



PENNSYLVANIA
COUNCIL OF MEDIATORS

MEDIATION IN PENNSYLVANIA: NEXT STEPS

Wyndham Garden Hotel

765 Eisenhower Boulevard

Harrisburg, PA 17111

717-558-9500

800-253-0238

This year's conference is hosted by
Neighborhood Dispute Settlement of Harrisburg

May 9-10, 2003

Harrisburg, Pennsylvania

AGENDA
FRIDAY MAY 9, 2003

Registration 8:00-9:00 a.m.
 3:00-6:00 p.m.

Pre-Conference Workshop 9:00 a.m.-4:00 p.m.**

Mediating with Heart In Mind
Presented by Tricia Jones,
Professor, Temple University
(Lunch from 12:00-1:00)

PCM Annual Meeting 4:30-5:30 p.m.

The PCM Annual Meeting is open to all. The input and participation of the membership is welcome and encouraged.

PCM Friday Banquet 6:00-7:00 p.m.

PCM Friday Evening Program 7:00-9:00 p.m.

Advocating Mediation Services: The Importance of Participating in the Public Policy Process

This panel will feature key Pennsylvania legislators who will discuss the importance and best method of advocating the values and benefits of mediation services to legislators, administrators and other decision makers in the public policy process in Harrisburg. Audience members will have an opportunity to question the lawmakers in a free-flowing discussion of how and why mediation services need to be presented in the state capitol. Marshall Cohen, a Pittsburgh based public policy advocate and strategist, will moderate the panel.

AGENDA
SATURDAY MAY 10, 2003

Registration 8:00-9:00 a.m.

Breakfast Buffet in the Garden Café 7:30-9:00 a.m.

President's Welcome 9:00-9:15 a.m.

Gale McGloin,
Executive Director, Pittsburgh Mediation Center

Saturday Keynote 9:15-10:15 a.m.

Mediation In Pennsylvania: Next Steps
Rachel Wohl, Executive Director,
Maryland Mediation and
Conflict Resolution Office

Rachel will present a step by step road map showing how a state wide collaborative process can bring about tremendous growth in the use of mediation and other forms of conflict resolution across an entire state. She will illustrate this process using examples from the state of Maryland's dramatic leap from the backwaters of ADR to its current place among the national leaders at the forefront of the field of conflict resolution. Rachel is currently working in Scotland, Mexico and with the states of Vermont, Delaware, Wisconsin and Iowa to advance the field of mediation and conflict resolution in those areas.

Morning Workshops 10:30 a.m.-12:30 p.m.

Luncheon Buffet in the Garden Café 12:30-1:45 p.m.
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Afternoon Workshops 1:45-3:45 p.m.

**PCM is Proud to Offer
as a Pre-Conference Workshop**

Mediating with Heart In Mind

Facilitated by Tricia Jones, Ph.D.

Mediators know that the emotions disputants bring to mediation can be a critical influence on whether the parties are able to work through conflict. This popular and well-received advanced training helps mediators realize how important emotion is to conflict management and mediation. Designed for all mediation styles, this training introduces mediators to practical insights about how people express emotion and how emotion can impact their ability to work through a conflict. In addition, the training addresses ethical issues in mediation that are linked to emotion and interventions that are geared toward emotional concerns.

AGENDA

What is Emotion
Physiological Element
Cognitive Appraisal
Facilitating Reappraisal
Elicitive Questioning
Caucusing
Ethical and Situational Issues
Meta-emotions
Role Plays

Tricia Jones, Ph.D., current editor of Mediation Quarterly and Professor of Communication Sciences at Temple University, is an expert on mediation and conflict processes. Her research has been funded by federal and state agencies and private foundations. Past President of the International Association for Conflict Management, she has published two books and over 40 articles on conflict and mediation.

SATURDAY MORNING WORKSHOPS

A-1 **Circle Dialogue Process—Part 1, participants must also take part 2 in the afternoon—Donald Halderman, Jackie Gishop and Trish Charo,

An introductory workshop on the Circle Process, based on the Native American tradition of talking circles, which brings people together to build community and work through conflict or differences. This workshop is interactive and experiential.

A-2 **What Do Mediators Really do Behind Closed Doors? Winnie Backlund

This interactive workshop will include a review of the current research on mediator's behavior in the mediation session, different moves and strategies used by the mediators, and what the effect is on the mediation process.

A-3 **Ethics for Mediators

Cheryl Cutrona and

Marty Thomas-Brummé

Mediators are faced with ethical issues and have to make judgment calls to determine how to respond. Participants in this workshop will discuss and respond to ethical scenarios posed by the facilitators in game form. Be prepared to have fun addressing a serious subject. (2 CLE ethics credits will be given)

A-4 **Introduction to NAFCM's Community Mediation Center Manual—Craig Coletta

This interactive workshop will provide participants with a method for ongoing monitoring of the activities of community mediation centers. You will learn about the philosophy and principles underlying the development of the NAFCM manual.

A-5 **Establishing Working Relationships with your Local Municipal Government and County Judicial System

Philip Schuller, William Mattern, Deborah Ritchey

Neighborhood Dispute Settlement of Harrisburg will describe the development of their relationship with local police and District Justices. Participants will learn how to create and fund a partnership, and they will gain an understanding of the minor judiciary.

A6 **Keynote follow up Rachel Wohl

An interactive discussion about Maryland's use of collaboration and the formation of a state ADR office. Maryland's achievements and current projects will be presented. There will be clips from several videotapes produced by MACRO.

**Note: A more detailed description of all the workshops can be found on the PCM
Website: www.pamediation.org**

SATURDAY AFTERNOON WORKSHOPS

B-1 **Circle Dialog Process—Part 2

Participants must have attended part 1 in the morning.

B-2 **Decision-making Theory and Practice: Insights for Mediators—Craig Coletta

Participants will learn about a matrix describing the decision making process and will acquire an understanding of the theory and practice of decision making and how it applies to their work. A panel will discuss the relevancy of the matrix to their professions.

B-3 **Measuring Mediator Performance Grace D'Alo

This workshop for administrators and advanced mediators will focus on a methodology for measuring mediator performance. Participants will learn about the performance instrument developed by the Pennsylvania Special Education Mediation Service.

B-4 **Using Peer Mediation in Classrooms and Schools Nannette S. Scheuch

Participants in this workshop will be provided with an overview of Scranton School District's Peer Mediation Program and learn a step by step approach to implementation of peer mediation.

B-5 **What Does Community Empowerment Have to Do With Dispute Resolution— Paul Wahrhaftig

This workshop is a discussion of the history of community mediation and empowerment concepts and how this has evolved over the past 30 years from empowering the participants of the community to case oriented programs designed to serve the public and clear court calendars.

Note: All workshops have a minimum number of required participants. Any workshop that does not meet the minimum number of participants may be cancelled.

****These workshops have been approved for PA Bar Association C.L.E. Credits and CE Credits for social workers. CE credits for social workers will be provided by the co-sponsor NASW, Pennsylvania Chapter. NASW is a pre-approved provider of professional continuing education for social workers (Section 47.36) by the PA State Board of Social Workers, Marriage and Family Therapists and Professional Counselors. Please check the boxes on the Registration form if you wish to receive CLE or CE Credits.**

Hotel Information

Rooms have been reserved at the Wyndham Garden Hotel for conference attendees for \$89.00 per night. Please contact the hotel directly to make your reservation. Room availability is limited and is on a first-come first-served basis. Please mention the Pennsylvania Council of Mediators to receive the special room rate. **Reservations must be made before April 1 to receive the "special" rate.** Call 800-253-0238 to make your reservations.

Directions to the Wyndham Garden

From The Pennsylvania Turnpike

Exit #19, Harrisburg East
Proceed straight to Interstate 283 north
Follow 283 North to Exit #2 (Swatara)
Make left off the exit: go straight to hotel

From Interstate #81

Take Interstate #83 South
Take Interstate 283 South to Exit #2 (Swatara)
Make a right off exit: go straight to hotel

Other hotels within a five minute drive of the Wyndham Garden:

Travel Lodge – 717-564-3876
Holiday Inn East – 717-839-7841
Marriott – 717-564-5511
Red Roof Inn – 717-939-1331

CONFERENCE REGISTRATION

REGISTRATION IS LIMITED, REGISTER EARLY

Name _____

Address _____

City State Zip _____

Phone (Day) _____ Evening _____

Organization Affiliation _____

Workshop Choices (Indicate first and second choices)

Morning: A1____ A2____ A3____ A4____ A5____ A6____

Afternoon: B1____ B2____ B3____ B4____ B5____

Onsite and Registrations Postmarked after April 30 - Add \$20

Conference Fees: (Includes Saturday breakfast and lunch)

- ☐ PCM Member \$75.00
- ☐ Non-Member \$99.00
- ☐ Full Time Student \$35.00 Include copy of ID
- ☐ Friday Night Dinner \$25.00

Pre-Conference Workshop (Tricia Jones)

- ☐ PCM Member \$85.00 (Includes lunch)
- ☐ Non-Member \$125.00 (Includes lunch)

Special offer—Join PCM now and pay member rate for conference (Use form on following page).

- ☐ Individual/Organizational \$50.00 additional
- ☐ Volunteer/Student \$30.00 additional

CLE and CE Credit hours

- ☐ 6 CLE credits—Add \$30.00 for Pre-Conference (Friday)
- ☐ 4 CLE credits—Add \$20.00 for Conference (Saturday)
- ☐ 6 CE credits—Add \$12.00 for Pre-Conference (Friday)
- ☐ 5 CE credits—Add \$10.00 for Conference (Saturday)

Total Enclosed \$ _____

A 25% cancellation fee will be applied after April 30

**Return this form and your check made out to “PCM” to:
Phoebe Sheftel, 414 Barclay Road, Rosemont, PA 19010
610-526-1802 or phoebe@pasheftel.com**

**For any questions about the conference contact:
Barbara Foxman — 215-248-3006
Marty Thomas-Brummé — 570-969-7673**

PCM MEMBERSHIP FORM

Name_____

Organization_____

Address_____

City_____

Phone: (h)_____ (w)_____

E-Mail_____

Web Site_____

Mediation Employment_____

Mediation Volunteer Work_____

Counties were you work_____

Areas of mediation practice: (Check all that apply):

- | | |
|---|-------------------------------|
| 1___ Community/Neighborhood | 11___ Training, Adults |
| 2___ Family/Divorce/Child Custody | 12___ Training, Schools |
| 3___ Landlord/Tenant/Fair Housing | 13___ Training, Cultural Bias |
| 4___ Group/Organizations | 14___ Farm Credit |
| 5___ Environment/Land Use/Public Policy | 15___ Employment |
| 6___ Small Claims | 16___ Religious Institutions |
| 7___ Labor/Business/Civil | 17___ Real Estate |
| 8___ Special Education | 18___ Healthcare |
| 9___ Victim/Offender/Corrections | 19___ Securities |
| 10___ AIDS | 20___ Other_____ |

The Directory includes space for a brief description of your mediation involvement (limited to 30 words)_____

Membership Category:

Individual/Professional \$50_____

Organization \$50_____

Student \$30_____ (Include proof of fulltime status)

Volunteer \$30_____ (I do not receive financial compensation for mediation services)

Web page listing: annual fee \$15_____

I affirm that the PCM Ethics and Standards of Conduct will guide my practice of mediation: signed_____

See www.pamediation.org for
Ethics and Standards of Conduct statement

Send with check to: Phoebe Sheftel
414 Barclay Road
Rosemont, PA 19010