

**(Subject to Change 5.23.18)**

## **Pre-Conference Activities**

### **Sunday, September 30, 2018**

Room: Monogahela  
2:00 PM – 6:00 PM

NAFCM Board of Directors Meeting

Room: Allegheny  
4:00 PM – 8:00 PM

ACR Board of Directors Meeting

### **Monday, October 1, 2018**

Room: Monogahela  
8:00 AM – 6:00 PM

NAFCM Board of Directors Meeting

Room: Allegheny  
8:00 AM – 8:00 PM

ACR Board of Directors Meeting

### **Tuesday, October 2, 2018**

Room: Monogahela  
8:00 AM – 6:00 PM

NAFCM Board of Directors Meeting

Room: Allegheny  
8:00 AM – 1:00 PM

ACR Board of Directors Meeting

Room: Mellon  
3:00 PM – 4:00 PM

ACR Leadership Council Meeting

Room: Westinghouse  
4:00 PM – 6:00 PM

ACR Section Leaders Meeting

Room: Mellon  
4:00 PM – 6:00 PM

ACR Chapter Presidents Meeting

Room: Thompson  
4:00 PM – 6:00 PM

ACR Diversity Network Meeting

Lobby  
4:00 PM – 7:00 PM

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

**Wednesday, October 3, 2018**

## **Conference Activities**

Room: Lobby  
7:00 AM – 6:00 PM

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

Room:  
8:00 AM – 9:00 AM

**Continental Breakfast**

**All Day Session**

**8:00 AM – 5:00 PM**

Room: Off-Site

**Trauma, Social Justice & Mediation**

ACR's Community Mediation and Restorative Practice Section

## **9:00 AM – 12:00 PM**

## **Morning 3 Hour Sessions**

Room: Ohio Room

### **Expert Skills Clinic**

ACR Workplace-Ombus and ACR 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.

Room: Westinghouse

### **ACR Health Section**

Details to be added

## **9:00 AM – 10:30 PM**

## **Morning 90 Minute Sessions**

Room: Monaongahela

### **Graduate Panel**

Room: Allegheny

### **Reflections About Mediation**

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.

Room: Interstate

## **Getting Kids to School; The Use of Mediation in a Collaborative Community Approach**

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.

Room: Mellon

## **7 Ways to Create New Conversations About Conflict Resolution**

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.

Room: Thompson:

## **Workplace Mediation Through the Span of Time**

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?

Room: Heinz

## **Scorched Earth - Working Effectively with High Conflict Clients**

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.

Room: Frick

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

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.

Room: Carnegie

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

Mary Dumas, Marina Piscalish

Emerging science is illuminating previously misunderstood aspects of our work – 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”.

Room: Salk

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

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?

Room: Foster

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

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.

Room: Lobby

**10:00 AM – 5:00 PM**

**Exhibit Program Opens**

Room: Lobby

**10:30 AM – 10:50 AM**

**Refreshment Break**

**11:00 AM – 12:30 PM**

**Mid-Morning 90 Minute Sessions**

Room: Monongahela

### **Is it ok to Lie in Mediation?**

Stephen Lepley

Discussion of lies versus deceptions; what constitute facts versus opinion; disclosure issues (partial, timed, overstated or understated and nondisclosure); confidentiality implications; bargaining strategies, tactics, and gamesmanship; to whom do ethics rules apply (mediator, party, advocate). Analysis of the applicable rules, with

application to hypothetical fact situations, including: ABA Model Rules of Professional Conduct; ABA Model Standards of Conduct for Mediators; ABA Litigation Section Ethical Guidelines for Settlement Negotiations; and ABA and state bar Ethics Opinions and court decisions on the topic.

Room: Allegheny

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

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.

Room: Interstate:

### **Honor the "Next Gen" in Mediation by Training the "Next Gen" through School Peer Mediation Programs**

Maria Simpson, Karen Crowley-Marks, Karen DeVoogd, Jarling Ho

What better way to lead conflict engagement into the future than by instilling the values and benefits of mediation into the next generation through middle and high school Peer Mediation Programs? PMPs create the preference for mediation as the first choice for conflict resolution and teach these life skills to students when they are still open to them and when the benefits can be measured in academic as well as social/emotional learning. Hear about the effectiveness of these programs and the benefits to the students, their schools, and their communities from the coordinators who implement the programs on a daily basis. This project was funded, in part, through the JAMS Foundation-ACR Initiative for Students and Youth.

Room: Mellon

### **Sociocratic Intervention Tools for Facilitators**

Monika Megyesi, Murat Aytakin, John Buck

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.

Room: Thompson

### **Training Active Bystanders**

Sharon Tracy, Susan Wallace

This Training Active Bystanders workshop provides skills and analysis for acting positively when witnessing harmful situations. Conflict can descend into meanness and cruelty, but humans also have an enormous capacity for kindness and helping behavior. Training Active Bystanders (TAB) promotes connection to others and empowers bystanders to overcome inhibitors to action and to step forward when help is needed. None of the roles of bystander, target, and harm doer are static: we are all of these at some time. Participants will learn the theory, language, and skills of active bystandership.

Room: Heinz

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

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.

Room: Frick

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

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.



Room: Foster

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

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. 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.

Room: Salons A-B-C

12:45 PM – 1:50 PM

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

**2:00 PM – 5:00**

## **3-Hour Afternoon Sessions**

Room: Ohio

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

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!

Room: Westinghouse

**ACR International Section**

Additional Details will be added soon.

Room: Foster

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

Don Edwards, Donzell Robinson, Ed Hasan

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 – 3:00 PM**

**Afternoon 90 Minute Sessions**

Room: Heinz

**The Peace and Justice Studies Association**

Title to Be Determined

The Peace and Justice Studies Association (PJSA) serves as a professional association for scholars in the field of peace and conflict studies. PJSA is dedicated to bringing together academics, educators, and activists to explore alternatives to violence and share visions and strategies for peacebuilding, social justice, and social change.

Room: Thompson

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

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.

Room: Monongahela

### **The Magic of Making Money Mediating**

Barbara Manouso

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 Manouso 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.

Room: Allegheny

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

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 (a form of "looping" as labeled by Himmelstein et. al) not only offered by the mediator but also by each party to demonstrate understanding. Additionally, the model permits caucusing and separate meetings which are prohibited by the Himmelstein model. Caucusing is proposed as a useful "break" from intense engagement and an opportunity to clarify, re-consider goals and proposals but it is only to be used when chosen ("self-determined") by the parties who are given this choice.

Room: Salk

## **Using Conflict Resolution Practices for Self-Care**

Dan Bernstein

Many conflict resolvers do great work helping others manage conflict, yet still struggle with the stress we face in our own lives. When we are no longer impartial, it can be hard to cope with our own problems. This interactive workshop shares techniques for adapting conflict resolution practices for use as part of self-care. It was designed by a mediator who relies on these practices as part of his own coping with his bipolar disorder. We will explore a technique for appealing to fairness to help facilitate better interpersonal dynamics. We will also practice using a respect for self-determination to remain open-minded and to accept negative outcomes. Finally, we will discuss ways to use reality-testing to help uncover our own boundaries and communicate them to others. This workshop includes time to practice and all participants will receive access to tools they can use after the program.

Room: Mellon

## **What's in a Name?**

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? Or, perhaps, for the right kind of leader, does it add value? This session will encourage discussion amongst participants as it explores these difficult questions, and grapples with the "right" way to frame conflict work. In the session, there will be some focus on the application of these questions to the context of conflict management design work within a large healthcare organization.

Room: Interstate

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

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.

Room: Frick

## **Strange Bedfellows: Negotiating Neutrality Through Institutional and Interpersonal Entanglements**

Julia Heck

In an ideal world every Ombuds office would be situated in a way that avoids conflicts of interest, minimizes intrusion from institutional stakeholders, and maximizes autonomy. Unfortunately, in practice this reality is not always the case. The question, then is managing ethical Ombuds practice when institutional and interpersonal entanglements encroach on our work. This session will discuss best practices and moderate a discussion regarding learning how to facilitate ethical Ombuds practice in compromised situations.

Various Rooms

4:00 PM – 5:30 PM

### **Section Activities & Group Gatherings**

Location	Section/Committee/Group
Monongahela	Emerging Professionals
Allegheny	ADR Professional Group
Interstate	Diversity Network
Salk	How to Become an Advanced Practitioner
Mellon	The Ethics Task Force: A Report

## Thursday, October 4, 2018

Room: Lobby  
7:00 AM- 5:00 PM

**Pre-Registration Check-In/ On-Site  
Registration**

Room: Salons ABC  
7:15 AM – 8:00 AM

**Breakfast**

Room: Salons ABC  
8:00 AM – 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.

Room: Lobby  
10:00 AM – 5:00 PM

**Exhibit Program Opens**

10:30 AM – 12:00 PM

**Morning 90 Minute Sessions**

Room: Ohio

Room: Monongahela

### **Beyond Restorative Justice: Regenerative Justice**

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.

Room: Allegheny

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

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.

Room: Interstate

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

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!

Room: Salk

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

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.

Room: Mellon

### **In sickness and in health: where's the love between conflict resolution and US health care?**

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.

Room: Thompson

### **Transforming Community Spaces: Lessons from Charlottesville and Beyond**

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.

Room: Heinz

### **Listening Beyond the Divide**

Lorig Charkoudian, Erricka Bridgeford, 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.

Room: Frick

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

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.

Room: Carnegie

### **Graduate Student Research Panel**

Organizer: Julie Shedd

Room: Westinghouse

### **Mentoring and Continuing Education for the Conflict Resolution Professional**

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.

Room: Foster

**Branding Community Mediation**

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.

Room: Salon ABC & Various Rooms

12:15 PM – 1:45 PM

**Conference Lunch and Various ACR Section Activities**

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

<b>Location</b>	<b>Section/Committee</b>
Ohio Room	Commercial
Monongahela	Community Mediation & Restorative Practice
Alleghany	Education/Training/Research
Interstate	Elder Decision Making
Salk	How to become an EPP Practitioner

Mellon	Family
Thompson	Online Dispute Resolution
Heinz	Spirituality
Frick	Workplace-Ombuds
Carnegie	CQ Editorial Board
Westinghouse	Ethics Task Force
Foster	How to Start An ACR Chapter

2:00 PM – 3:30 PM

**Afternoon 90 Minute Sessions**

Room: Ohio

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

Neil Katz, Linda Kovack

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.

Room: Monongahela

**The Ethics of Dispute Resolution Through Technology**

Colin Rule, Jason Gershowitz

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.

Room: Allegheny

### **Move Past the Impasse**

Leslie Coker

In mediation, sometimes parties get stuck in their positions and often they are convinced the opposing party is out to get them in every way. The mediator's role is to facilitate the conversation by navigating parties through their dispute using the mediation process and techniques. What happens when parties are ready to walk out, or they are convinced it's a hopeless feat trying to work with the other party? In this work shop we will provide mediators with techniques to move through parties' impasse and keep the session moving when parties give up.

Room: Interstate

### **Relationship Building as a Fundraising Strategy**

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.

Room: Thompson

### **Young Professional Career Workshop**

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.

Room: Heinz

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

Tracee Ford, Lorig Charkoudian, Erricka Bridgeford

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.

Room: Washington

**Higher Ed Roundtable: Wrestling with US Conflict Issues**

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?

Room: Foster

**Domestic Terrorism: The Social Normalization of Family Violence**

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.

Room: Frick

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

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.

Room: Carnegie

**Leveraging ADR to Deliver on Strategic Goals in Organizations**

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.

Room: Salk

**ACR Diversity Network**

Title to be Determined

Room: Junior Ballroom

5:30 PM – 7:30 PM

**2018 Raffle and Reception**

**Friday, October 5, 2018**

Room: Salon ABC

8:00 AM – 8:45 AM

**Breakfast**

9:00 AM – 5:00 PM

Room: Westinghouse

**Youth Day**

9:00 AM – 12:00 PM

### **3 Hour Session**

Room: Ohio

#### **ACR Family Sections**

Details to follow

Room: Monongahela

#### **Bystander Intervention Training**

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 AM – 10:30 AM

### **Morning 90 Minute Sessions**

Room: Allegheny

#### **Conflict Management for Managers: Transferring ADR Skills & Processes to Team Leaders**

Susan Raines

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.

Room: Interstate

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

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!

Room: Salk

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

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.

Room: Heinz

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

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 be discussed with an emphasis on the role conflict resolution specialists can play.

Room: Carnegie

### **Promoting Mediation on the Radio**

Diann Wall Wilson, Dave Pratt

Learn the skills of creating a successful radio show from beginning to end. Hear how a one-hour weekly independent show called "Mediation Talk" in Scottsdale, AZ is now being reproduced in other cities. Topics will include how to acquire sponsors, create content, and interview guests to educate the public about alternative dispute resolution while entertaining listeners. Participants will listen to segments of the radio show and discuss how radio can be used as a successful vehicle for both promoting the benefits of mediation to the public and as a marketing tool for beginning and seasoned mediators.

Room: Foster

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

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.

Room: Frick

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

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 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.

Room: Mellon

**The Peace and Justice Studies Association**

Title to Be Determined

The Peace and Justice Studies Association (PJSA) serves as a professional association for scholars in the field of peace and conflict studies. PJSA is dedicated to bringing together academics, educators, and activists to explore alternatives to violence and share visions and strategies for peacebuilding, social justice, and social change.

Room: Lobby

10:00 AM – 4:00 PM

**Exhibit Program Opens**

Room: Lobby

10:30 AM – 11:00 AM

**Refreshment Break**

11:00 AM – 12:30 AM

**Mid-Morning 90 Minute Sessions**

Room: Frick

**Effective ADR Practitioners Need Effective Advocates in ADR**

Michael Wolf

Skilled party advocates help make ADR practitioners more effective. But most party advocates do not even know what skills they need to succeed in ADR forums. This fast-moving, interactive session will help you show advocates how to be more successful, and in doing so, help you be more successful. At the conclusion of this session, you will be able to better prepare as an ADR advocate, help parties decide whether to use ADR and, if so, how to select and successfully engage the ADR provider, prepare the client, constructively engage other parties, .

Room: Foster

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

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.

Room: Interstate

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

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).

Room: Salk

**Conflict Transformation in an Age of Polarization**

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.

Room: Thompson

### **Acculturation-Assimilation-Conflict**

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.

Room: Heinz

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

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.

Room: Carnegie

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

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.

Room: Salon ABC

**12:45 PM – 2:30 PM**

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

**2:45 PM – 4:00 PM**

**General Session and Smaller Group Discussions on Various Topics of Interest**

**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 and is not included in the conference registration. Register today before all the spaces are gone. The ship leaves the dock at 6:30 PM.

## **Saturday, October 6, 2018**

Room: Salon ABC

**Breakfast**

8: 15 AM – 9:00 AM

9:00 AM – 10:30 AM

**90 Minute Sessions**

Room: Mellon

**Re-Centering Culture and Knowledge in Conflict Resolution Practice**

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.

Room: Thompson

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

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.

Room: Heinz

### **Conflict Skills Training on Our Devices**

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.

Room: Carnegie

### **Graduate Panel**

Room: Frick

### **Self-determination vs territorial integrity" cases of Catalonia; Abkhazia and Kosovo**

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.

Room: Westinghouse

## **Both-And Thinking in an Either-Or World: Conflict Transformation & Contemplative Spirituality in Dialogue with One Another**

Betty Pries

One of the central features of both Conflict Transformation and Contemplative Spirituality is their mutual desire to shift those in conflict out of either-or thinking and into both-and thinking. While some problems must be solved in an either-or fashion (a decision between two discreet options must be made), many problems are made unnecessarily more complicated by the imposition of either-or thinking. When this occurs, the world is easily divided into right-wrong, good-bad, my idea-your idea, self-other, reducing the possibility of insight, learning and transformation. While Conflict Transformation offers a framework for building a both-and bridge between two poles, Contemplative Spirituality casts a vision for a both-and world founded on an understanding of identity that informs how the original divide between self and other is regarded. The insights each discipline offers with regard to the both-and frame mutually deepens, strengthens and enlivens what either is able to offer on its own.

10:00 AM – 10:30 AM

**Refreshment Break**

11:00 AM – 12:30 AM

**90 Minute Sessions**

Room: Mellon

## **Restorative Applications In Special Education**

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.

Room: Thompson

### **Restorative Youth Circles**

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.

Room: Heinz

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

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.

Room: Frick

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

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.



Room: Carnegie

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

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.

Room: Westinghouse

### **The Relational Perspective**

Louise Phipps Senft, Susan Brooks, J. Kim Wright

The Relational Practices Task Force of the ABA Dispute Resolution Section promotes development, implementation, and expansion of relational approaches to addressing conflict. We’re exploring the distinction between relational approaches to conflict resolution--which are about connecting, caring, and serving--and transactional approaches--which tend to be instrumental, check-the-box interactions conducted at arm’s length.