

# ACR NEXT GEN

**Boldly leading conflict engagement into the future**  
**The Association for Conflict Resolution**  
**2018 annual conference**

## CONFERENCE PROGRAM



Association for  
Conflict Resolution®  
VOICES, CHOICES, SOLUTIONS

**October 3-6, 2018 | Pittsburgh, PA**

# ACR NEXT GEN

**Boldly leading conflict engagement into the future**  
**The Association for Conflict Resolution**  
**2018 annual conference**

## Pre-Conference Activities

### Sunday, September 30, 2018

2:00 – 6:00 PM

NAFCM Board of Directors Meeting

*Room: Monogahela*

4:00 – 8:00 PM

ACR Board of Directors Meeting

*Room: Allegheny*

### Monday, October 1, 2018

8:00 AM – 6:00 PM

NAFCM Board of Directors Meeting

*Room: Monogahela*

8:00 AM – 8:00 PM

ACR Board of Directors Meeting

*Room: Allegheny*

### Tuesday, October 2, 2018

8:00 AM – 6:00 PM

NAFCM Board of Directors Meeting

*Room: Monogahela*

8:00 AM – 1:00 PM

ACR Board of Directors Meeting

*Room: Allegheny*

3:00 – 4:00 PM

ACR Leadership Council Meeting

*Room: Mellon*

4:00 – 6:00 PM

ACR Section Leaders Meeting

*Room: Westinghouse*

4:00 – 6:00 PM

ACR Diversity Network Meeting

*Room: Thompson*

4:00 – 7:00 PM

**Pre-Registration Check-In/  
Registration**

*Alcove – 1st Floor*

## CONTINUING EDUCATION CREDITS

If you would like to obtain continuing education credits for the sessions you attended, please go to the **[www.acrnet.org](http://www.acrnet.org)** and click Events, 2018 Annual Conference and you will see a button labeled CEU. You will find a certificate, the ABA Uniform Certificate of Attendance and a listing of the conference sessions. Use these forms to submit to the appropriate office to obtain the CEU's.



## Conference Activities

Wednesday, October 3, 2018

7:00 AM – 6:00 PM

Pre-Registration Check-In/Registration

Room: Alcove – 1<sup>st</sup> floor

8:00 – 9:00 AM

Continental Breakfast

Room: Salons BCD

### ALL DAY SESSION

8:00 AM – 5:00 PM

#### Trauma, Social Justice & Mediation

ACR's Community Mediation  
and Restorative Practice Section

Center for Victims  
3433 East Carson Street, Suite #300  
Pittsburgh, PA 15203

This day will provide a forum for exploring the intersection of trauma-informed practice with social justice and community mediation. Through presented sessions, panels and facilitated discussion, participants will explore services being offered in this context in Pittsburgh and nationally. Attendees will have a chance to network with each other and build on the creativity and energy of practitioners from around the country. Lunch will be provided. This day of programming will take place off-site, in the community, at the Center for Victims in Pittsburgh. Group transportation details from the hotel conference site will be provided soon. Our thanks to the Center for Victims for hosting!

9:00 – 10:30 AM

#### Intro to Trauma Informed Mediation

Catherine Tornbom

10:30 – 10:45 AM – Break

10:45 AM – 12:15 PM

#### Center for Victims, Facilitating Transformative Conversations Among Traumatized Populations

Aaron Erb & Vanessa Mayers-Snyder

12:15 – 1:15 PM – Lunch

1:15 – 2:15 PM

#### Intro to Trauma Informed Mediation

Catherine Tornbom, *continued*

2:15 – 3:00 PM

#### Panel Discussion:

Catherine Tornbom, Aaron Erb,  
Vanessa Mayers-Snyder

3:00 PM – Day Concludes

9:00 AM – 12:00 PM

#### Morning 3 Hour Session:

#### Expert Skills Clinic

Room: Ohio Room

ACR Workplace-Ombus and  
Online Dispute Resolution Sections

Which practitioner skills will make the most difference to the parties with whom you work? The ODR and Workplace Sections join forces to engage you in an intensive, half-day skill-building session. Come prepared to improve your skills and your value to the parties with whom you work.

9:00 – 10:30 AM

**Morning 90 Minute Sessions:***Graduate Panel***Highlighting Ongoing Graduate Student Research Related To Practice***Room: Monaongahela*

Organized by ACR's Education, Research and Training Section - Higher Education Liaison Julie Shedd

*Panelists include:*

- Vittorio Indovina, *Kennesaw State University, The Historical Context And Cultural Foundations Of Alternative Dispute Resolution*
- April Coan, *Nova Southeastern University, 100 Years of Service: Organizational Conflict and Perceptions of Women in the U.S. Military*
- Chuck Egerton, *University of Manitoba, Being and Becoming: A Photographic Inquiry with Bahá'í Men into Cultures of Peace*
- Tamara Smiley Hamilton, *George Mason University, Minorities in America: Perceptions of Safety Post-Election 2016*

**Reflections About Mediation***Room: Allegheny*

Jan Fritz, Cathleen (Cathie) E. Kuhl, Maria R. Volpe

The three presenters are experienced practitioners and scholars who are thinking about the future of rights-based mediation and want to discuss their thoughts with other mediators. The first presentation is about creativity and mediation and about what fosters as well as hinders creativity. The second presentation is about the elusiveness of mediation as, after all these years, the field lacks widespread name recognition. The third presentation is about working with nonparty participants in mediation. The topics will be critically examined and then connected to the future of mediation. Those attending will share their thoughts and experiences as a central part of the discussion.

**Getting Kids to School; The Use of Mediation in a Collaborative Community Approach***Room: Interstate*

Teresa P. Cusma, Tammy M. Kosier

The use of Mediation as an intervention to improve school attendance is successful and has positive long-lasting impact. Since 1986, Ohio counties have collaborated with courts and schools to mediate hundreds of cases annually. The program improves attendance, increases the likelihood of educational success, reduces both law enforcement and judicial involvement and improves the school-family partnership. School absences are often related to mitigating circumstances rather than students willfully missing school. An Attendance Mediation program is an efficient and effective response to the national concern to improve school attendance and reduce judicial resources.

**7 Ways to Create New Conversations About Conflict Resolution***Room: Mellon*

Emily Martin, Sharon Sutherland

Join us in exploring new ways to promote conflict resolution. Mediators can be creative problem solvers, especially when they team up. From zombies to card games, Kickstarter to comic-con, hear and share new ways for mediators to promote problem-solving and conflict resolution skills.

**Workplace Mediation Through the Span of Time***Room: Thompson*

Clare Fowler

This workshop will look at the structure of workplaces and their dispute resolution processes from 1900 through today. We will explore how these structures led to the existing disputes we see today. We will then use the knowledge of these trends and work in groups to examine what disputes we will likely see in the next 20 years. Finally, what practical, realistic things can we do now to prevent those disputes?

## Scorched Earth - Working Effectively with High Conflict Clients

Room: Heinz

### Handouts

Darrell Puls

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.

## Self-Care May Not Be Enough: Secondary Traumatic Stress and its Organizational Impacts

Room: Frick

Trina Trotter Nussbaum

Did you know that trauma can be contagious? Secondary traumatic stress (STS) shares symptoms with PTSD, but it is the “distress transfer” aspect of STS that can be particularly harmful, especially for practitioners working with clients that have been exposed to trauma. This interactive workshop will explore findings from a thesis related to STS as a root cause of workplace stress, contributing to conflicts between workers and adversely affecting employee health, leading to burnout and turnover. Participants will gain knowledge of STS symptoms while brainstorming resources to address its impact on their organizations and communities.

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

Room: Westinghouse

Mary Dumas, Marina Piscolish

Emerging science is illuminating previously misunderstood aspects of our work and mindfulness in conflict resolution and its impact on trauma

and empowerment. Conflict practitioners can strengthen their skills and the impact of collaborative processes by using a trauma-informed approach. This highly-experiential, skills-based workshop examines mindfulness practices that promote conflict engagement, ethical de-escalation and just resolutions. The multi-track framework can be used by conveners and parties to improve awareness of each conflict intervention as an opportunity for everyday diplomacy. Join us to refresh your awareness of neuro-physiological responses and group mindfulness practices that transform conflict into “empathy in action”.

## Conflict as a Symptom of Workplace Bullying: Effective Intervention

Room: Foster

Laura Crawshaw

Can conflict resolution strategies resolve conflict arising from workplace bullying? Many employers automatically call for conflict resolution when workplace bullying is identified, but are traditional approaches such as mediation and facilitated discussion effective in solving the problem? Individuals who engage in workplace bullying create workplace conflict but striving to resolve this symptomatic conflict does not address the root cause of a chronically abrasive behavioral style, usually directed at multiple targets. This presentation why traditional methods are contraindicated and will discuss what is required in terms of employer and practitioner intervention to resolve this underlying cause of symptomatic conflict.

## Across the Pond: First Year Results of the EU-Mandated ODR Platform

Room: Salk

Jill Handley

The European Union enacted legislation requiring all online traders to provide an easily accessible link to a central Online Dispute Resolution platform, as well as the trader's email address for complaint submission. Who must comply? How does the platform operate? What have the results been? Can the results be explained? Are there implications for ODR and ADR in the rest of the world?

### Handouts

10:00 AM – 5:00 PM

## Exhibit Program Opens

Room: Ballroom A

10:30 – 10:50 AM Refreshment Break

Room: Ballroom A

11:00 AM – 12:30 PM

## Mid-Morning 90 Minute Sessions

### Systems Strategies in Healthcare Conflict Management: Positive Positioning and BRAVING

Room: Westinghouse

ACR Healthcare Section:

Paul Carlton, Sandi Moore, Rebecca Sparks

The ACR Healthcare Section will provide training in two healthcare conflict management strategies that are transferable to any environment. By offering an opportunity to share, learn and network through systems strategies and individual techniques, the section co-chairs will engage participants in acquiring improved flexibility by training in Positive Positioning and as well as the fundamentals of trust-building through BRAVING techniques. By the conclusion of this session participants can look forward to new skills sets that will enhance management of any conflictual circumstance, anywhere.

### Europe After Auschwitz: A Comparative Study of Contemporary Antisemitism

Room: Allegheny

Hannah Sattler

Seventy-three years after World War II, antisemitism remains a consistent sociopolitical force in Europe today. The varying levels among different countries, regardless of state participation in the Holocaust, poses questions regarding the internal and external factors that have led to current levels of Jewish prejudice and hatred. This session employs a comparative case study to analyze the wide-ranging levels of contemporary anti-Semitism in Europe. Utilizing historical and literary analyses combined with expert testimony, this study's intentions are to develop more comprehensive human rights procedures for how the international community, particularly the United States, should respond to post-conflict areas.

### Sociocratic Intervention Tools for Facilitators

Room: Mellon

Monika Megyesi

When people think or decide together, the processes they use can manifest "undesirables" (i.e. tension, ineffectiveness and upset) or "desires" (i.e. inspiration, creativity and innovation). These outcomes are emergent properties of the group's context and structure, as well as of the facilitator's skill in engaging individuals. This presentation looks at mechanisms that are built into Sociocratic processes, which lead groups to manifest their desires. It also touches upon the way Sociocratic leaders can shift a process that creates undesirables and transform the experience of the group in a way that allows for inspiration, creativity and innovation to emerge.

### Creative Response to Conflict's Whole School approach; combining CRE, Mediation, and Restorative Practices

Room: Heinz

**Handouts**

Priscilla Prutzman, Valentina DiLoreto

This session will give an overview of the work of creative response to conflict; conflict resolution education, bias awareness, bullying prevention and intervention, peer mediation and restorative practices. Approaches in three schools will be discussed. Experiential activities will demonstrate the practical uses of these themes.

### A How-To (And How-Not-To) Guide for Juvenile Mediation Programs

Room: Frick

Sara Figal, Brandon Hill

What does it take to get a juvenile mediation program up and running? Join us for a recounting of Nashville Conflict Resolution Center's epic journey through juvenile courts, police youth services, public housing neighborhoods, and public schools in its quest to provide restorative mediation to young people. This project was funded, in part, through the JAMS Foundation-ACR Initiative for Students and Youth.

## **Moral Imagination: A Driver for Bold Conflict Transformation**

*Room: Foster*

Daniel Njoroge Karanja

Moral Imagination could be the missing link between bold conflict transformation practices that provide conflict engagement techniques, tactics and procedures with lasting results. In this presentation, participants will be challenged to reflect on a fresh definition of moral imagination and appreciative inquiry approaches based on recent conflict engagement in Zimbabwe, Liberia and Kenya. Moral imagination reduces acceleration towards violent conflict and scholars and practitioners have an opportunity to identify approaches that don't work while adopting the ones that work.

## **Innovative Conflict Resolution Tools for Courts, Schools, and Professionals Working with Youth Who are Truant or At Risk for Experiencing Truancy**

*Room: Interstate*

Catherine Geyer, Linda Flickinger

Efforts to help students be on time and get to school every day are widespread. In an innovative, collaborative effort to combat truancy, a local juvenile court and school district in Ohio launched a pilot program for the 2018-2019 school year working with the state Department of Education and the Supreme Court of Ohio. The pilot program is a truancy prevention, intervention, and response initiative which will develop conflict resolution educational programming and strategies for youth and families. This innovative program includes developing a mobile web application funded by a grant from the JAMS Foundation-ACR Intuitive for Youth and Students and is part of a pilot program that includes all school-aged youth, including those who are experiencing or at-risk for experiencing truancy. The pilot project includes integrating conflict resolution education into the classroom, school attendance mediation, truancy mediation, conflict resolution resources and many solid wrap around trainings, resources and classroom education. This interactive presentation will include a demonstration of the app's function and discuss the collaborative and innovative approach to helping students build conflict resolution skills.

## **How to Become an Environment and Public Policy Practitioner: The Straight and the Winding Path**

*Room: Thompson*

Tamra d'Estree, Dana Goodson,  
Eric Poncelet, Frank Dukes, Marina Piscalish

This session is targeted to alternative dispute resolution (ADR) practitioners of all levels who are also interested in the environmental and public policy (EPP) domain. It is intended to be a primer to the field as well as an exploration of the different pathways by which to become an EPP practitioner. The panel will bring together established EPP practitioners from diverse sectors within the field—including government, academia, and private practice/consulting—who will describe what makes the domain unique and share tips about exploring the field, gaining entry into the field, and becoming a successful practitioner.

12:45 – 1:50 PM

## **Conference Lunch, Business Meeting and Award Presentations**

*Room: Ballroom BCD*

2:00 – 5:00 PM

## **3-Hour Afternoon Sessions**

### **Public v Private Sector Practice: What's the Difference & What Can We Learn from Each Other?**

*Room: Ohio*

ACR Workplace – Ombuds Section

364 days a year, public- and private-sector ADR practitioners do not engage with each other, much less learn from each other. That changes on October 3. Spend a half-day with expert public- and private-sector practitioners both learning and teaching. A sample of what we will explore includes how we use joint vs. separate sessions, the contents of agreements to mediate, and the contents of settlement agreements. We will explore differences between public- and private-sector document management and confidentiality. We will take a deep dive into what we can learn about differences in the way we handle ethical issues. We will not ignore technology. This will be fast-paced, highly interactive, and the agenda will be shaped by those who attend. Join us!



## ACR International Day

*Room: Westinghouse*

International Section

2:00 – 3:30 PM

### International Section Meeting

News and updates; Leadership Award and Statement: Election of 2018-2019 leadership

3:30 – 5:00 PM

### Building Sustained International Partnerships and Programs: Interactive Workshop with Mediators Beyond Borders International

Our workshop will include a panel from MBBI who are involved in a variety of the organization's international programming. We will invite participants to learn from one another in how to engage with capacity-building and program sustainability. Our work in the international section is varied; we are located in North America or internationally, we practice locally, or we research globally. We acknowledge local capacities for peace and indigenous wisdom as much as we do degrees from elite programs. So, why is collaboration so difficult? This workshop will be an interactive session where we will engage with one another on how to build sustained international partnerships and programs through several small group brainstorms where we will draw from participant experiences on topics such as: administrative support, advisory boards, community outreach and partnerships, professional development, and financing. There will be time to network and connect with ACR members on shared interests and collaborations.

### Justice and Sustainability: Growing an Underdevelopment Business Area

*Room: Foster*

Don Edwards, Donzell Robinson

Over the past 20 years, Justice and Sustainability has successfully evolved a new for-profit area of ADR practice - community development mediation. Come hear Don Edwards, JSA's founder and CEO, Donzell Robinson, COO and immediate past president of ACR and Ed Hasan, JSA's Chief People Person present JSA's plan to grow the practice of community development mediation nation-wide. Learn early

ideas about accessing JSA's methodology via "JSA University", JSA's checklist of success criteria for every geography, and the likely start-up steps and costs of a successful practice. This workshop is perfect for recent ACR program graduates, urbanist-minded ADR practitioners and community development entrepreneurs.

2:00 PM – 3:30 PM

### Afternoon 90 Minute Sessions

### A Humanizing Peace: The Role and Contributions of the Humanities to Comprehensive Peace Education

*Room: Heinz*

Niki Johnson, The Peace and Justice Studies Association (PJSA)

Contributing authors to the forthcoming volume *Engaging the Humanities in Education for Peace* (Information Age Press) will share their explorations of humanities fields and the significance of engaging those fields toward a fuller approach to peace studies and peace education. The session will invite conversation with attendees about maintaining a humanist orientation in the interdisciplinary field of peace studies.

### Heroin, Race, and the Police: What's Transformative Practice Got to Do with It?

*Room: Thompson*

Cherise Hairston

Transformative conflict theory (Bush & Folger) has utility beyond mediation, particularly in dialogue processes. For those interested in unique applications of the theory in practice, the session will explore how the Transformative framework to conflict intervention was utilized in Dayton, Ohio to meet the needs of a diverse and economically-challenged Midwestern community struggling with heroin deaths and poor race relations between the community and police. A brief overview of Transformative conflict theory and the nine Hallmarks of community mediation will contextualize the discussion of three distinct community-level interventions involving one-on-one, small group, and large group dialogue processes.



## The Magic of Making Money Mediating

Room: Monongahela

Barbara Manousso

Mediation is a business. It is wonderful and noble to be a volunteer, but the heart of being able to afford conferences and to be a true professional is through compensation. This presentation will provide a practical five step formula to understanding, seeking, and applying professional competence in paying jobs. This workshop will be offered by a non-attorney who has made a living in the practice of mediation. Dr. Barbara Manousso will share five key steps to transitioning from certificate to career. This is not a lecture for just new mediators. It is designed to support opportunities for any level of experience and genre in mediation practice. The program will be interactive and personal questions are welcome.

## The Two-Step Mediation: Understanding Then Option Selection

Room: Allegheny

Alan Gross

This session will propose a method by which when parties come to the mediation table they are first encouraged to understand as much as possible about the development of the conflict that brought them there, their own interests and which goals support those interests, and more importantly the other party's goals and interests. Once such understanding is obtained and clearly verified; emphasized via facilitation, reflection and even written notes, only then will the mediator facilitate an open and self-determined discussion about which choices/ options are likely to be mutually acceptable and lead to a resolution. The understanding part of the session depends heavily on concepts from the "understanding-based model of mediation" developed by Friedman, Himmelstein, Miller. The present model, however, varies in certain respects especially emphasizing precise and repeated reflections not only offered by the mediator but also by each party to demonstrate understanding.

## What's in a Name?

Room: Mellon

Lauren Edelstein

Oh, what's in a name? When it comes to conflict, there is so much in the name. We know that conflict managed well has positive benefits, though when marketing conflict engagement services, the term can feel accusatory. Conflict? Problems? Maybe a few, but we have "opportunities for growth" or "challenges to be met",

or "issues to be worked out". The decision by a leader to invite the services of a "conflict" specialist requires a lot of self-acceptance and acknowledgement that conflict exists in the first place. For a leader to both admit this, and then to invest in changing the status quo, requires a lot of courage. This session will focus on the labels used to describe conflict engagement work. Should the work be labeled as "conflict"-related or does this term detract from the potential value or the buy in of those who may benefit from the services?

## Lessons for Constructive Community Engagement on the Memorialization of the Confederacy

Room: Interstate

Mara Schoeny, Julie Shedd

This workshop will present different approaches communities have used to engage with conflicts over confederate symbols, naming and memorials. We will examine the processes and outcomes different communities have experienced and lessons learned from several different cases including Charlottesville, VA, Baltimore, MD, and Northern Virginia counties. We will also consider a variety of opportunities for student learning and engagement.

4:00 – 5:30 PM

## Activities & Group Gatherings

Various Rooms

Committee/Group	Room
Emerging Professionals	Monongahela
ADR Professional Group	Allegheny
Diversity Network This meeting is for all Diversity, Equity & Inclusion Point Persons and those interested in the Diversity, Equity & Inclusion (DE&I) Network. During the meeting, we will review the Point Person's role and responsibilities, the structure and function of the DE&I Network, and the DE&I Framework. In addition, we will discuss the importance of maintaining the Framework and the Network, discuss our plans for the year, and answer any questions.	Interstate
ACR Chapter President's Meeting	Salk

Thursday, October 4, 2018

7:00 AM – 5:00 PM

Pre-Registration Check-In/Registration

Room: Rotunda

7:15 – 8:00 AM Breakfast

Room: Salons BCD

10:00 AM – 5:00 PM

**Exhibit Program Opens**

Room: Ballroom A

10:30 AM – 12:00 PM

**Morning 90 Minute Sessions:****KEYNOTE**

8:00 – 10:00 AM

**The Power of Place:  
Doing Conflict Resolution Differently**Speaker: Joshua Weiss,  
Harvard School of Law

Most people involved in the field of conflict resolution understand the power of place and the importance of setting up a process for success. However, are we really using the resources the world has to offer

to give our process with parties in conflict the best chance for success? Consider one simple example: it is often said about negotiation processes that some of the most important breakthroughs happen during coffee breaks or in other informal venues (over lunch or a walk). So why not flip our processes on their collective heads and design our efforts with that principle in mind? In this presentation, Dr. Weiss will discuss some realms in which he has (or plans to) use/d the power of place for just such endeavors. From the Bosphorus Strait, to historic places in Geneva, to a long distance walking path in the Middle East, he will share examples of doing conflict resolution differently and encourage you to do the same.

**What's Really Going On  
in Dispute Resolution Processes?**

Room: Ballroom B – Via Zoom

John Lande

**Handouts**

We like to think that we know what happens during dispute resolution processes, but do we really know? The Stone Soup Dispute Resolution Knowledge Project is designed to help faculty, students, scholars, practitioners, educational institutions, and professional associations to produce, disseminate, and use valuable qualitative data about actual dispute resolution practice. This program will show how people can do this in courses they teach, continuing education programs that they organize, groups that they facilitate, and student competitions in which they judge. This program itself will be a demonstration of a Stone Soup process by eliciting information from the audience. This presentation is a video presentation and the presenter will be off-site. Zoom video conference platform will be used.

**Beyond Restorative Justice:  
Regenerative Justice**

Room: Monongahela

Toran Hansen

This session will outline illustrate a new form of justice called generative justice, which extends restorative justice. When restorative and generative justice are coupled, it creates a more holistic approach to restorative practice, called regenerative justice. The work of Viktor Frankl provides a foundation for this approach. Specifically, Frankl developed the practice of logotherapy to help people struggling with meaningless in life discover and nurture important meanings and purpose in their lives. As meaningless is both a cause and effect of wrongdoing and criminality, this provides a mechanism and specific techniques to increase the effectiveness of restorative practices.

## Changing the Way We Think About Conflict – Fostering a Shift from Litigation to ADR

*Room: Allegheny*

Nick White, Jonathan S. Rosenthal, Emmett Ward

We don't live in a world where people respond to conflict by saying, "Let's find a mediator!" Far too often people respond to conflict with avoidance, a lawsuit, or even violence. The Maryland Judiciary's Mediation and Conflict Resolution Office (MACRO) is working to promote a change in how the people of Maryland think about and respond to conflict. In collaboration with Johns Hopkins University, MACRO has piloted a conflict behavior change project. Come to this session and talk with us about what we did, what worked, and what might be done differently. Let's start a conversation about how this could apply to your community and change the conversation about conflict.

## Conflict Skills Training on Our Devices

*Room: Interstate*

**Handouts**

Martha Harty

Online courseware and mobile apps are already delivering advice about how to engage conflict (including skills training and practice opportunities) to college students, married couples, executives and others. Skeptical? This session will include demonstrations of Collaborative U and Conflict U (training modules developed and used at Carnegie Mellon University by the presenter), as well as Conflict Coach, a new mobile app, and other resources. Preliminary results of research on their effectiveness will be presented. Participants will explore how these new training platforms may impact both the people who use them and the field of conflict resolution.

## Eldercaring Coordination: Influencing the Future of High Conflict Families

*Room: Salk*

Linda Fieldstone, Sue Bronson

Eldercare is hard work. It affects the stress and health of all family members. Family conflict can intensify with new heated battles or the eruption of agitation that has been simmering under the surface for years. Traumas are created or triggered. Learn about an opportunity to become a pilot site for a program designed specifically for high conflict families caring

for an elder. Eldercaring coordination helps families refocus on the elder and use available resources to ensure the care and safety of their elders.

## In Sickness And In Health: Where's the Love Between Conflict Resolution and US Health Care?

*Room: Mellon*

Paul Carlton

US health care is an expansive industry accounting for over 17% of US GDP in 2016. This field is complex and dynamic, undergoing rapid evolution and filled with conflict and competing interests at all levels. Why aren't more dispute resolution specialists employed by this industry? Paul Charlton straddles the worlds of medicine and conflict resolution and will discuss evolving opportunities for dispute resolution specialists in US health care, cross-over competencies between conflict resolution and health care, and entry points for sustainable professional work within the field.

## Transforming Community Spaces: Lessons from Charlottesville and Beyond

*Room: Thompson*

Frank Dukes, Tanya Denckla Cobb

Throughout the nation, we are seeing insistent challenges to monuments, memorials, and other sites identified with histories of harm. These challenges offer opportunities to foster more complete understandings of history and to take action to remedy deep, systemic inequities, which tend otherwise to be ignored or suppressed. But many communities are unprepared to navigate the new conflicts that these challenges bring. This session will explore ways to help institutions and communities benefit from past lessons learned in order to design and convene inclusive, transparent dialogues that will seek to uncover hidden histories, advance social justice, and promote collective healing.

## Listening Beyond the Divide

*Room: Heinz*

Tracee Ford

In a society where we can customize how, when and what information we receive, we can get stuck in our positions without ever having to hear a dissenting or opposing view. Our ability and patience to hear anyone saying something different

from our carefully curated information stream diminishes with every petty tweet. Relationships suffer in this environment. We need strong and resilient relationships in our homes and communities in order to bridge the growing chasms and divides in our world. That strength and resiliency is rooted in our ability to hear each other while recognizing our own feelings and judgements that arise as we listen. Mediators have a crucial responsibility to demonstrate this skill at the mediation table. The Inclusive Listening (TM) skills allow participants to have collaborative engagements where all parties can be heard. Training participants to this workshop will be introduced to giving reflections using inclusive listening and open-ended questions that support collaborative dialogue at the mediation table.

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### **Durable Deals: Helping Parties Find Lasting Solutions**

*Room: Frick*

Ken Rosenbaum, Lisa Renee Pomerantz

While respecting self-determination and neutrality, the mediator can help the parties avoid agreements that are likely to lead them into further conflicts. This help is especially valuable when the parties hope to have an ongoing relationship. The session will explore some themes that support durable deals, including good human relations, good commercial practices, mutual commitment, institutional backing, and built-in flexibility.

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*Graduate Panel*

### **Highlighting Ongoing Graduate Student Research Related To Practice**

*Room: Ohio*

Organized by ACR's Education, Research and Training Section - Higher Education Liaison Julie Shedd

*Panelists include:*

- Emily Skinner, Nova Southeastern University, *A Brand New Narrative: Social Attitudes Towards Conflict Resolution and Inefficiency in Marketing and Branding*
- Claire Downing, George Mason University, *Centering Participants' Experiences with Countering Violent Extremism (CVE) Using Phenomenology: Making the Case for a Human Approach to Analyzing and Understanding CVE Programs*

- Emily Sample, George Mason University, *Exploring Local Climate Change Mitigation Strategies in Indonesia through a Gendered Lens*
  - Douglas M. Addison, George Mason University, *Conflict Resolution Curricula Should Include Democracy*
  - Bonface Njeres Beti, University of Manitoba, *"Stories of Home": Use of Playback Theatre in Exploring Resettlement Experiences of Young Refugees in Winnipeg, Manitoba*
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### **Mentoring and Continuing Education for the Conflict Resolution Professional**

*Room: Westinghouse*

Sharon Seidler

The significance of mentoring for beginning conflict resolution practitioners is gaining wider recognition throughout North America as multiple online platforms become more available. The development of a mentoring and continuing education program supports existing professionals in best-practices and mentors new professionals in the craft. Join us for this 1.5 hour presentation and discussion about conflict resolution best-practices, mentoring, and teaching for continuing education.

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### **Branding Community Mediation**

*Room: Foster*

D.G. Mawn

If you are you ready to take ownership of your brand, you are ready for this session. This workshop will begin with a review of Hallmark 9 "Engaging in public awareness and educational activities about the values and practices of mediation" and the balance called for between marketing and branding. To build a branding strategy you must be able to connect with your community in manner that has meaning to them, recognizing that every interaction between you and those you with whom you are connecting with is an opportunity to influence your brand image. This means your brand image is not only being formed when someone uses your services, but also when they see your logo, watch an advertisement or even ask a question about your work at a meet and greet. Even the most minute interaction will have influence on how that person thinks about your organization.



12:15 – 1:50 PM

### Conference Lunch and Various ACR Section Activities

*Room: Salon BCD & Various Rooms*

ACR Sections are the lifeblood of ACR and a place to learn, share and connect with others interested in the same area or venue. Don't belong to a Section, this is a great way to learn what is going on in a Section of interest.

*Stop in Salon BCD to pick up your lunch and then go to the Section Meeting.*

Section/Committee	Room
Commercial Section Meeting	<i>Ohio Room</i>
Community Mediation & Restorative Practice Section Meeting	<i>Monongahela</i>
Education-Training-Research Section Meeting	<i>Alleghany</i>
Elder Decision Making Section Meeting	<i>Interstate</i>
Health Care Section Meeting	<i>Salk</i>
Family Section Meeting	<i>Mellon</i>
Online Dispute Resolution Section Meeting	<i>Thompson</i>
Spirituality Section Meeting	<i>Heinz</i>
Workplace-Ombuds Section Meeting	<i>Frick</i>
Environment and Public Policy Section Meeting	<i>Foster</i>
CQ Editorial Board Meeting	<i>Carnegie</i>
Ethics Task Force Meeting	<i>Westinghouse</i>

2:00 – 3:30 PM

### Afternoon 90 Minute Sessions:

#### ACR Diversity Network Resurgence of Hate and Intolerance and its Impact on Our Children, Our Society and Our Field. What Can We Do?

*Room: Salk*

Marya Kolman, Ronald Williams

Hate and intolerance are being publicly espoused by government leaders, resulting in an upsurge of discrimination, hate inspired speech and violence throughout the United States. Children are learning by example that it is acceptable to make hateful comments and engage in hate inspired violence against others based on race, religion, citizenship status, etc. The resurgence of hate and intolerance has a devastating effect not only on those who are directly subject to it, but also on those who witness it – this includes our families, our friends, our communities and our society as a whole. How can we, as members of the conflict resolution field, begin to address this?

#### How The Conflict Resolution Community Responds To The Opioid Crisis

*Room: Allegheny*

Michael John Aloï

According to the National Institute on Drug Abuse every day, more than 115 people in the United States die after overdosing on opioids. The misuse of and addiction to opioids—including prescription pain relievers, heroin, and synthetic opioids is a serious national crisis that affects public health as well as social and economic welfare. The Centers for Disease Control and Prevention estimates that the total “economic burden” of prescription opioid misuse alone in the United States is \$78.5 billion a year, including the costs of healthcare, lost productivity, addiction treatment, and criminal justice involvement. This does not include the impact on families, the workplace, our communities and the court system. Join Judge Aloï in a conversation about how we as conflict resolution practitioners can respond.

## The Organizational Ombuds Phenomenon - Implications for Research, Teaching and Implementation

Room: Ohio

Neil Katz, Linda Kovack

### Handouts

The organizational ombuds phenomenon is rapidly expanding across workplace sectors, whether higher education, the public/private sector or the government. This workshop will provide highlights gained through a three-year study of practicing ombuds in the federal government and higher education institutions that recognize, promote and support the ombuds office as a viable workplace conflict management option. The presenters have studied the organizational ombuds phenomenon's internal dynamics identifying how and why these positions were created, what role each practitioner plays daily, their qualifications, and how their values to their respective stakeholders are measured to promote future research, teaching, implementation, and practice.

## The Ethics of Dispute Resolution Through Technology

Room: Monongahela

Colin Rule, Jason Gershowitz

### Handouts

The expansion of information and communications technology has changed many things during our lifetimes, but one significant change that has not received much attention is the way technology has changed the way we negotiate with each other. Digitally-supported communication undoubtedly helps participants in a dispute overcome limitations imposed by time and space, enables instant access to relevant information, and helps parties to be reflective and thoughtful in their interactions with their partners. But the capabilities of online communication introduce new challenges for participants and facilitators / mediators as well, challenges we are just beginning to fully understand. This session will explore the ethics related to these issues through several sample cases and tools.

## Relationship Building as a Fundraising Strategy

Room: Interstate

Cassie Lively, Mary Hancock, Cherise Hairston

Building a reliable base of funding is vital for any Community Mediation Center, but mediation work often doesn't fit neatly into the guidelines of grant-making organizations. Which additional strategies should Centers pursue? This session will focus on the importance of relationships in fundraising in the community mediation context. Presenters will discuss the important role played by building legislative support for funding mediation programs, fundraising with corporations and law firms, and working with Board members and community mediation center volunteers to maximize their involvement and effectiveness in fundraising efforts.

## Young Professional Career Workshop

Room: Thompson

David Smith

This session will focus on specific career strategies that younger professionals can use in seeking their first position or in transitioning to another job. Though designed for younger professionals, anyone seeking a career move should attend. The session will be elicitive and the attendees will be asked to share best practices and tips they have used. Resources including websites, associations, and books will be discussed. The presenter is the author of "Peace Jobs: A Student's Guide to Starting a Career Working for Peace" and is on the career advisory board of the Peace and Collaborative Development Network.

## Community Led Policing: Collaborative Processes to Develop Policing Policy

Room: Heinz

Tracee Ford, Akida Jones

In this session, we will discuss collaborative policy development processes conducted in Baltimore, MD and Hagerstown, MD to address and change policing policy. In Baltimore, this process began soon after the Uprising and led to a new policy of pre-arrest diversion. In both cities, the process involved residents, officers, and police leadership, working together over several months to address complex issues and develop new approaches.

## Higher Ed Roundtable: Wrestling with US Conflict Issues

*Room: Westinghouse*

Tamra Pearson d'Estree, Jayne Docherty,  
Mara Schoeny, Julie Shedd

What are academic conflict resolution programs doing about US conflict issues? Some higher education programs have always had a US focus. Others have been more oriented to work in other countries (conflict zones), but may also feel compelled to "bring the learning home," especially during these challenging times. Some who do both US and international work have struggled with the challenges of showing the applicability of peacebuilding for the US audiences. Might there be something higher education programs can do together to address larger societal issues in the US?

## Domestic Terrorism: The Social Normalization of Family Violence

*Room: Foster*

Tina L. Cloud

How often do you hear "sibling rivalry" or "lovers' quarrel"? Those terms don't elicit as strong a response as Domestic Violence, but are just as damaging. What happens when the victim, perpetrator or people involved come to you for help? Are you dealing with family violence or family conflict? Do you follow normal procedures potentially re-victimizing or causing secondary trauma stress? This informative session will take a multi-faceted approach to answering these questions, while brainstorming techniques to help those impacted by society's

normalization of this enigma called family violence. It is designed for beginners, experienced practitioners, and especially for those who work with families.

## Enhanced Decision-Making by Integrating Neuro Science and Conflict Theory

*Room: Frick*

Selina J. Shultz, Bernie Behrend

This presentation will integrate up-to-date science of decision-making with avant-garde conflict theory to provide mediators with more purposeful and effective interventions to enhance party decision-making.

## Leveraging ADR to Deliver on Strategic Goals in Organizations

*Room: Mellon*

David Lipsky, Ariel C. Avgar, Ryan Lamare

The use of alternative dispute resolution practices within organizations is widespread. While a growing number of firms adopt and implement such practices, the guiding motivations and strategic objectives associated with this trend vary. Building on the presenters' research, teaching, and practical experience, this session will provide participants with a comprehensive and nuanced understanding of the link between ADR and firm strategy. The session will explore the different strategic motivations that guide organizations when making conflict management decisions. In doing so, the session will address the often-assumed link between organizational conflict management and multiple stakeholder outcomes.



Friday, October 5, 2018

8:00 – 8:45 AM *Breakfast**Room: Salons BCD*

9:00 AM – 5:00 PM

**Youth Day***Room: Thompson*

9:00 AM – 12:00 PM

**3 Hour Sessions:****Reflective Practice Roundtable  
for Family (and other) Practitioners***Room: Ohio*

Susan Terry, Michael Lang, Jennifer Knauer

This workshop is an opportunity for family practitioners (and others) to come together to explore difficult/puzzling cases and circumstances in order to understand better why we make the choices that we do. The session will begin with a brief description of Reflective Practice, Reflective Debrief and the guidelines to be used in this session. For the remainder of the time we will ask participants to bring: challenging circumstances, difficult cases in process, troubling "afterthoughts," puzzling or disturbing mediator reactions, other aspects of our cases. The process of Reflective Debrief is deceptively simple, yet provides intense, profound and lasting lessons.

Within a reflective practice framework, learning begins when a participant (the presenting practitioner) identifies a surprising, curious or puzzling practice situation. The group facilitator will ask questions, encouraging the practitioner to describe what occurred, and in particular to focus on why she/he finds the situation remarkable, awkward or confusing. Becoming aware of the reasons for one's discomfort is an essential first step in helping the presenting practitioner search for lessons from the experience. At various points in the workshop, there will be an opportunity for others to ask questions of the presenter.

**Bystander Intervention Training***Room: Foster*

Doug Brockman

The Southern Poverty Law Center and other organizations that track 'hate crimes' have noted a recent spike in incidents nationwide. These incidents are likely to continue, as political partisans increasingly employ 'threat' messaging and 'out-group' vilification as a tool to rally their supporters. In a world of increasing political polarization, norms and expectations surrounding civility and tolerance seem to be eroding. Question: As a bystander, what do you do if you observe aggressive, potentially explosive, verbally-assaultive behavior in a shared public space (eg, on the metro)?

As a dispute resolution practitioner you should be able to answer this question. It is not enough to say, "it depends." This training provides a empowering, baseline-intervention strategy derived from the theories and practice of non-violence and de-escalation. All of us should be prepared with tested strategies should a threatening situation arise.

9:00 – 10:30 AM

**Morning 90 Minute Sessions****Conflict Management for Managers:  
Transferring ADR Skills & Processes  
to Team Leaders***Room: Allegheny*

Susan Raines

**Handouts**

This session covers key concepts and skills designed to proactively prevent and manager conflict and to create positive cultures and a competitive edge for public and private sector organizations. Participants will leave the session with specific tools designed to assess and improve the conflict management culture and managerial skills in the organizations with which they work. This session is aimed toward Ombuds, organizational consultants, and managers from various specialty areas.



## **Caucus: Is that for YOU or for THEM? A research-based look at When, Why, and How to Caucus**

*Room: Interstate*

### **Handouts**

Emmett Ward, Gretchen A. Kainz,  
Jonathan S. Rosenthal

Do you meet with participants separately as part of your mediation practice? If so, hmmm... why? Research has shown that meeting with participants separately increases the likelihood that they will like and trust YOU, the mediator, as a person. That's nice, right? However, research also reveals that they are less likely to trust each other and more likely to feel like they cannot resolve conflicts on their own in the future. That's not so nice. This highly interactive skill-building and self-reflective session will offer the opportunity for attendees to practice the skills and techniques needed to keep participants in the room together to support the conversation so that parties are more likely to feel empowered to resolve conflicts on their own. Join us as we learn and grow together in this experiential session!

## **Meaning Making in Conflict: Some Theory for Pracademics**

*Room: Salk*

Bill Warters

Engaging conflict can be challenging. Experienced conflict pracademics (practical academics) know that theory can provide useful frameworks for staying on track. In this session we'll explore how theoretical orientations like Pragmatism, Symbolic Interactionism, and more recently, Picard and Melchin's Insight Model, can shed light on the experience of conflict for participants. Our focus will be on understanding what people attend to when engaging with conflict and how they make meaning, review various possible lines of action, and choose their actions going forward. It will provide some short introductions to the concepts and together we'll tease out implications for practice.

## **Intimate Partner Violence: The Impact on Families, Communities, and the Workplace**

*Room: Heinz*

Judith McKay

This interactive workshop will present recent research and perspectives on intimate partner violence. It will examine the typology of intimate partner violence and the efficacy of various interventions. Subtopics will include multi-cultural perspectives and multi-modal considerations. While intimate family violence may begin in the home, it never stays there, it affects families, communities, and the workplace. Consequently, it requires a collaborative effort to understand and analyze the causes and to create and initiate preventative measures and appropriate interventions. Implications and opportunities for collaboration between law enforcement, service providers, and the community will discuss with an emphasis on the role conflict resolution specialists can play.

## **Demonizing the Other and What You Can Do About It**

*Room: Monongahela*

Sue Bronson

Whether it is political party affiliation, a divorcing couple, employer and employee, or any other set of disputants, we hear people demonize "the Other." Defensiveness is a natural response to this behavior. We all know how this cycle escalates any conflict. When does trauma enter the cycle? There are a multitude of reasons for demonizing and defensive behaviors and therefore a multitude of responses. What questions help the mediator to determine how to bridge the conflict and see others in a new light? This will be an interactive workshop.

## **CONTINUING EDUCATION CREDITS**

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## Social Media Conflict – How AI and Ads Are Used to Disrupt and Distract Online Communities

*Room: Frick*

Kimberly Cohane

For years, social media was praised for creating free online spaces, increasing transparency and growing valuable connections in a global community. After the 2016 U.S. Presidential election, Facebook admitted that Russia purchased ads to disrupt online communities by targeting users on social issues such as lesbian, gay, bisexual, and transgender rights, gun ownership, immigration, and race. Additionally, use of artificial intelligence (AI) robots or bots have evolved from simple retweeting to sophisticated interactions to designed to mimic human behaviors. The intention is to create conflict, create chaos, and divert attention away from the intended topic. The use of targeting and automated posting can increase the divide and mistrust in online communities. Conflict analysis practitioners should be aware of these tactics and how they are used to increase polarization and affect public opinions for online users.

## Engaging Conflict for Change: Connecting Social Justice and Conflict Practitioners

*Room: Mellon*

Sheherazade Jafari, Joy Meeker,  
Beth Roy, Leah Wing  
The Peace and Justice Studies Association

This interactive session will explore the possibilities of collaboration between conflict practitioners and social justice advocates. Participants will discuss the overlapping work of conflict and social justice practitioners, as well as deconstruct and interrogate the tension between when we 'engage conflict for change' and 'resolve conflict for peace

## Resolving Sexual Misconduct Claims in Higher Education

*Room: Westinghouse*

Judith Stilz Ogden, Louis Benedict

We examine sexual misconduct conflict resolution relating to higher education institutions. While higher education employees are subject to Title VII in regards to sexual misconduct, students are subject to Title IX guidance as provided by the

Department of Education. Although the application of Title IX guidance is limited to education institutions, an analysis of the issues surrounding this changing guidance can be utilized to help improve sexual misconduct investigations and procedures. This presentation will consider the various definitions of sexual harassment, discuss the procedures used in higher education, analyze legal requirements, and recommend effective and acceptable procedures.

10:00 AM – 3:00 PM

## Exhibit Program Opens

*Room: Ballroom A*

10:30 – 11:00 AM Refreshment Break

*Room: Ballroom A*

11:00 AM – 12:30 PM

## Mid-Morning 90 Minute Sessions

## Mediating with Lieutenant Commander Spock (Vulcan) and Commander Deanna Troi (empath)

*Room: Foster*

Sharon Press, Terry Wheeler

What happens when logic and emotion collide? As you reflect on your practice, how do you work with parties who appear to be polar opposites? This session will engage participants in discussions to explore strategies for engaging parties in constructive dispute processes despite their positional and personality differences.

## Conflict Engagement Practitioners... Are They Actually Non-judgmental?

*Room: Interstate*

Heather Fogg, Gretchen A. Kainz

By natural design, human beings make judgments in order to interpret and understand the world around them so they can make choices about how to respond. In light of this, conflict engagement practitioners continue to debate the accuracy of describing themselves as neutral and impartial to the participants, especially with the increasing awareness

and recognition that all people hold unconscious, implicit biases. Are there ways that conflict engagement practitioners can improve their skills to host truly impartial processes? We think there are. This workshop builds on ideas from the subject areas of mindfulness, mindset, and active, intentional listening. Come learn with us through discussion and exercises to improve conflict engagement skills by increasing self-awareness and listening skills to promote listening to understand (instead of listening to respond).

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## **Conflict Transformation in an Age of Polarization**

*Room: Salk*

David Brubaker, Lenore Bajare Dukes

Polarization among the American electorate, and thus among those whom we elect, has risen dramatically in the last 30 years. There are multiple causes for this polarization, increasing the balkanization of the media and income inequality among the American public. What is the role of conflict resolvers in an age of polarization? This session will provide a brief overview of the dynamics of level 4 and level 5 conflict in communities and organizations, case studies of intervention in highly polarized systems, and best practices for addressing high level conflict. The approach will be on conflict transformation rather than resolution—using the conflict as an opportunity to work for change in unjust and dysfunctional systems.

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## **Acculturation-Assimilation-Conflict**

*Room: Mellon*

Buddy C. Thornton

America is described as a melting pot society, when the more accurate terminology would be a patchwork quilt society, given the silo effect of today's self-segregation culture. The current political climate encourages divisiveness leading to higher levels of conflict. Within this context, easy paths to conflict resolution are difficult to grasp. If conflict management professionals are to make a visible difference, they need a foundation of applicable knowledge on the cultural artifacts linked to acculturation and assimilation. Understanding each from the perspective of cultural enhancement versus harmful antecedents arms the mediation professional with the ability to explore solutions to cross-cultural conflict.

## **Online Peer Mediation for Higher Education**

*Room: Heinz*

Judy Tindall, Cynthia Morton, Karen DeVoogd

Developed in 2014, the initial purpose of the Online Peer Mediation Platform was to enhance peer mediation skills among students in middle and high school. From the positive feedback of participating students, the creators of the platform felt compelled to include college students in the online community as mentors to high school and middle school students. This project was funded, in part, through the JAMS Foundation-ACR Initiative for Students and Youth.

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## **The Responsibility to Protect Doctrine and the Unending Quest for Transitional Justice in Africa; The Libya Experience**

*Room: Frick*

Nicholas Idris Erameh

Whereas the duty to intervene in foreign land to protect civilians from heinous crimes has remained contentious among scholars with no end in sight, the post intervention obligations have even become more problematic. Thus, issues bothering around justice, inclusiveness, respect for the rule of law, durable peace, strong institutions, confidence building and addressing the immediate and remote of causes of conflict have proven more of a difficult task to achieve in Africa and particularly in Libya. Consequently, while numerous studies have discussed the Libyan debacle in light of the responsibility to protect, few have addressed key issues such as post intervention obligations and the question of transitional justice, a problem that has worsened insecurity in Libya and its environs. Thus, the study recommends that, executors of the responsibility to protect doctrine, world leaders needed to confront the changing nature of conflict with pragmatic mechanisms which will not only ensure the protection of civilians from horrific violence committed either by states or non-state actors during and after intervention, but also initiate and facilitate a lasting rebuilding process by emphasizing preventive diplomacy and transitional justice.

## **Political Peacebuilding: The Trailblazers PAC Approach**

*Room: Allegheny*

Rachel Barbour, Chip Hauss

What will it take to change the direction of politics in America? How will we stop the degradation of our political system? While most Americans are focused on day to day hyper-partisan conflicts and crises of national governance, Trailblazers PAC is taking a different, long term approach to electoral politics and political peacebuilding. This session will detail an innovative conflict resolution-styled approach to politics that is strengthening civil society at the grassroots level one community at a time. Presenters will discuss the Trailblazers model, their 2017 election results and 2018 electoral process. Trailblazers is a nonpartisan political action committee that spans New York and Pennsylvania, and focuses on transparency and clean government.

12:45 – 2:45 PM

## **Presidential Luncheon – Award Presentations and Installation of New President**

*Room: Ballroom*

3:00 – 4:00 PM

## **Smaller Group Discussions on Various Topics of Interest**

*Room: Various Rooms*

5:00 PM

## **Dinner Cruise**

Now is the time to relax, unwind and have some more fun. Join us aboard the 3-hour Sunset Dinner Cruise which features a fabulous sunset dinner buffet with Pittsburgh favorites, a DJ playing hits from yesterday and today and the beautiful sights as the sunsets on the Three Rivers. The cost is \$49.00 per person. Did not get a ticket before the conference, stop by the registration table and see if there are any tickets remaining. The ship leaves the dock at 6:30 PM.





Saturday, October 6, 2018

8:00 – 9:00 AM

Registration

Room: Rotunda

8:15 – 9:00 AM Breakfast

Room: Duquesne

9:00 – 10:30 AM

**Morning 90 Minute Sessions****Re-Centering Culture and Knowledge in Conflict Resolution Practice**

Room: Mellon

Mary Adams Trujillo

Re-Centering Culture and Knowledge in Conflict Resolution Practice was the result of a ten-year project supporting people whose voices were missing from the growing literature on conflict intervention to write about their approaches to the work. The goal of that project was to create a field that reflected a wide variety of cultures and lived experiences. The volume that resulted has been used in many different ways, in trainings and classrooms, by practitioners and consumers, by the general public. Now, a decade later, we propose using a similar approach to develop a shared evaluation of the state of multicultural inclusion in efforts to produce transformative ways of addressing conflict. We welcome your particular voice in the chorus of reflections.

**Cross-Cultural Partnering in Conflict Resolution Capacity-Building**

Room: Thompson

Tamra Pearson d'Estrée, Merrick Hoben, Gail Ervin, Julie Hawke, Erin Dyer Saxon, Christopher Moore

Conflict resolution scholarship has focused either on the value of presumed universal models or of traditional practices of conflict resolution, what has been curiously missing is the recognition and analysis of the actual intermingling and interacting of western and local cultural practices. These speakers describe partnerships forged between local practice expertise and those bringing western models, resulting in innovative approaches to mediation and conflict resolution. They will share stories of these partnership experiences and the resulting hybrid models that emerged, variety in purpose and function of resolution processes, attitudes toward conflict, barriers to process use, and how to remain true to culture and context.

**Training Techniques:  
3 Techniques from the Experts**

Room: Heinz

Zena Zumeta, Susan Butterwick,  
Barbara Johannessen

Three extremely experienced mediation trainers offer a demonstration of three interactive techniques to perk up your trainings. Zena Zumeta: How to get experienced mediators to role play in Advanced Mediation Training. Susan Butterwick: Fishbowl techniques for teaching cast-of-thousands pre-mediation interviews in Elder Mediations. Barbara Johannessen: 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!

**CONTINUING EDUCATION CREDITS**

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Use these forms to submit to the appropriate office to obtain the CEU's.

*Graduate Panel***Highlighting Ongoing Graduate Student Research Related To Practice***Room: Frick*

Organized by ACR's Education, Research and Training Section - Higher Education Liaison Julie Shedd

This session will highlight ongoing graduate student research related to practice.

*Panelists include:*

- Yeju Choi, Kennesaw State University,  
*Future Conflict Is Situated Online: Training for Multicultural Virtual Teams*
- Michael P. Kelly, Nova Southeastern University,  
*Training Implications of Conflict Style Becoming More Positive*
- Laura N. Mahan & Joshua M. Mahuna, George Mason University, *Bridging the Divide: Cross-Cultural Mediation*
- Keith Singleton, George Mason University,  
*Data Science as a Tool for Genocide Research*
- Elena Cirmizi, George Mason University,  
*Power Imbalance as a Cause of the Conflict between Moldovan and Gagauz Ethnic Groups in the Republic of Moldova*

**Self-Determination vs Territorial Integrity" Cases of Catalonia; Abkhazia and Kosovo***Room: Westinghouse*

Filip Cvetanoski

There are contradicting principles in international relations that often lead to conflict. The first principle is the right of people to self-determination, and the second principle is territorial integrity. This session will raise awareness about these two principles which are causing conflicts all over the world.

10:00 – 10:30 AM *Refreshment Break*  
*Room: Ballroom A*

11:00 AM – 12:30 PM

**90 Minute Sessions****Restorative Applications In Special Education***Room: Mellon*

Leila Peterson, Emily Lehman

National and DC-based data demonstrates that students with disabilities are more likely to be suspended, expelled, or involved with the juvenile justice system than their non-disabled peers. This disproportionality calls for practices that support the social and educational needs of all youth. Since 2015, SchoolTalk has worked with multiple high-need schools in the District of Columbia to implement a whole-school restorative justice model, including exploring how restorative justice practices can be utilized to support students with disabilities and their families, create inclusive school environments, and address the gap between students with disabilities and their peers receiving extreme disciplinary action. This interactive presentation will include a review of several promising practices, tips for how to make restorative practices more accessible, and lessons learned from our experiences with DC schools. This project was funded, in part, through the JAMS Foundation-ACR Initiative for Students and Youth.

***Handouts*****Restorative Youth Circles***Room: Thompson*

Jody Dunn, Erica Lalonde

This workshop is a highly interactive session that will engage participants in experiencing a Peacebuilding Circle firsthand. We will explore how utilizing restorative practices with young people can enhance their ability to communicate, to reflect on choices, and develop critical thought. Come join us as we walk through the use of Peacebuilding Circles and how they have been adapted for the context of services Peacebuilders provides in Toronto, Canada. We will explore the use of restorative practices in working with young people experiencing conflict, using a culturally-responsive model of engagement. We will also reflect on the use of the model within the different settings of Peacebuilders' programming, including youth criminal justice and education systems, and the greater community.

***Handouts***



## **Practical Strategies for Reducing Inter-departmental Conflict and Enhancing Cooperation and Collaboration in the Business Context**

*Room: Heinz*

### **Handouts**

Lisa Renee Pomerantz, Jeremy Lloyd Pomerantz

Businesses are organized into departments, each of which has its own responsibilities, priorities, managers, culture and incentives. However, many business functions, such as product management, require efficient and robust collaboration between personnel from different departments. This session will consider how departmental structures can lead to conflict and inefficiencies and what strategies can be successful in reducing such conflict and enhancing inter-departmental cooperation and collaboration.

## **Peacemaking: Healers of Conflict in a State Court System**

*Room: Frick*

Susan J. Butterwick, Zena D. Zumeta

Working with tribal court friends who shared the gift of peacemaking circles, a state court in Washtenaw County (Ann Arbor), Michigan has established a Peacemaking Court to help litigants resolve disputes

and heal from conflict. Parties in probate, family, and civil cases have benefited from this ancient process. Traditional practices are honored in the circle process, and relationships are influenced by listening and learning from one another, with the inclusion of community members for additional support, as parties move from anger toward healing and reconciliation. Selected jurists and court staff who were trained in peacemaking apply peacemaking principles in their daily work with litigants, and parties are referred to a corps of peacemakers to facilitate final resolution through this process. Come experience a circle and discuss ways in which the justice system can benefit by honoring past traditions to influence the future resolution of conflict.

## **Overcoming the Fix It Syndrome Through Self-Management**

*Room: Westinghouse*

Elaine M Phillips, Leona Elliott

Do you ever catch yourself trying to save the world via ADR? This interactive session is designed to help build self-awareness about what triggers us to move out of neutrality into the "fix it" mode. We explore why we do this and offer a path for supporting our participants' self-determination by managing our own triggers.

# **2019 Annual Conference September 18-21, 2019**

**The Westin La Paloma Resort & Spa  
Tucson, AZ**

*Save the  
Date!*



## **CONFLICT MANAGEMENT COACHING WORKSHOPS**

**Conflict management coaching**, also known as conflict coaching, is a specialized niche in the field of coaching and conflict management. It is a process in which a trained coach assists people on a one-on-one basis to optimize their skills and abilities to engage in their interpersonal disputes or, to participate in mediation and negotiation.

The main outcomes of our workshops are that participants will gain:

- working knowledge of and experience with the **CINERGY®** model of conflict management coaching;
- an understanding of the types of skills required to provide conflict management coaching;
- knowledge of the wide applications of this technique; and
- suggested documents regarding coaching logistics.

***CINERGY® provides training in Canada, U.S., Ireland, U.K., Australia, New Zealand, Hong Kong and other countries. We also provide virtual training.***

For further information on our Conflict Management Coaching Workshops, including coordinating a workshop at your location, contact CINERGY® Coaching:

Phone: 416-686-4247, Toll free: 1-866-335-6466 (North America)

Email: [cinnie@cinergycoaching.com](mailto:cinnie@cinergycoaching.com)

***Peacebuilding, One Person at a Time***

This workshop was designed by Cinnie Noble, LL.B., LL.M. (ADR) who is a certified coach (PCC) and mediator (C.Med). Cinnie is a pioneer in the field of conflict management coaching and the founder of the **CINERGY®** model.

Cinnie is the author of *Conflict Management Coaching: The CINERGY™ Model* (<http://www.cinergycoaching.com/conflict-management-coaching-book/>) and *Conflict Mastery: Questions to Guide You* (<http://www.cinergycoaching.com/conflict-mastery-questions-guide/>).

**Feel free to visit us at [www.cinergycoaching.com](http://www.cinergycoaching.com)**