



PENNSYLVANIA
COUNCIL OF MEDIATORS

2014 Annual Conference

The Magic of Mediation

April 25-26, 2014

Hilton Harrisburg

Conference Co-Sponsors

ACR – Greater Philadelphia Chapter

Networking, advocacy and educational opportunities in the Southeastern Pennsylvania, Delaware and Southern New Jersey region for professional and volunteer practitioners in any form of conflict resolution. (ACRPhilly.org)

Mediation Council of Western PA

The only association of professional mediators in Western Pennsylvania that promotes public understanding and use of mediation, provides a directory of qualified mediators and presents in-service training for professionals. (mediationwp.org/index.cfm)

Host Organization: Good Shepherd Mediation Program

**Attorney PA-CLE & Social Worker CE
Credits Available**

FRIDAY, APRIL 25th

PRE-CONFERENCE WORKSHOP

8:00 AM - 8:30 AM Registration and Continental Breakfast

8:30 AM - 4:00 PM Pre-Conference Training (lunch included)

The Dance of Opposites: Exploring the Sources of Impasse Within and Without Presented by Ken Cloke & Joan Goldsmith

Ken Cloke is Director of the Center for Dispute Resolution and has served as a mediator, arbitrator, attorney, coach, consultant and trainer specializing in resolving complex multi-party disputes. A nationally recognized speaker and author, he is currently an Adjunct Professor at Pepperdine University's School of Law, Strauss Institute for Dispute Resolution; Southern Methodist University Program on Dispute Resolution, and Saybrook University. Founder and first President of Mediators Beyond Borders, his latest book is "The Dance of Opposites: Explorations in Mediation, Dialogue and Conflict Resolution Systems Design." Joan Goldsmith is an educator, coach, mediator, facilitator, and organizational consultant with public and corporate organizations, specializing in leadership development, organizational development and change, team building, strategic planning, collaborative or win/win negotiation, and conflict resolution. Author of several books, including the best selling "Learning to Lead: A Workbook On Becoming a Leader" (4th edition), she is currently an adjunct professor at Southern Methodist University in Dallas, Texas and Pepperdine University School of Law, Strauss Institute on Dispute Resolution.



There are many reasons we get stuck in conflict and end up in impasse. In fact, we are *always* at impasse in all our conflicts until the moment we arrive at a solution that works for everyone. Impasse simply means that whatever we have been doing until then has not worked and we need to try something different.

Everyone who resists resolution does so for a reason. So instead of thinking of impasse as itself unreasonable, or the sign of a difficult person or personality, we should start with the assumption that *all* resistance reflects an unmet need. The need may simply be the desire to be listened to more respectfully or engage in a genuine, honest and empathetic exchange of views. Other times it could indicate unresolved issues in the relationship, one person is trying to blame or humiliate the other, or an apology or acknowledgment that hasn't been asked for or given. Whatever the source, the moment of impasse is where the greatest learning can take place, not only for the parties individually and interpersonally, but for the mediator as well.

This interactive workshop provides assistance in facing, addressing and dissolving the sources of impasse within ourselves and others, and within couples, families, and work relationships or organizations. It includes:

- A theoretical overview and critical analysis of the role played by impasse in personal, interpersonal and organizational conflicts, based on Cloke and Goldsmith's book *Resolving Conflicts at Work: 10 Strategies for Everyone on the Job*, Cloke's new book *The Dance of Opposites: Explorations in Mediation, Dialogue, and Conflict Resolution Systems Design*, and *Learning to Lead a Workbook on Becoming a Leader* by Joan Goldsmith and Warren Bennis
- Strategies for enabling adversaries to successfully break impasse, reduce resistance and resolve their disputes
- Activities that enable participants to gain insights into their reactions and emotional responses to the sources of impasse, methods for unlocking our own resistance and ways of leading dialogues directed at problem solving
- Techniques for breaking impasse in couple and family mediations, as well as in workplace and organizational systems, as well as ways to build consensus in political and community dialogues and public policy mediations (6.5 PA CLEs and NASW CEs)

FRIDAY, APRIL 25th

PCM ANNUAL CONFERENCE

4:15 - 5:15 PM PCM Annual Meeting & Election of Board members and officers

5:15 - 6:15 PM Wine & Cheese Networking Reception

6:15 - 7:15 PM Dinner

7:15 - 9:00 PM 2014 MVP (Most Valuable Peacemaker) Award: William Jacobsen



Bill Jacobsen has developed a strong background in conflict resolution through his academic training, but most importantly he has been able to translate those skills and his passion into real-world applications that have directly affected people's lives. With advanced degrees in theology and communications from Princeton Theological Seminary and Bethel University (St. Paul), he now serves as Adjunct Professor of International Peace and Conflict Resolution at Arcadia University. Bill is active in the Philadelphia area where he serves as a facilitator in Dependency Court in Philadelphia. He is a past President of the Greater Philadelphia Chapter of the Association for Conflict Resolution and remains a Board member. As a volunteer facilitator for the Alternative to Violence program at

Graterford Prison, he has facilitated a Compassionate Listening Training. Bill carried this program to Burundi and Rwanda where he worked to heal the conflict between Hutu and Tutsi through the African Great Lakes Initiative program, which strengthens, supports, and promotes peace activities at the grassroots level. For his broad and deep effect on the field of mediation, both at home and abroad, PCM is pleased to honor Bill Jacobsen as the 2014 Most Valuable Peacemaker.

Bill will speak about his work in Rwanda in a community trauma program, "Healing and Rebuilding Our Communities," where he facilitates workshops for the purpose of healing the deep wounds brought about by genocide and reestablishing a sense of community.



The Magic of Mediation

The evening will be topped off by an amazing presentation of prestidigitation performed by mediator and magician extraordinaire, Marty Thomas-Brummé.

SATURDAY, APRIL 26th

7:30 - 8:30 AM Continental Breakfast

8:30 - 10:00 AM Plenary Session

Mediation, Facilitation & Democracy: Lessons Learned from Complex Environmental, Natural Resource, and Public Policy Issues



Lara B. Fowler, Senior Lecturer, Penn State Dickinson School of Law, and Research Fellow, Penn State Institutes of Energy & the Environment

Issues and conflicts over energy supply (including Marcellus-related drilling), public infrastructure, the impacts of severe weather, and other similar topics are becoming more common and more polarized. Mediation and facilitation skills can be critical in helping address these kinds of environmental, natural resource, and/or public policy issues that pose the challenge of numerous stakeholders, including the press, usually strong emotions, and concerns about resolving complex issues typically involving science, law and policy. Lara will explore lessons learned, based on work reallocating water supply in Oregon's Deschutes River Basin, building a regional transportation package for the greater Seattle area, and addressing flooding issues in Washington State's second largest river basin. She will discuss the commonalities and challenges of finding solutions to important and intricate issues like these, exploring tips and techniques for what worked (and sometimes didn't) when engaging interested parties and the public alike. (1.5 PA-CLEs and NASW-CEs)

WORKSHOPS

10:15 AM - 12:15 PM MORNING WORKSHOP SESSION (2 PA-CLEs and NASW-CEs)

- A1 Local to Global to Local: Community Applications of Global Experiences**
Martha Harty, facilitator, trainer, mediator & Prabha Sankaranarayan, consultant on clinical and dispute resolution services, strategic planning activities, systems collaboration projects and community organization efforts; both are founding members of Mediators Beyond Borders International

Mediators Beyond Borders was founded by Ken Cloke and a small group of colleagues with the idea that mediators volunteering their skills around the world could enable a more 'peace-able' world. Seven years and nine projects later, these mediators have accumulated a trove of insights, policies and practices for working cross-culturally. Using case studies from Liberia, Israel and Kenya, we will facilitate small group scenarios to highlight how a range of processes may be applied in communities across Pennsylvania to prevent conflict and support peaceful integration of diverse populations. The workshop will address the application of 'do no harm' principles, as well as the project components of conflict analysis, conflict management design and implementation. Best suited for intermediate to advanced practitioners.

- A2 What Mediators Should Know About Substance Abuse and Dependence**
Mark Schenker, Ph.D., Private Practice, Philadelphia, & Barbara Foxman, LCSW and mediator

There are times when a party in mediation has a substance abuse problem. Mediators should have some familiarity of the nature of substance abuse and how this might impact the mediation process, including the parties' ability to make and follow through on decisions. Mark Schenker, an addictions expert, will describe the range of substance abuse problems, including alcohol and drug (both prescription and illegal), define the symptoms, identify "red flags" for mediators to look for, discuss whether and what type of screening or assessment might be helpful, how this might be addressed in the intake and the mediation, possible treatments for addiction, how to incorporate them into mediated agreements, and what is considered recovery. In addition, the presenters will discuss capacity to mediate with people who have substance abuse issues and the skills and techniques the mediator should employ to help the parties.

- A3 Magic as a Training Tool**
Marty Thomas-Brummé

In this hands-on workshop, you will learn how to use magic as a training tool to make your trainings more interesting, to emphasize key points, and/or to just wake people up with something unusual. You will be shown a magic effect, and in small groups you will create a patter (storyline) appropriate for a training you do. Then you will learn how to do the magic effect. Little or no skill will be required to learn the magic effects. Your challenge will be to apply your patter to the rhythm of the trick.

A4 Improving Workplace Mediation

Lisa Charles, arbitrator, mediator and adjunct professor at Rutgers & Mercer County Community College

Ms. Charles, who mediates employment and civil disputes for the New Jersey Superior Courts, will bring her experience dealing with workplace conflicts for 20 years as Director of Employee Relations at Dow Jones & Company to this workshop, which will cover the mediator's tasks and skills needed to improve workplace mediation results. It will examine the progression of mediation in the public and private sectors as the preferred process to resolve disputes. Ms. Charles has considerable experience resolving workplace disputes by mediating issues related to discharge, discipline, discrimination, contract interpretation, management rights, past practice, subcontracting, seniority rights and layoff/bumping/recall procedures.

12:15 - 1:30 PM LUNCH (included in registration fee)

1:45 - 3:45 PM AFTERNOON WORKSHOP SESSION (2 PA-CLEs and NASW-CEs)

B1 Mediating Toward Apology, Forgiveness and Reconciliation: Contemplating our Role as Conflict Managers

Selina Shultz, CoralBridge Partners, & David Doto, CoralBridge Partners

This session will explore the appropriate role for mediators in bringing about apology, forgiveness and reconciliation. If we are truly "conflict managers," is an essential part of our role the prevention of future conflict through apology, forgiveness and reconciled relationships, whether in the corporate world, the healthcare arena or families? We will identify the components of effective apologies, the different types of forgiveness, and the different levels of trust necessary for reconciliation. The session will present mediation techniques to plant the seeds for apology and forgiveness to occur.

B2 Post-Genocide Conflict Transformation and Reconciliation in Rwanda

Bill Jacobsen, Adjunct Professor of International Peace & Conflict Resolution

In August of 2011, Bill joined 25 leaders from Uganda, Kenya, Burundi, DRC (Congo) Rwanda, Sweden and the United States in Burundi, Africa for the first international Healing and Rebuilding Our Communities (HROC) leadership training event. Originally developed by Africans in order to rebuild ravaged communities in Rwanda and Burundi, HROC focuses on transforming the traumatic effects of violence and war into an opportunity for building peace and trust, and ending the cycle of hatred and revenge. HROC facilitators create safe and supportive groups, which sustain peace-building efforts. This workshop introduces and combines many of the practices and skills used by Bill throughout Rwanda and in the United States with the HROC community trauma healing and the Compassionate Listening Project workshops. These include such areas as work around triggers, staying calm and present in the fire, trauma resiliency and deep listening.

B3 Growing Your Mediation Practice

Juliane von Schmeling, The Baroness Consulting & Mediation, LLC

As the owner of a marketing and business consulting firm for over 24 years and as a mediator for the last 8 years, the presenter is uniquely positioned to help you develop ways to grow your mediation practice. Topics to be covered include defining yourself and your target audience; establishing perfect branding – what makes you different; and developing the best marketing mix by knowing all the choices, costs, and pros and cons of websites, brochures, TV, radio, social media, public relations and networking. The presenter has experience using all these methods and will have samples of all.

B4 Purpose and Process in Mediation: Strategies, Tactics and Ethics
Dr. Edward P. Hanna, Mediator and Assistant Professor, Kutztown University

This interactive workshop invites participants to explore and articulate their frame(s) of belief(s) about the purpose of mediation. After discussing how these frames (which are dynamic and changing) are influenced by personal and professional experiences, as well as by professional education and professional identity, participants will be asked to consider how their belief frames inform the structure and process of their conduct of mediation. Moving from the generic to the specific, participants will then be asked to share strategies and tactics they find valuable in their mediation practice. (The presenter will provide examples). The purpose of the workshop is to encourage mindful awareness of the relationship between purpose, process, and the consequential practices and styles mediators employ. The intended outcomes are that participants will: develop/build upon their capacity for evaluating their practice skills and methods; learn from the experiences and reflections of colleagues from diverse professional and educational backgrounds; and develop a heuristic template for evaluating the ethical dimensions of their approach to, and practice of, mediation.



Conference Site and Room Accommodations

Hilton Harrisburg

One North 2nd Street (GPS Friendly Address is 200 Market Street)
Telephone: 717-233-6000

To book a reservation, go directly to the PCM group page for the Harrisburg Hilton
http://www.hilton.com/en/hi/groups/personalized/M/MDTHHHF-PACM-20140424/index.jhtml?WT.mc_id=POG

You can also go to Hilton.com or call 1-800-HILTONS and use the group code "PACM"

A limited number of rooms are reserved for conference attendees at \$129, plus tax.

Reservations must be made before March 25th to receive the special rate.

(The hotel may extend this deadline closer to the conference; but for now it is March 25th.)

From Philadelphia or Pittsburgh: I-76 (PA Turnpike) to Exit 247 (Harrisburg East). Merge onto I-283 N toward PA 283/Harrisburg/Hershey. Take Exit 3A on left to merge onto I-83 S toward Harrisburg. Take Exit 43 toward Capitol/2nd Street. Turn left/north onto S 2nd Street. Hotel is on corner of 2nd St and Market Street.

From North: Take Exit 66 (Front Street - South) off I-81. Follow Front Street approximately 5.5 miles to Market Street. Take a left on Market Street. Hotel is on next corner at 2nd St and Market Street.

Overnight Self Parking is available in the Walnut Street Garage located next to the hotel. Please inform the Front Desk at check in to receive the Hilton parking rate (\$10/night).

REGISTRATION FORM

Name _____

Address _____

City/State/Zip _____

Phone _____ Email _____

PRE-CONFERENCE FEES: Friday, April 25th

Includes Pre-Conference workshop, continental breakfast and lunch

PCM Member \$160 _____; after April 15: \$175 _____ (You are a member if "Current Member" appears above your name on the mailing label.)

Non-Member \$175 _____; after April 15: \$190 _____

Volunteer Mediator \$130 _____; after April 15: \$140 _____

Full-time student \$120 _____ (Enclose copy of student ID.)

6.5 CLEs (attorneys only) \$35 _____

6.5 Social Work CEs \$20 (NASW member) _____ \$30 (non-member) _____

CONFERENCE FEES: Friday Evening, April 25, and Saturday, April 26

Includes Friday networking wine & cheese reception and after-dinner program,
Saturday plenary & workshops, continental breakfast and lunch

****Friday dinner is extra****

PCM Member \$150 _____; after April 15: \$160 _____ (You are a member if "Current Member" appears above your name on the mailing label.)

Non-member \$170 _____; after April 15: \$180 _____

Volunteer Mediator \$125 _____; after April 15: \$135 _____

Full-time student \$110 _____ (Enclose copy of student ID.)

Friday Dinner Buffet \$40 _____

5.5 Social Work CEs \$20 (NASW member) _____ \$30 (non-member) _____

1.5 CLEs for Saturday Plenary (attorneys only) \$8 _____

4 CLEs for Saturday Workshops (attorneys only) \$20 _____

TOTAL ENCLOSED:

\$ _____

Saturday Workshop Choices

Morning Session

1st Choice A1 _____ A2 _____ A3 _____ A4 _____

2nd Choice A1 _____ A2 _____ A3 _____ A4 _____

Afternoon Session

1st Choice B1 _____ B2 _____ B3 _____ B4 _____

2nd Choice B1 _____ B2 _____ B3 _____ B4 _____

Join PCM now and register at the Member rate

Includes a listing in the Find A Mediator section of the PCM web site (www.pamediation.org)

Individual/Organization membership, add \$60 _____ Volunteer membership, add \$35 _____

A 25% cancellation fee will be applied after April 18th

Payment Options

- Check: Send this form and your check made out to "PCM" to:
PCM, 414 Barclay Road, Rosemont, PA 19010 Contact info: 610-526-1802, info@pamediation.org.
- Credit card: Connect to the PCM web site at www.pamediation.org and follow the instructions to complete the registration form and pay with a credit card through PayPal's secure system.

Conference Questions: Call Barbara Foxman at 215-620-4218 or bef423@mindspring.com