to advance sustainable resolution of matters of public interest and to further effective collaboration and dispute resolution. The session will outline the innovative collaborative processes used to assist elected officials, even those diametrically opposed to each other, in arriving at the best public solutions, including creating a better system for engaging public. Attendees will learn how this structured, facilitated dialogue helps examine diverse viewpoints and interests to build the consensus that leads to better solutions. This unique collaboration process differs from the traditional mediation tactics, particularly those utilized by mediators in litigation, and requires specialized skills.

Healing “Our” Divide Developing Strategies to Address Intra-Community Conflict in the Conflict Resolution Field  
Doug Brookman  
Emily Skinner  
Finger Rock II

“In the unlikely event of a sudden loss of cabin pressure, oxygen masks will drop from the panel above your head. Secure your own mask before helping others.” Stark divisions, increasing partisanship and roiling conflict increasingly call our community to step up. Are we ready? We know we are the ones who can make a difference. We know how to shepherd the engagement and communication necessary for partisans to de-escalate, share and, ultimately, heal. But to effectively heal others we must first address our internal divisions. Our potency as practitioners, and as a community, depends on our ability to support one another and to act with a shared vision. This highly-interactive, facilitated group exchange will elicit historical problems/divisions in our field and create a ‘first draft’ of potential strategies and solutions. This will be a space to give a voice to silenced frustrations and confront our divisions in an effort to begin healing ourselves and create an open platform to heal our community.

Mediators: Take Back Your Practice!
Barbara Manousso  

Mediation is an opportunity for the parties to hear and to be heard. Being a mediator is distinct from being an attorney, therapist, or other professional. As a mediation trainer, I am disheartened to have attorneys be shocked at what the mediation process actually does and how a trained mediator does it. They have represented clients in what they thought was mediation, but no parties were heard or able to hear. This presentation will offer ideas of reinforcing best mediation process by addressing and providing new language and concepts for Agreements to Mediate and Confidentiality Agreements that incorporate today's social media reality. This session is for the beginner to the advanced practitioner.

Conflict Coaching in Criminal Cases -- The New York Peace Institute Program  
Tricia Jones  
Anthony Yost

The New York Peace Institute has been partnering with the New York City District Attorney's Office to adapt the Conflict Coaching Matters conflict coaching model for use in Criminal Court Cases to help those charged with criminal offenses engage in analysis of their conflict behavior and consider alternative courses of action and intervention as well as development of patterns of de-escalatory behavior. This 12 month pilot has proven successful on several levels and this session will explain the development of the partnership, best practices for implementation by other criminal courts, the adaptation of the conflict coaching model to fit criminal case needs; and will present the results of research being gather on efficacy and impact by the researchers working with the Community Dispute Resolution Centers in NY State.

Reflective Consultation Sessions: A Time to Focus on a Case, an Issue, or a Turning Point in Your Work  
Jennifer Knauer  
Susan Terry

These short consultation sessions are offered for practitioners to have a conversation partner in thinking through a knotty or puzzling topic or challenge. The reflective process is one that doesn't attempt to direct the practitioner but supports them in thinking the topic through for themselves. Using the tools familiar to all conflict professionals, we are there to help the practitioner understand why they have made the choices they have made and identify the "blocks" which are obscuring clarity. The consultant isn't there to give answers but serves the practitioner by questions, reflection, and observation.

25 Years Building Bridges and Healing Divides  
DG Mawn  
Christopher Mendez  
Renata Valree  
JF Zimmer

Facilitated Discussion: Should ACR Participate in Discussions about Policy Issues in Our Field?  
Fernaundra Ferguson  

TBD
Marya Kolman

6:00 p.m.  Tucson Dine Around

Saturday, September 21, 2019

7:45 a.m. – 8:30 a.m.  Continental Breakfast

8:30 a.m. – 10:00 a.m.  90 Minute Sessions

Dialogue on Collaboration: Building a Local Community’s Collaboration Capacity

EPP  Indigo

Katherine Daly
Dianne Olson
Elizabeth Spaulding

This informative and interactive session, sponsored by the Leadership Council of the Environment and Public Policy (EPP) Section of ACR, will share results of a 2018 membership survey. Conducted to ascertain EPP’s niche in an ever-expanding field of practice, the survey offers information about: where we practice and the type of organizations we work in; clients we serve; issues we address; services we offer; levels of community/society we engage; funding/revenue sources; our highest value and our best practices; what distinguishes EPP from like-groups; and finally, new directions to consider given needs of our membership and strategic opportunities available.

Diversity and Equity Scholar Presentations

EPP  Lantana

Sara Omar
Dana Goodson

The Environment and Public Policy Section has awarded Diversity, Equity, and Inclusion scholarships to three students to attend this year’s conference. Two scholars, Jasmin Munoz and Raven Pinto, will give presentations on their work.

Jasmin Munoz’s presentation is entitled, “The Alaska Native Claims Settlement Act: History and Reflections.” Hailed as the most important legislation for Alaska since statehood, the Alaska Native Claims Settlement Act (ANCSA) was signed into law on December 18, 1971. Due to the discovery of oil in Prudhoe Bay, Alaska in 1967, settling land claims became urgent, so that a pipeline can be built. With the compromise between the Alaska Federation of Natives (AFN), federal and state governments, and oil companies, the act compensated a lump sum of $962.5 million dollars and relinquished 44 million acres of land to Alaska Native communities. Although ANCSA was a feat for Alaska Natives after a history of foreign encroachment on aboriginal lands, how did ANCSA shape the state, and more importantly the wellbeing of Alaska Natives since implementation? As mediators in the environmental field, it is imperative to not only reflect on the mechanics of resolving conflicts when they arise, but to reflect on the
impact cases have on those affected by it. In this presentation, I will discuss the background of ANCSA, unique aspects of ANCSA, issues with ANCSA itself, and review the effects of ANCSA on the state and Alaska Natives.

Raven Pinto’s presentation, “For Better or worse? An Analysis of Carbon Capture and Sequestration and its Implications for Indian Country,” will focus on carbon capture and sequestration (CCS) technology as it relates to tribal energy initiatives. Carbon capture is the process of capturing waste carbon dioxide and storing it in underground rock formations below the Earth’s surface. This process is a market-based approach to mitigating climate change; however, it not without contention or controversy as tribes remain critical about its ethics and application. Carbon capture and sequestration requires vast amounts of energy, water, and land resources in addition to increased monetary investment from both Congress and tribal communities. Conversely, carbon storage gives tribes enhanced land use management and participation in the United States carbon market that helps build up tribal communities. Native Nations remain divided on this current tech, and the CCS case ultimately points to two trends that we see today in U.S. environmental governance: minimization of indigenous-environmental epistemology and the perpetuation of a “zero-sum game” in green-policy innovation.

Special Education Conflict Resolution: Forging Effective Collaboration between Schools, and Parents and Families

Douglas Hernandez
Julie Shedd
Molly Tepper

Special Education is a challenging context because of the complicated web of legal requirements, educational needs, and resource restrictions. A team from George Mason University’s S-CAR has been working in Virginia at the State and local school district level to improve collaboration to benefit students with special needs. Projects include training with local school personnel to run effective difficult conversations, preparing supervisory personnel to facilitate, and building a cohort of external facilitators when a third-party voice is needed. This session will give an overview of these projects, look at the different types of implementation, and present preliminary evaluation results.

10:00 a.m. – 10:30 a.m. Break

10:30 a.m. – 12:00 noon 90 Minute Sessions

Developing a Research Agenda for the EPP & Collaboration Field

Marcelle DuPraw
Danya Lee Rumore
Steve Smutko

Over the years, there has been much discussion about key research needs related to environment and public policy conflict resolution, as well as ways practitioners and scholars can work together to advance the study of EPP conflict resolution processes and outcomes. This session will build on past and ongoing conversations about developing an EPP conflict resolution
research agenda. Speakers will present on the current state of EPP conflict resolution research, takeaways from prior conversations about this topic, and ongoing research and scholarship efforts. Participants will then engage in group dialogue about priority research needs and ways EPP conflict resolution practitioners and academics can partner to make progress on a research agenda. Insights from this session will inform the University Network for Collaborative Governance’s future research and scholarship efforts.

I Don’t Want to Talk to Them! What Works in Fostering Conversation Across Divides

Melinda Burrell  
Cassandra Lively

Research shows that most people are conflict avoidant and therefore fear conversations across a divide, regardless of party. This is nuanced by personality type as well as demographics. However, there are some methods – highlighted in both research and practice – which seem to work better than others to foster more, and more constructive, such conversations. This session will fuse recent research with ongoing practice around catalyzing conversations across a divide.

Screening Cases “In” or “Out” of Mediation - The Mediator’s Decision: Developing Effective Screening Processes for Your Practice

Marya Kolman  
Christy Cumberlander Walker

Abusive, controlling, manipulative and volatile parties and challenging mediation dynamics are found across all practice areas and not just in family and divorce cases. How can we screen cases to help protect the physical and emotional safety of all participants and preserve the integrity of the process? What information do we need to decide if a case should be mediated, and if mediation is appropriate, what process is most appropriate? How do we decide if the parties should be in the room together, or not? Participants will explore ways to develop appropriate screening tools and techniques in their practice areas and how to use the information obtained in the screening to decide if, and how, the case should be mediated.