ACR Conference Preliminary Schedule
With Session Descriptions

Schedule Subject to Change
All Times Eastern Daylight Time

“In-Person and Virtual Sessions” will be presented “live” at the Omni and will also be available virtually on Zoom.

“Virtual only” sessions will be presented virtually and available in a session room at the Omni and virtually on Zoom.

Wednesday, September 14, 2022

8:00 am  Continental Breakfast

9:00 am  Opening Plenary
20 Years of Life in Crisis, Conflicts, and Disputes: A New York Police Department Detective’s Reflection
Jeff Thompson
In-Person and Virtual

In this plenary session Jeff Thompson, PhD, shares insights from his experiences as a detective for in the New York City Police Department (NYPD) for more than twenty years. He recently retired after serving in many roles including the agency’s first-ever mental health and wellness coordinator, suicide prevention, hostage negotiator, instructor, and crisis communication specialist. You will gain insight into how the core tenets of conflict resolution impacted incidents he was involved in ranging from people’s lives being at risk, terrorist incidents, interpersonal interactions, and many other situations. Dr. Thompson will also share how, in addition to the necessary conflict resolution skills, empathy, curiosity, self-efficacy,
self-compassion, and awe played critical roles in policing, suicide prevention and postvention, mediation, and serving as a crisis counselor with Crisis Text Line. Dr. Thompson’s work, research, and trainings have reached more than 50,000 people across the world including police, other first responders, medical professionals, conflict resolution practitioners, students, and many others.

10:30 am  **Break**

11:00 am  **Community Day**
*Moving Forward Together: Community Day 2022*
Virtual Program 11 am – 4 pm  
*Virtual Only*

11:00 am  **Conference Workshops**

**Workplace Culture and the Role of the Ombuds**
Kira Nurieli  
*In-Person and Virtual*

Many organizations are becoming aware of how a negative workplace culture leads to conflict and low morale. The Organizational Ombuds can be a helpful role in shifting to a more positive, productive professional atmosphere. But how does this happen and what leads to the changes? This program will provide an overview of how an Ombuds relates to workplace culture, including exploration of how common standards of practice (confidentiality, neutrality, independence, and informality) create both opportunities and limitations to this role.

**Protecting Mediation Data**
Clare Fowler  
Colin Rule  
*In-Person and Virtual*

This session will present and discuss best practices for collecting and managing case and client data. We will review 10 standards, and then spend the second half discussing practical steps for implementing them in everyday practice.
Developing Mediation Programs to Cultivate Creative Collaborative Conversations to Transform and Democratize Policing in Communities

Rodney Jacobs
Tracee Ford
Alison McCrary

In-Person and Virtual

With a crisis of confidence in law enforcement, calls for defunding police, and deep distrust by those impacted by crime in many communities, Community-Police Mediation Programs create spaces for conversation, creative collaboration, and a transformation of values as an alternative to traditional police misconduct investigations. These programs cultivate democracy in police departments where civilians can share what they want policing to look like and not look like in their cities while rebuilding trust in policing, better officer morale, and strengthening police community relationships. The mediation experience is a learning process for all participants to gain an understanding and insight of each other’s perspectives in a mutually respectful setting at a neutral location without formal investigation. This interactive and engaging workshop will delve into deep questions and share about models around the country that have shifted consciousness and created transformative programs to create social change.

Strangers in the Classroom: A Study of Black Males, Curriculum Bias, and Protracted Identity Conflict in Public Schools

Adrian Carter

In-Person and Virtual

Strangers in the Classroom, an instrumental case study research, examines the Black male student as a stranger in a Title 1 middle school classroom due to the subtleties of cultural domination and racial bias in the English Language Arts curriculum. The Protracted Identity Conflict Concept/Diagram was developed as a framework to describe and understand the phenomenon of the Black male experience in a racialized educational construct in Title 1 middle schools.

Cancel Culture as Alternative Dispute Resolution

Madeline Kane
Samantha Meyshon
Caitlin Sheridan

In-Person and Virtual
Can cancel culture leverage the voices of many to balance power and operate as a method to seek justice and find resolution? Social Media and the internet have enabled this form of collective justice-seeking, and it seems like it is here to stay. Through a facilitated discussion, and with the guidance of invited sociologists, the participants in this session will explore call-out culture/cancel culture and interrogate whether it can be an effective form of Alternative Dispute Resolution. Additionally, participants will engage in conversation around the roles and responsibilities of conflict resolution practitioners in the call-out/cancel culture landscape.

Ten Paradigm Shifts for High Conflict Mediation
Bill Eddy
Virtual Only

Panel:
Third Party interventions in contexts of political asymmetric conflicts
Helena Desivilya Syna
Virtual Only

The presentation is based on the author’s Palgrave Macmillan book Diversity Management in Places and Times of Tensions: Engaging Inter-group Relations in a Conflict-ridden Society and a chapter in the forthcoming Routledge Handbook of Intercultural Mediation edited by Dominic Busch. It focuses on complex contexts of protracted political conflicts involving intergroup involuntary and asymmetric encounters between diverse parties. The presentation explores the nature of involvement of third parties in such conflicts—mediation, building consensus, intergroup facilitation, social advocacy. In addition, it elucidates the mechanisms underlying third parties’ actions and proposes a model portraying third party’s involvement in everyday disputes, illustrated by a case study. The presentation concludes with questions concerning the long-term implications of third-party involvement in such perplexing contexts and sketches future research directions.
Virtual Only

Conflict in Ukraine
Robert Becker
Virtual Only

This presentation will look at the historic, cultural, social and political background to the conflict in Ukraine, explore the positions of both conflicting parties and reflect on possible forms of
resolution. It will address in particular the sticky questions of perceived provocations as opposed to legitimate behavior in international affairs, and what solutions there are to conflict – short of violent action –

12:30 pm **Lunch and Section Meetings**

12:45 pm **Information Session:**
*Interested in Getting Published?*
  Susanne Terry
  *In-Person and Virtual*

2:00 pm **Conference Workshops**

**Public & Private Workplace Leaders: The Importance of Investing Time in Knowing Group Communications and Learning Styles**
  Pamela Whitmore
  *In-Person and Virtual*

Workplace conflict, in both public and private organizations, is inevitable when staff, employees, leaders or combinations thereof with various backgrounds and different work styles are brought together for a shared business or community purpose. This is even more true with change in work expectations and mediums of interactions. Meetings and group think have become more prevalent with generational desires and hybrid models. Leaders or managers who know their communication and learning styles for meetings, as well as the communication and learning styles, of staff, employees or community within meetings or group settings, have more success anticipating frustrations, increasing productivity and using possible conflict as productive dialogue. This session overview types of communicators and highlights frustrations to their communication and learning in an interactive manner. This session also incorporates table exercises followed by group discussion to highlight how different styles and manner of communication and learning within a group can shut down or frustrate others, leading to distrust and conflict, and how mind-setting, understanding self and others, and being intentional can create more productive dialogue.

**Mental Health & Conflict**
  Clare Fowler
  *In-Person and Virtual*
How does Mental Health affect Conflict? How does Conflict affect Mental Health? Unaddressed conflict has a definitive short- and long-term effect on our mental health. This session will discuss tips for moving someone who has distress mental health through conflict and the best way to frame the positive effects for them of conflict resolution. We will also look at the benefits of online vs. face-to-face mediation on our mental resiliency.

Youth Conflict Specialists – Empowering Homeless Youth through Conflict Education – The First Year
Tricia Jones,
Trisha Swed
Colleen Tolan
*In-Person and Virtual*

YCS is an ACR/JAMS funded project that developed, implemented and assessed a conflict education and intervention program for homeless and systems-involved youth ages 16-18 in the School District of Philadelphia through partnership between SDP, Temple University’s Center for Conflict Management and Media Impact [CMMI], and five Community Partners [CP] that provide shelter and educational support to homeless children and families in the Philadelphia. 30 YCS youth ages 16-18 were trained in four conflict education areas (basic conflict skills training, circles and dialogue processes, conflict coaching, and peer mediation) and designed training innovations and process adaptations to better meet the needs of homeless youth and families through turn-around trainings and conflict interventions. YCS youth identified how to best implement the YCS program – which services to which audience for which purpose – and how the YCS services can best be integrated with CP supports, serving as a basis for Year Two. This session reports on the program's successes and challenges in Year One.

Panel:
Supporting Self Determination in Challenging Situations
Dan Simon
Tara West
*In-Person and Virtual*

Tara West and Dan Simon, co-authors of "Self-Determination in Mediation: The Art and Science of Mirrors and Lights," will explore how mediators can support party self-determination when situational constraints limit the parties’ (and mediators’) choices. What can you do when parties ask you to make decisions for them?
When they disagree with each other about who should participate in the mediation? How do you stand up for party choice when a court or organization imposes time limits on the mediation, or requires certain documentation? How do you deal with a directive co-mediator? Although these situations sometimes mean parties have fewer options, the presenters discuss ways mediators can nonetheless maximize party choice.

**Impact of Conflict Transformation in Sports**

Sana Farid  
*In-Person and Virtual*

Conflict is a part of our daily life. It occurs locally, nationally and internationally. Conflict also occurs at an interpersonal level as well as internally. Conflict occurs internally when our mind is in direct conflict with societal norms or as an athlete when the conflict in our mind directly impacts our performance in the playing field. This internal conflict directly impacts our wellbeing, and the tools of conflict transformation can be actively used to constructively change the narrative and help individuals reach their potential. The session will use Empower Aces and one of its elite athletes as a case study to show exactly how Conflict Transformation is being applied in this niche area.

**Panel:**
**Syria in Crisis: The Devastation on the Human and Environmental Landscape Continue Into its 11th Year**

Peter Kent  
*In-Person and Virtual*

Syria has been on the backburner of the news-cycle for some time. With the current Russia-Ukraine conflict, news on/about Syria is even more difficult to come by. Yet, a critical player in the Syrian crisis is Russia as a staunch supporter and ally of Bashar al-Assad. This short seminar will explore and bring to light the issues that the Syrian people are facing, and the impact the conflict has had on the environment. We will review these issues through a few UN SDG lenses to highlight the plight of the Syrian people and their land.

**Conflict Management with Crypto**

Christopher Smithmyer  
*In-Person and Virtual*

Crypto is making dramatic waves and so is online conflict management. How might the overlap benefit all parties involved in conflict?
Lessons from Wounded Healers: Resilience, Trauma Healing, Violence Interruption and Aikido
Brian Blancke
Keith Davis
Almitra Gasper
Rachel Goldberg
In-Person and Virtual

In trauma healing they say: hurt people hurt people. Unhealed trauma is directly connected to cycles of violence. Almitra Gasper, a trainer for the NYC Violence Interrupters; Keith Davis, a Credible Messenger and Violence Interrupter supervisor; and Rachel Goldberg, a Peace and Conflict Studies professor; have worked together for several years connecting trauma, mental wellbeing, and reducing gun violence. With Brian Blancke, an Aikido black belt who does Somatic Awareness, they will share skills for Multidimensional nourishment (skills for building internal resilience), not just medicine (skills only used for crises), to build resilience for mediators.

Responding to the Risk and Benefits of Technology in Dispute Resolution Practice: Online Dispute Resolution Ethics and Standards
Leah Wing
Virtual Only

What new risks occur when using video conferencing in mediation and arbitration? When integrating e-calendars into divorcing co-parenting plans? How can technology increase access and also magnify inequality or create new power imbalances? This presentation explores challenges and opportunities introduced by employing technology in dispute resolution. Fundamentally altering our processes requires contemplation about applying new protocols and ethical standards. The relevance of employing ODR ethical principles and standards will be discussed in light of Online Dispute Resolution Standards (2022) issued by the National Center for Technology and Dispute Resolution, birthplace of ODR, and the International Council for Online Dispute Resolution.

3:30 pm Break
4:00 pm Conference Workshops
It’s Not the “What: It’s the “Why”: 5 Creative Approaches to Get to the Root of Conflict
Sandi Moore
Jennifer Higgins
_In-Person and Virtual_

Remote Mediation and Online Dispute Resolution
Cynthia Jurrius
Nick White
_In-Person and Virtual_

The technological evolution of the ADR field is playing out in court ADR programs. Remote mediation and online dispute resolution (ODR) have technologically changed court ADR more in the last two years than in the previous two decades. Learn what insights the Maryland Judiciary’s Mediation and Conflict Resolution Office (MACRO) has gained from surveying remote mediation users. What are the goals of ODR? How does access to justice play into this conversation? This session will foster a space for a conversation with and among the audience regarding concerns and hopes for ADR, ODR, technology, mediation practice, and the courts.

Colonial Conflict, Transnational Solidarity, and a Radically Just Future
Wemimo Ayannubi
Brittany Banna,
Sophia Solano
_In-Person and Virtual_

Within the global struggle against imperialism, the ‘question of Palestine’ is understood as a quintessential coordinate of the struggle against imperialist oppression in Puerto Rico. This session breaks ground by discussing the rights of survivors whose losses were sustained under colonial occupation and what restorative alternatives are possible. Restorative justice can achieve pragmatic peace in the face of differences and warring parties. Rather than insist on strict application of return and restitution, the key to balancing principles of transitional justice is, at the very least, to include the victims in the shaping of decisions towards their restoration.
Finding Awe: Building Personal Resilience and Supporting Others in Conflicts
Jeff Thompson
*In-Person and Virtual*

Experiencing awe is much more important than a sensation, it is also strategic. The connection between awe and resilience is well established. Importantly, experiencing awe is not limited to once-in-a-lifetime moments— we can experience awe in everyday moments if we are open to them. There are many science-backed benefits of awe that can impact you both in your conflict resolution work and in your personal life. The benefits of awe can include increases in: prosocial behavior, one's sense of time (not feeling rushed), patience, handling the unknown, social connectedness, collaboration, humility, critical thinking, and positive mood. Let your curiosity bring you to this interactive workshop to learn about the science of awe and other resilience practices. Find out how you can embrace these practices in your various roles in disputes and conflicts, as well as in your personal life, to enhance your wellbeing. We all deserve to have a positive mental state and that certainly includes you.

Panel:
“At-Risk” Youth and the Enigma of Conflict
John Martin
*In-Person and Virtual*

I have put together a training deck used within Georgia (various school districts, CASA, and DFCS, etc.) which addresses how conflict is interpreted and internalized by "at-risk" youth. It also addresses various ways to use mediation in the context of troubled familial and foster care relationships as well as the application of conflict coaching.

Rules of Engagement: Increasing the Involvement of Traditionally Underrepresented Populations in Community Mediation
Jarling Ho
Madhawa Palihapitiya
Shino Yokotsuka
*Virtual Only*

In 2020, the Massachusetts Office of Public Collaboration (MOPC) and nine community mediation centers (CMCs) launched the Public Service Grant (PSG) Diversity Project to humbly learn from the traditionally underrepresented populations about their needs and barriers in utilizing community mediation services. Seven listening
sessions were held with Brazilian, Latinx, African American, youth, and Cambodian communities in Massachusetts. Through this research, rules of engagement have been identified, which are essential conditions for marginalized populations to engage in community mediation: (1) trust; (2) language accessibility; and (3) structural inequality. Based on our findings, MOPC has suggested how CMCs could improve their inclusivity and accessibility.

**Holistic Approaches to Intimate Partner Violence: Prevention and Intervention**  
Michelle Cromwell  
Judith McKay  
*Virtual Only*

Intimate partner violence is considered by the Centers for Disease Control and the FBI to be one of the pressing social problems in the US. Often it is the legacy of family trauma passed down from each generation to the next. This workshop will explore recent research as well as holistic and multi-modal approaches, including prevention starting with children through interventions with adults. Interventions and preventative models include conflict resolution training and activities with an emphasis on identity, power, emotions, and resiliency, as well as mindfulness, yoga, music, and the arts. Multi-cultural perspectives are discussed. This is Interactive!

**Panel:**  
**What Do You Expect? Assessing Whether a Situation is “Ripe” for Collaborative Governance**  
Michael Kern  
Amanda Murphy  
*Virtual Only*

Both theory and practice have shown collaborative governance is not appropriate in all situations. So, practitioners have identified conditions they look for in assessing the likelihood of initiating and sustaining a successful collaborative process. Borrowing from international relations, they often refer to this assessment as “ripeness.” A recent paper proposes an additional condition for assessing ripeness. We will share that condition, as well as a question we suggest be asked of those interested in initiating a collaborative process, to help practitioners assess this new condition. We will explain why this question about expectations can make explicit the differences between partnerships, coalitions, and
collaborations; and help parties better understand their priorities and process needs. Interactive conversation will encourage input and feedback.

**Non-Violent Communication as a Central Force of Peer Mediation: An Exploration**
Vedabhyas Kundu
*Virtual Only*

The fulcrum of peer mediation is communication. It is the ingenuity of the peer mediator on how well s/he can use her/his communication skills to bring the conflicting parties in a safe space for dialogues and resolution of the conflict. Use of effective mutual communication can help resolve the dispute with a win-win solution whereas aggressive posturing can further widen the rift. Hence, the significance of nonviolent communication which is a holistic communication approach which underscores the significance of human interconnectedness. The presentation will focus on how by using the strategies of nonviolent communication, peer mediators can be effective and help in the transformation of relationship.

6:00 pm  **Welcome Reception**

**Thursday, September 15, 2022**

8:00 am  **Continental Breakfast**

8:15 am  **Informational Session**

**Writing for Conflict Resolution Quarterly**
Helena Desivilya Syna
Lucy Towers
*Virtual Only*

9:00 am  **Plenary**
**Restorative Practices**
Kabrina Bass
Don Han
Cynthia Prosek
*In-Person and Virtual*
10:30 am  **Break**

11:00 am  **Conference Workshops**

**When Attorneys Serve as Mediators: Observing Two Sets of Ethics Standards**
McGavock (Mac) Reed, Jr.
Ken Rosenbaum
*In-Person and Virtual*

When an attorney takes a case as a mediator, does she have to check with law partners for potential conflicts of interest? If a party asks the mediator to convey a threat to go to the DA with embarrassing information if a case doesn’t settle, does that place the attorney–mediator on dangerous ground? If a party’s attorney violates an ethical standard, does the attorney–mediator have an obligation to break confidentiality and report it to the bar? Attorney and ethics counsel Mac Reed and attorney–mediator Ken Rosenbaum discuss these and other conundrums for the attorney who mediates.

**Create to Collaborate – Using Media and Art as a Vehicle for Collaboration and Conflict Resolution**
Sarah Grimes
Lisa Shaw,
*In-Person and Virtual*

SchoolTalk serves DC public, charter, and nonpublic school communities. Through our Arts to Advocacy & Restorative DC programs, staff members create spaces for collaboration and conflict resolution through multimedia arts-integrated activities. During our session we will share our experiences, successes, and lessons learned and highlight examples from our Annual Voices of Change Program driven by DC youth with disabilities and art approaches used by our Restorative DC Program to facilitate community-building circles. Audience members will have an opportunity to engage in a hands-on activity that can be implemented in school or community-based programs to promote conflict resolution and collaboration.
Introducing Reflective Practice to the Beginning Mediation Student / Learner

Michael Lang
Susanne Terry,
Ellen Waldorf
In-Person and Virtual

Reflective Practice is the thoughtful and intentional examination of how we go about making the choices that we do as conflict professionals. This workshop explores a method currently being used to introduce students to reflective practice from the moment they begin their training.

Included in the workshop are:
• Why a reflective mindset is necessary from the beginning.
• The theory of learning through experimentation and synthesis.
• Understanding the teacher/trainers’ dual responsibilities of providing both content knowledge and guiding reflective experience.
• Guidelines for a successful early reflective debriefing of simulations.
• Understanding the coaching role.
• Adapting the reflective process for the learner at each stage of their professional development.

The Vital Role of Women in Peacebuilding

Thomas Valenti
In-Person and Virtual

In Afghanistan this included basic awareness-raising about peace, engaging in direct talks, establishment of nongovernmental local councils for peace, and women’s participation in peace efforts and conflict resolution primarily in cases related to family violence and violence against women and other family matters. Women’s rights activists and civil society institutions conducted workshops, conferences, and advocacy programs to promote women’s participation in national peace efforts. We will hear from young women who dedicated themselves to education, the study of peacemaking, the participation of local and national events, who have since seen their hopes dashed by the takeover of their country by the Taliban.
Conflict Coaching . . . A Highly Effective Leadership Tool
Leslie Mizerak
Sheryle Woodruff
*In-Person and Virtual*

Workplace Conflict is inevitable. How leaders deal with it isn't. There are many interventions in a leader's toolbox and conflict coaching should be at the top of the tools. This session will be an interactive and informative one examining conflict coaching as a preventative tool for leaders.

Learning Objective 1 – Identify what conflict coaching is, what it isn’t, how it differs from other coaching, who should facilitate coaching sessions and when it's appropriate to utilize conflict coaching.

Learning Objective 2 – Identify and Learn common conflict resolution skills that can be effectively utilized during conflict coaching sessions.

Learning Objective 3 – Learn the steps to conduct a successful conflict coaching session.

Age-Focused Dispute Resolution Processes: Elder Mediation and Eldercaring Coordination
Sue Bronson
Linda Fieldstone
*In-Person and Virtual*

Aging is a fact of life. Concerns about loss of functions, our faculties, and friends are part of a larger picture. Misfortunes of old age often include insults and exclusions from conversations, buildings, and activities. Older adults are often marginalized and isolated. What happens when conflict is added to the stressors of dementia, elder care or mistreatment, and loss of independence? Elder mediation and eldercaring coordination address concerns, may disrupt old family dynamics and create new models for the family. We can help to bring joy in aging!

Panel:
Peer Mediation Playoffs: Keep School Programs on Top of Their Game
Darby Calm
Cynthia Morton
*Virtual Only*
Although schools place a great deal of their energies on training their mediators for day-to-day conflicts, their programs often become stagnant. In fact, many peer mediation trainings are a “one and done” and students are never pushed to go from the novice to experienced mediators. Using the concept of a playoff bracket, OPMP has created a tournament to push their students to improve their skills. With a tournament, schools can choose to compete internally or against other experienced programs. Participating in a tournament can be a way to promote advanced training skills that are often missing in current mediation programs.

**Reading, Writing, Arithmetic & Peace**

Cynthia Morton  
Priscilla Prutzman  
Darcy Thompson  
*Virtual Only*

Remote school. Staff shortages. Outspoken parents. Students unable to cope with stress. Increased fights and suspensions. Welcome to the new norm in education, post pandemic. Many schools realize their conflict management systems are not sustainable in this new environment. Using our network of experienced educators, professionals, and mediators, Peace Peddlers is developing training modules and curricula to help organizations face these challenges.

12:30 pm  **Lunch and Dialogue Discussion**

2:00 pm  **Conference Workshops**

**Co-Parent Coaching as an Alternative Dispute Resolution Tool**

Amy Armstrong  
Randall Fuller  
Wendi Stern  
*In-Person and Virtual*

Co-Parent Coaching has been a beneficial resource utilized with families involved in domestic relations courts. Parents in conflict are referred to a certified coach who assists the parties to effectively address the conflict they are experiencing. Coaching is a self-directed, forward-thinking process whereby the parties determine the desired outcome, and the coach provides guidance as the parties communicate with each other towards resolution.
Know Better to Do Better – How Learning about Cultural Differences Towards Conflict and Conflict Resolution is a Mediator’s Obligation
Quaiser Abdullah
Sara Campos,
Sharon Eckstein
Christopher Mendez
DG Mawn, Moderator
*In-Person and Virtual*

Through panel discussion with experienced mediators from culturally and religiously diverse backgrounds we will briefly reflect upon how our cultural identities shape our relationship to conflict and conflict resolution. We will look inside and reflect on how our cultural and religious identities have shaped us and how this impacts us as mediators; we will also look outwards, towards the cultural identities of participants in the mediation process and confront our biases and assumptions. The remainder of the session will allow participants to join the conversation in small groups. Participants will reflect on and discuss with each other two questions posed by the panel. Join us for a lively and interesting discussion.

Introducing Prison Re-entry Mediation to the Most Incarcerated Place on Earth
Veronica Bard
Lorig Charkoudian
*In-Person and Virtual*

This workshop will walk through:
* Why Prison Re-entry Mediation is essential to every area
* How Maryland Prison Re-entry mediation and Re-Entry Mediation Institute of Louisiana (REMILA) were formed
* What you need to know in order to bring this service to your area

Reparations and Conflict Transformation: Restorative Justice as a Vehicle for Healing-centered Agreement Building
Laura Diamond
Langston Mayo
Sophia Solano
*In-Person and Virtual*

The inevitability of conflict is demonstrated throughout human history, and the idea of reparations as a form of accountability to harm is not a new concept. However, in the western world, particularly the United States of America, the ideology of
reparations has been an elusive aspiration for righting many wrongs that are deeply rooted in our culture. Looking at the indigenous origins and frameworks of restorative practices, we will explore how centering reparations in Restorative Justice can be a method for healing and reducing harm. Restorative Justice offers a way to address harmful impacts through people- and community-oriented agreements.

Creating a Culture of Conflict Competence
Betsy (Becky) Bell
_In-Person and Virtual_

This session will engage participants in active discussion on elements of a conflict competent culture and the impact on organizations. Participants will discuss organizational investments that contribute to a culture of conflict competence when addressing one-on-one and team conflicts. Participants will discuss how agency conflict resolution efforts interface with other program offices, reinforcing conflict management efforts. The session will explore strategies to recognize destructive conflict practices at higher levels and how to promote effective conflict resolution competence for managers and leaders.

Galvanizing Children’s Conflict Resolution Skills in Schools:
Empathy and Prosocial Actions Made Possible
Marie-Nathalie Beaudoin
_Virtual Only_

How can we use the exciting discoveries in neurobiology to maximize children’s socio-emotional and conflict resolution skills? This presentation will describe an innovative and thought-provoking method for boosting children’s emerging skills of empathy, kindness, impulse control, anger management, and problem-solving abilities which makes them more inclined to value diversity. Videotaped examples of the application of this project in classrooms will demonstrate how these life transforming ideas can be effectively applied in elementary school and individual conversations and fit the intricacies of each unique child’s cultural background.

Conflict Coaching: Using Neuroscience and Self-care as Accessible and Affordable Ways to Prevent and Reduce Conflict
Darby Calm
_Virtual Only_
Conflict Coaching that is based on neuroscience and self-care research can help clients prevent and reduce conflict and be used as an alternative to current court practices (some of which cause trauma). This session explores what coaching is and how it empowers the client. Then, looks at the foundations of neuroscience, the brain body connection, and the nervous system and how that all relates to calming conflict down or making it the conflict worse. Lastly, coaching around self-care can help clients regulate their nervous systems so they can feel safe and get out of fight/flight/freeze mode. Without feeling safe, clients will not be able to process or attend to the conflict without experiencing fear, trauma, stress, and mental and physical health issues. Conflict coaching (and/or group coaching) can be an affordable and accessible alternative to standard court practices. While research is ongoing, it is predicted that conflict coaching can help reduce overall conflict, costs, and time in court compared to standard practices alone.

**Up-Rooted: A Practitioners Climb Through Family Chaos Before and During COVID**

Tara Fishler  
*In-Person and Virtual*

Have you ever been on the “other side of the table” in mediation? Share experiences with mediator, trainer and author of “Up-Rooted”, Tara Fishler. As a client in marital, divorce and special education mediation, she has climbed through successes and failures as an advocate for her biological sons and daughters adopted from Ukraine. Divorce and mental health issues have been challenging for our clients and sometimes ourselves. These issues have been greatly exacerbated during COVID, with rising rates of domestic violence, depression, divorce and suicide, and the lack of adequate resources. Join us and brainstorm how we can better support each other and our clients.

3:30 pm  **Break**

4:00 pm  **Conference Workshops**

**The Evolution Technology is No Longer on the Horizon – It’s Here!**  
Gary Doernhoefer,  
Chika Ezeonyebuchi
Amy Schmitz  
*In-Person and Virtual*

Every practitioner needs to understand the tools that are available to help provide their services. The response to Covid drove an abrupt evolution in the adoption of video conference technology to support dispute resolution. That has driven further practitioner interest in technology and responses from technology providers that jumble practical solutions with fanciful notions of the future. This program will address the drivers for innovation in dispute resolution technology, provide a framework for describing categories of these new tools, and a discussion that tries to sort out today’s technological reality from visions of the future.

**Do All Lives Matter ADR? An In-Depth Conversation about Racism and Classism**  
*Errika Bridgeford*  
*Laura Jeffords*  
*Taylor Kinniburgh*  
*In-Person and Virtual*

Centering race and class, a panel of Mediators from across the country will share stories from the field. Together, we will explore the potential that radical acceptance and non-judgment have in shaping our careers. Using the visual of the iceberg, we will utilize our collective ability to work towards understanding. This interactive conversation will guide us to find answers that empower us to better our professional community. Leading with curiosity, we can discover how to push the ADR movement forward.

**Be Your Best Version: Embracing Emotional Intelligence and Wellness**  
*Art Jackson*  
*Kenneth Nixon, Jr.*  
*Trinity Perkins*  
*In-Person and Virtual*

What does the phrase “emotional intelligence and wellness” encompass? There are several main areas of focus that are included in this engaging and dynamic conflict training. In order to take a holistic approach that is effective in helping to resolve conflict, we all have to be aware of our own mental health and emotional intelligence.
Objectives

Create self-awareness of emotions
Establish self-regulation of emotions, standards of honesty, and adaptability.
Create a high sense of diversity compassion, self-worth
Social Skills – conflict management and communication
Mental health: emotionally and psychologically.
Physical activity levels (exercise)

Panel:

Career Exploration: Lessons from the Pandemic and Positive Psychology
David Smith
In-Person and Virtual

In this session, the focus will be on approaches to career development by young and more senior professionals and how the pandemic as impact networking, interviewing, and career opportunities. An emphasis will be on how positive psychology strategies can move the process along and bring meaningful results. Looking a meaning and purpose in work with discussed.

Democracy’s Colleges at the Frontline of Conflict Resolution and Peacebuilding: Examining Community Colleges Contributions to the Field
David Smith
In-Person and Virtual

The U.S. Institute of Peace book Peacebuilding in Community Colleges: A Teaching Resource was published in 2013. Since then, there has been significant contributions made by America's community colleges in advancing peacebuilding and conflict resolution work. Today efforts exist in many of the 1,200+ 2-year colleges in the U.S, which enroll over 40% of the college population. This session will look at what has been done over the past 10 years and look to the future on how Democracy's Colleges can advance our work.

Panel:

Diversify Your Practice
Danette Ross Watson
In-Person and Virtual
This session is designed for the new or experienced mediator who wants to offer something more to our beloved field of ADR; volunteer or for-profit. It is time to broaden our thinking. Mediation is a small piece of the pie of the conflict resolution filed. As a mediator we have so much more to offer and, with more training and experience, we can make a real difference that will further impact our communities. Let's explore how to effectively connect and network with each other in order to successfully market our services to others.

**Uncustomary Connections: Mainstreaming Indigenous Conflict Resolution Practices**

Kimberly Hamilton-Wright  
Ismael Muvingi  
*In-Person and Virtual*

Most times, indigenous practices are juxtaposed with mainstream and normalized practices, with indigenous practices as the others – or alternative forms. In the field of conflict resolution, negotiation, mediation, and facilitation are positioned as established and studies of "the others" such as restorative justice, aboriginal circles, etc. remain in the periphery, taught as electives" – if taught at all in most university programs. Yet the mainstream interventions are not appropriate in all contexts. Now especially with increased awareness of identities and histories, there is an increased reclamation of indigenous concepts and practices, concepts that have proven very adept at evolving to address the changing worlds of their communities. This panel will explore two such practices; the discursive practices of the circle in North America and the Dare process based on the Ubuntu concept of Southern Africa. As these types of processes are gaining in usage, we argue that the field needs to mainstream them and expand the horizons of the interventions that are available in the field.

**Intergenerational Inclusivity in Mediation**

Emily Dame  
Tracee Ford  
Elizabeth Franz  
Magaux Trexler  
Rachel Wohl  
*Virtual Only*

We will have a three-person panel of community mediators of three different generations. Each will talk about their introduction to mediation, what keeps them interested in mediation, and what they
see as the future of community mediation. As the movement progresses, age must be a consideration. Many mediators come to community mediation via a prior career, and therefore mediators ages 62 and beyond are over-represented. The health and strength of the field of mediation is dependent upon attracting mediators across all age ranges. The panel will discuss this critical topic.

Panel:
Tools to Respond to Microaggressions and Discrimination
Dan Berstein
Virtual Only

Sometimes discrimination is so commonplace it even ends up in our professional guidance material! This workshop uses published examples of mental illness microaggressions and discrimination to teach participants how they can recognize and respond to this kind of behavior. Through the use of case study examples, participants will learn how to consider different responses to microaggressions and discrimination. All participants will receive access to takeaway tools they can use in their regular practice.

South Africa’s Code of Good Practice on the Prevention and Elimination of Harassment in the Workplace
Hilary Mofsowitz
Virtual Only

The Constitution of South Africa was introduced in 1996- post apartheid and when the country experienced its first democracy. The right to fair labor practice and the right not to be unfairly discriminated against is enshrined in the Constitution and all subsequent labor legislation. Codes of Good Practice have been introduced on numerous topics and form part of labor legislation. I will be presenting the Code that deals with prevention and elimination of harassment in the workplace. I will look at the application of the Code, the legal framework, its alignment with ILO Conventions and the substantive issues of harassment. In analyzing harassment, I will address the concept of harassment. I will focus on sexual harassment, racial, ethnic and social harassment. I will include suggested workplace policies to eliminate harassment in the workplace.

6:00 pm Exhibitors’ Reception
Friday, September 16, 2022

8:00 am  **Continental Breakfast**

9:00 am  **Conference Workshops**

**Using Mediation to Navigate Family Business Disputes**  
Lisa Pomerantz  
*In-Person and Virtual*

This session will discuss the attributes of family businesses that contribute to the presence of conflict, the types of issues and situations that generate conflict, and how such conflict can adversely affect both the family and the business, including non-family members. Process and substantive challenges to resolving such conflicts will also be discussed. The presentation will then discuss how mediation can be used to navigate those challenges and assist family businesses in resolving their conflicts.

**Creative Response to International Restorative Circle Practices**  
Tara Fishler  
Priscilla Prutzman  
*In-Person and Virtual*

Learn how to apply restorative practices with an international community! After Creative Response to Conflict led a workshop on restorative practices in India, participants wanted to continue learning, so we created a virtual circle which began our International Restorative Circles (IRC) group. This revolving group has continued to meet monthly for over two years, exploring and experiencing challenges and solutions for integrating restorative practices into many fields and communities. Join us to learn about the IRC and experience our circle process. Come away with some advanced techniques to conduct restorative circles in person and virtually, including tips to discuss difficult topics.

**Frames and Reframing: Tools for Enhancing Organizational Consulting Effectiveness**  
Neil Katz  
Michael Wahlgren  
*In-Person and Virtual*

This interactive learning opportunity will utilize Organizational Frames and Reframing, as outlined by Bolman and Deal’s Four Frame Approach, to demonstrate how one can enhance consulting
effectiveness through mental mapping and problem solving in the workplace. Framing is a practical approach that provides a holistic view of any situation and when used effectively can provide alternative understanding and options to address challenging organizational issues. The session will allow attendees to learn about their own frames and how to use them effectively to increase awareness and improve consulting effectiveness.

**Spiritual Intelligence: The Next Intelligence Tool for Conflict Resolution Practitioners?**  
Peter Toker  
*In-Person and Virtual*

Cognitive intelligence (IQ), emotional intelligence (EQ), and cultural intelligence (CQ) are scientific intelligences that conflict resolution practitioners regularly utilize in mediation, negotiation, peacebuilding, and conflict coaching. However, an emerging intelligence, Spiritual Intelligence (SQ), is relatively unknown within the conflict resolution (CR) community. Are CR practitioners missing an opportunity to use another powerful tool for conflict resolution? This was the question Peter Tokar, PhD, recently probed during his two-year dissertation research project. Tapping into the expertise of 20 SQ practitioners, Peter explored the merits of introducing SQ to the CR community and infusing it into CR practice. Should you be adding SQ to your CR toolbox?

**Panel:**  
**Moving from Problem Solving to Empowerment in the Delivery of Conflict Resolution Services**  
Henry Yampolsky  
*In-Person and Virtual*

Most arguments we witness are purely positional arguments of competing narratives. To transform these arguments into opportunities for growth, connection, and dialogue, we must move beyond position. For a long time, the field of dispute resolution and negotiation focused on uncovering interests behind the positions. In this interactive presentation, I will suggest that focus on interests is not enough as we must dig through additional layers, the layers of emotions, values, and most importantly, needs. It is by focusing on and creating needs-based interactions that we can transform conflict resolution processes from exercises in problem-solving into to opportunities for true empowerment, self-discovery, conflict transformation and dialogue.
**ADR and Sustainable Development**  
Mohamed Abdul Halim  
*In-Person and Virtual*

Alternative Dispute Resolution is the most valuable and most appropriate method of resolution of a dispute nowadays. With some unparallel benefits, alternative dispute resolution can ensure sustainable development of a country by saving lots of money and by reinvesting in the national economy. It also attracts foreign investment to a country. In this post COVID era every country is passing economic hurdles. In this situation alternative dispute resolution can be the proper way to develop a country.

**Panel:**  
**The She-session: A Qualitative Study of Gender Inequality in the Workplace and the 2020 COVID Pandemic’s Impact on Career Progression Opportunities for Working Mothers in Corporate America**  
Brandi Munoz

This session is a working research dissertation proposal on how working mothers of color in corporate America have experienced negative career impacts at a higher rate than their male counterparts due to the COVID-19 pandemic.

**Beyond Equity and Inclusion in Conflict Resolution**  
Hasshan Batts  
Beth Roy  
Mary Adams Trujillo  
*Virtual Only*

Beyond Equity and Inclusion in Conflict Resolution is a recent publication by Rowman and Littlefield within the ACR Reflective Practitioner series. The goal of the session is to offer the practitioner a chance to reflect on the hindsight, insight and foresight of the experiences of over 30 practitioners who take a deep dive into the challenges of the profession after the killing of George Floyd, the racial uprising and pandemic exposure of the impact of the social construct of race matters, relationships and systematic impact of disparity of treatment in situations in which conflicts are present and equitable resolutions are still a desired and needed outcome. To lift the language from the marketing material it notes: "Beyond Equity and Inclusion in Conflict Resolution: Recentering the Profession illustrates how racism has informed the field of conflict resolution and its allied professions."
Useful for any field that recruits, standardizes, or "professionalizes" its adherents, this volume addresses how individuals, organizations, and institutions shape and have been shaped by racist ideas and practices. These ideas and practices, embedded in the fabric of our country, are exposed in this historic moment and held up to the light for close examination. In addition to a critique of the status quo, Beyond Equity and Inclusion in Conflict Resolution casts an eye toward creating a just and equitable future for the field. Narratives, interviews, poems, and essays from activists, practitioners, and scholars who represent diverse constituencies marry theory and practice to encourage, stimulate, and motivate colleagues to expand the boundaries for our field and our world."

Mediation “Mind Setting” – Combative to Collaborative in 4 Steps
Teresa Harlow
Virtual Only

Parents that arrive with a negative mindset to mediation or a parent planning session can sabotage efforts before they even get going. In this interactive workshop, author, speaker, and co-parent coach, Teresa Harlow shares her four steps that will help your clients shift their focus from combative to collaborative right from the beginning. She’ll also demonstrate her Cards With Humanity™ game used to help parents remember and practice applying her 4-step formula. It’s simple, memorable, and even fun!

10:30 am  Break

11:00 am  Conference Workshops

Organizational Conflict Management Systems: Toward Design, Innovation, Creativity, and Inclusion
Barb Allen
Alexia Georgakopoulos
Eileen Petzold-Bradley
In-Person and Virtual

The need is urgent for organizational leaders and members to transform organizational conflicts by addressing conflict that is a natural part of organizational life. Leaders must evolve their organizational systems to address underlying causes of conflict and seek solutions that serve the interests of all. This session provides an impetus for tools to be proactive rather than reactive in
addressing conflict. This session will examine three facets of organizational conflict resolution: 1) the need for Conflict Management Systems, 2) the role of diversity, equity, and inclusion in system design, and 3) how the practice of shared leadership in addressing conflict and system design can be realized through Liberating Structures.

Disillusionment’s Role in High Conflict Divorce
Arthur Leonoff
In-Person and Virtual

Disillusionments are shattering to those individuals and couples prone to severe high conflict divorce. Hope is imperiled in those afflicted and hateful destructiveness is often unleashed. Severe high conflict assaults the ideal of the family itself, treating it as a dystopia that has failed to deliver on its inherent promise. In this cauldron, children suffer greatly as do parent-child relationships. Understanding the concept of disillusionment and appreciating its impact can be a powerful tool for mediators and clinicians working with this demanding population. Illustrating through clinical example the working through of disillusionment will help bring this concept alive and demonstrate its profound importance to defusing destructive family dynamics.

Barriers and Bridges to Solutions
Sharon Press
Terry Wheeler
In-Person and Virtual

It is well documented that cognitive and psychological barriers impact how we negotiate. An understanding of such barriers is important so impasses can be avoided in negotiations and/or mediations. Join Terry Wheeler and Sharon Press in an interactive session where they will explore common barriers and discuss strategies for overcoming them.

Panel:
Problem Setting Trauma and Emotions in Conflict Transformation Processes: Trauma, Identity and Victimhood
Jeremy Rinker
In-Person and Virtual

This first chapter of an ongoing book project, intended for the Rowman & Littlefield's ACR Practitioner Guide Series, develops the
role that victim identity narratives play in conflict processes by analyzing selective trauma narratives from anti-caste, anti-racism, and restorative justice practitioners and activists. While many disciplines have attempted to explore emotions and trauma, the field of conflict resolution has mostly failed to address these important social-psychological variables as collective social phenomena. In developing an appreciation for listening to victim narratives, and how to better use them for irenic ends, participants will learn to appreciate the importance of the close reading of victim narratives in conflict resolution in the 21st Century.

Do We Walk It Like We Talk It?
Gloria Rhodes
In-Person and Virtual

Our professional work is often evaluated based on our own ability to model and live out our values (e.g., for equity and access, healthy relationships and systems, dignity, reduction of violence, etc.) both professionally and in our personal lives. Join us for an honest conversation about our challenges and successful strategies for sustaining ourselves. We will consider a framework for self-reflection and action that asks us to focus not only on self-awareness and self-care, but also on how we assess ourselves in our work and hold ourselves accountable to our values in our professional and personal lives.

Panel:
Care as Relational Action
Miranda Campbell
In-Person and Virtual

What is care and how can a fuller understanding of care develop a more cohesive society? This interactive session offers a definition of care based in relational action, highlighting care as an umbrella concept that can catalyze personal and social change. Drawing on case studies from community organizations, this session provides an overview of best practices in collaboration to reduce conflict and enable more creative and more just outcomes in workplaces and in communities. The presentation will relate to my new book, How to Care More: Seven Skills for Personal and Social Change.

Future of Ethics: Conflict Resolution as a Form of Discourse Ethics
Jessica Roisen
Reimagining ethical dilemmas in terms of communication means rejecting the traditional approach to ethics of mastering ethical or bioethical theories then applying them in specific cases. While many traditional normative ethical theories propose that there is an objective “right” answer that a third party could identify through deduction or rational consideration, discourse ethics suggests reversing the order of addressing ethical dilemmas by starting with the conflicting parties and crafting an ethical structure that meets the participants needs. In this way, mediation skills can be used to “create” an ethical outcome for a dispute, rather than using an ethical theory to “identify” or “discover” the right answer.

Maryland Conflict Coaching Continuing Education Project
Tricia Jones
Georgia Noon-Sherrod
Marie Schell
In-Person and Virtual

Continuing Education for conflict coaches is critical, especially for community mediation center volunteers as centers strive to build their conflict coaching programs. However, few programs exist. This session presents the year-long Maryland Conflict Coaching Continuing Education program. Quarterly webinars were offered for the approximately 40 conflict coaches in Maryland’s community mediation centers. The design of the program was intended to (1) Provide Exposure to Conflict Coaching Experts in A Variety of Case Contexts: in which experts share wisdom on specific conflict coaching contexts for CRC volunteers (e.g., youth-based, criminal court, re-entry programs, pre-mediation conflict coaching, housing and eviction, family, etc.) (2) Provide Practice Opportunities for Participants using breakout rooms, fishbowls and group coaching activities (where a group of participants have pre-determined portions of the coaching process they are responsible for and they work together in a group to move through the process and giving each other feedback). Agendas and resource materials from the CE program will be shared with participants and the audience will be engaged in discussion of their best practices in similar continuing education programming.

Panel:
Youth as Conflict Transformers: Engaging Students in Multinational Dialogue for Improved Relations Across Difference
Rafael Tyszblat

Virtual Only

On campuses across the world, college students daily navigate fault lines that sometimes form in response to cultural and ideological differences and misunderstanding. Their perception of and approach to these pockets of difference determine whether they avoid or fall into conflict. Furthermore, the skills and attitudes that they already possess affect how they deal with conflict should it unfold; some may engage constructively, others destructively. Through this presentation, we will highlight how Soliya’s model of virtual exchange instills in college students the necessary competencies to approach each other’s identities and seemingly disparate backgrounds with curiosity and an intent to understanding rather than fear or dismissal. Attendees will learn how our curriculum, which is rooted in the peacebuilding theory of contact hypothesis, and our facilitation training work in tandem to equip rising generations with the willingness and capacity to transform conflict that arises from each other’s differences. We aim to show how pillars of conflict resolution can be adapted for the college environment, expanding the public understanding of the field.

Professors Without Borders: Advancing Collaborative Learning Spaces
Sharon McIntyre
Yehuda Silverman

Virtual Only

As our world becomes more stressful for college students, professors should promote frameworks that cultivate inclusion, diversity, and equity in their classrooms to foster well-being and an environment where students can feel comfortable participating in class. The conflict resolution field presents a foundation for professors to become more mindful and considerate of the intrapersonal, interpersonal, and group dynamics that may emerge in the classroom. As educators, do we make the classroom more stressful with the wording on the syllabus and the absolute rules of no late work and no exceptions? Is there room for compassion and understanding? Power dynamics often disrupt the potentiality for the students’ voices to be heard. What are the current and emerging modalities that can further support cultivating a collaborating learning space?

12:30 pm  Presidential Lunch and ACR Annual Meeting
2:00 pm  **Plenary**
**Working with Different Perspectives of Reality: How Implicit Biases and Cognitive Barriers Create Resistance to Settlement**
Nina Meierding  
*Virtual Only*

This plenary session will explore how people sometimes hold on to their positions and their versions of the facts in the face of overwhelming evidence to the contrary. We will examine how we create our realities (what has happened, what is right, what is true), how we reinforce those realities, and whether or not they can be changed. We will discuss why we have a need for certainty even as we express that we are open-minded, as well as why we often have such a difficult time acknowledging that we have made a mistake. We will then learn four cognitive biases (self-justification, rationalization, the power of irrevocability, and inconsequential decision-making) and how implicit biases can create barriers to effective involvement by all participants in negotiations and mediations. Customized strategies and practical techniques will be explained that can help us work through these different types of impasses to reach more successful and durable agreements.

3:30 pm  **Conference Concludes**