



PENNSYLVANIA
COUNCIL OF MEDIATORS

2007 Annual Conference

The Spirit of Collaboration

April 13-14, 2007

**Wyndham Garden Hotel
Harrisburg, PA**

**Conference Co-Sponsors:
ACR – Greater Delaware Valley Chapter
PA Bar Association – ADR Committee
Mediation Council of Western PA**

**Host Organization: Neighborhood Dispute Settlement
Harrisburg, PA**

CLE Credits Available

In the Spirit of Collaboration...

Welcome to the 2007 Pennsylvania Council of Mediators Annual Conference. This year's theme, The Spirit of Collaboration, signals a new era for the mediation field in Pennsylvania, thanks to the passage of Senate Resolution 160 in February of 2006. SR 160 established a task force and advisory committee under the auspices of the Joint State Government Commission to conduct a comprehensive review of the current status of ADR in Pennsylvania, identify best practices both locally and nationally, develop a plan to educate the citizens of the Commonwealth about conflict resolution alternatives, ensure access to these ADR services and propose legislation, as may be required, to implement the plan.

On Friday night, we begin by honoring "The Gang of Seven" with the Most Valuable Peacemaker (MVP) Award for their coordinated effort to pass SR 160. We will also hear from David Hostetter, Executive Director of the Joint State Government Commission about what we can expect this advisory committee process to look like and what outcomes may be possible.

Because PCM understands that we cannot take on this challenge alone, we have also invited our colleague organizations, who helped with the passage of SR 160, to continue in collaboration with us by co-sponsoring the 2007 PCM Conference. We are delighted that they have all accepted our invitation! In addition, we understand that implementation of the recommendations arising from the Commission's Advisory Committee on ADR will require broad networking with like-minded allies outside the mediation field. To that end, we have invited representatives from the Domestic Violence and Mediation Safety Project in New York State to deliver our Saturday morning plenary. They will share their cutting edge collaboration that deeply impacts the family mediation arena and challenges us to think outside the box as mediators.

The 2007 PCM Conference promises to be provocative. Please join us and add your voice.

Gale McGloin, President, PCM Board

Conference Co-Sponsors

ACR-Greater Delaware Valley Chapter offers networking, advocacy and educational opportunities for practitioners, both professionals and volunteers, in any form of conflict resolution.

PA Bar-ADR Committee addresses current issues of ADR processes, including private and court-connected ADR programs; conducts professional education programs; studies and recommends standards of practice for neutrals; and proposes and monitors legislation regarding ADR.

Mediation Council of Western PA is 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.

FRIDAY, April 13, 2007

PRE-CONFERENCE WORKSHOP

8:00-8:30 AM

Pre-Conference and Conference Registration

8:30 AM - 4:30 PM

Pre-Conference Workshop (Continental breakfast & lunch included)

Mediator as Negotiation Coach

Presented by Jenny Beer, a mediator and facilitator for 26 years, who has taught negotiation, mediation, cross-cultural communication, and conflict resolution in many settings (including the Wharton School and the Bryn Mawr School of Social Work) and authored two books on mediation.

This negotiation training is designed for practitioners who mediate in business, community, governmental, or organizational settings. Most mediators have a sophisticated experiential knowledge of negotiation dynamics, but have not actually learned about the wealth of concepts and research (mostly developed by diplomats and business people) on this subject. As mediators, negotiation is relevant in two ways:

Mediations are often a *facilitated negotiation* between parties who have been unable or unwilling to reach an agreement on their own. We'll look at fundamental negotiation concepts, and how those frameworks can help you understand what's happening at the mediation table, and what kind of structure or guidance can be useful.

Mediators may also have a role as "negotiation coach", helping parties, especially ones who may be less experienced or articulate, to negotiate more effectively.

We promise you lots of ideas and tools for your mediator's toolbox! We'll cover negotiations in both "relationship"-centered mediations, and in mediations with a business or subject-matter focus.

Topics we'll touch on include:

- Preparing parties before a session
- Tangible and intangible elements
- Managing information exchange
- Leverage and power
- Encouraging inquiry rather than accusation and persuasion
- Multiple issues: trade-offs and packages

Provides 6.5 CLE credits.

FRIDAY, April 13, 2007

PCM ANNUAL CONFERENCE

4:00 - 6:00 PM Conference Registration

5:00 - 6:00 PM PCM Annual Meeting (Open to all; input and participation welcome and encouraged.)

6:00 - 6:30 PM Reception

6:30 - 7:30 PM Dinner

7:30 - 9:00 PM

PCM MVP (Most Valuable Peacemaker) Awards: Bob Ackerman, Ann Begler, Grace D'Alo, Gale McGloin, David Harwi, Jim Rosenstein, Mark Welge (dec.)

The Spirit of Collaboration within the Pennsylvania Legislature

David L. Hostetter, Executive Director, Joint State Government Commission

The Joint State Government Commission is the bipartisan and bicameral research agency of the General Assembly in Pennsylvania. As a result of the passage of SR 160, it has been charged with coordinating a collaborative process between the General Assembly and the citizens of Pennsylvania to chart the future of ADR within the Commonwealth. Mr. Hostetter will explain the roles of the Joint State Government Commission, its advisory committees and legislative task forces within the legislative process. He will walk us through what we can expect from the Commission's Advisory Committee on ADR by exploring how the Commission process moves from idea to enactment of advisory committee recommended legislation into law.

SATURDAY, APRIL 14, 2007

7:30 - 8:30 AM **CONFERENCE REGISTRATION**

7:30 - 8:30 AM **CONTINENTAL BREAKFAST**

8:30 - 8:45 AM **PRESIDENT'S WELCOME**
Gale McGloin, President, PCM Board of Directors

8:45 - 10:15 AM **SATURDAY PLENARY SESSION**

In the Spirit of Collaboration: The Domestic Violence and Mediation Safety Project
Jody B. Miller, Executive Director, Mediation Center of Dutchess County, Inc. & Dee DePorto, Ph. D. Associate Director, Battered Women's Services of Family Services, Inc.

This project illustrates the benefits arising from a collaborative focus on safety for domestic violence victims who are considering mediation for civil matters. The presenters will address the necessity of fostering a strong and respectful partnership, the uncovering of common ground despite seemingly disparate philosophies, and the collaborative preparation necessary to facilitate victim safety. They will emphasize the integral role of transformative mediation, the importance of incorporating a high level of mediation and domestic violence expertise, and the need to maintain clarity in the distinct roles and responsibilities of mediator and DV advocate to create a framework for safety in mediation. They will also introduce the concept of "threading" – an essential element of the protocol that exemplifies the truly collaborative nature of the project and demonstrates how commitment to victim safety is embedded in every phase of the protocol.

WORKSHOPS

10:30 AM-12:30 PM **SATURDAY MORNING WORKSHOPS**

A1: Understanding Power Collaboratively
Bernie Behrend, Behrend Mediation Services

Balancing power – a concept steeped in competition – seems to make little sense in the context of a collaborative process. Learn the theoretical foundation for understanding power collaboratively. Then explore the practical application in terms of overall mediation practice and specific mediator interventions. Participants will obtain a novel approach to power and more effective techniques to manage others' conflicts.

A2: Afrocentric Conflict Resolution Model
Jerome M. Jackson, J. Jackson Consulting & Training

African Americans experience unique conflicts that require a culturally specific conflict resolution model. This workshop presents a non-traditional model for resolving conflicts, based on African values and traditions. Participants will develop an awareness of historical conflicts and the effects these conflicts have had on personal attitudes and styles in dealing with daily conflicts in the workplace, in communities, in schools, at home, and in relationships. The workshop is very intense and participants will be asked to be extremely opened-minded. The approach is grounded in experiential learning, and includes lecture, discussion, interactive exercises, and some skills practice.

A3: Developing, Mentoring & Credentialing the Mediator: A Roundtable Discussion
Robert M. Ackerman, Penn State Dickinson School of Law, and Cassandra J. Georges, 2005 graduate of the University of Pennsylvania Law School

The workshop explores the training, development and competencies of mediators. An interactive format will engage participants in discussing critical issues facing the mediation community: entry into the field, role of basic training programs, passing on communal knowledge to new mediators, importance of a professional degree and experience, the question of credentialing, and promoting development and diversity in the profession.

A4: Healing: A Goal of Mediation
Walter and Nancy Everett

Walter, a United Methodist pastor, and his wife Nancy speak to the power of forgiveness and the reality of restorative justice as they experienced it after the murder of their son, Scott, in 1987. A psychologist and counselor, Nancy worked for 12 years at the Department of Correction in Connecticut. During that time she helped initiate "VOICES," a program that brings crime victims into the prisons to meet with groups of inmates thus giving "voice" to the effects of crime upon their lives. Currently both are very involved as visitors for the PA Prison Society. Participants will have an opportunity to explore how to incorporate the healing power of remorse and forgiveness into the mediation process.

12:30 - 1:45 PM LUNCH (included in registration fee)

1:45 - 3:45 PM SATURDAY AFTERNOON WORKSHOPS:

B1: An Appreciative Inquiry Systems Approach to Mediating: Dialogue and Collaboration between Groups in Contention
Dr. Sharon L. Barley, M.Div. and D.Min, experienced in business organizational systems and collaborative dialogue.

This workshop covers the conceptual frame-work of Appreciative Inquiry in organizational and systems change. The foundation for theories in human behavior, new theories in organizational behavior, and new sciences and principles will be covered with practical application to real life situations in mediating dialogue and collaboration. Participants will learn the application of AI in mediating groups in conflict or at a communication's impasse that prevents them from moving forward in life-giving, profitable and productive ways. The goal is to help participants experience how groups can move from conflict, differences, and stuck issues to building innovative, creative, and collaborative teams.

B2: Challenges to Establishing Court Mediation Programs in the Middle East: Jordan
Judy Shopp, Attorney-Mediator

Jordan is the first country in the Middle East to have a court mediation program and, if successful, will be a model for the region. This workshop will explore experiences in the Middle East in mediation generally and specifically in regard to the court-connected pilot mediation program started last June in Amman, Jordan. Learn about the overall situation in the Middle East and how the religious and tribal traditions are related to ADR processes. Ms. Shopp will describe training judges, staff, mediators (attorneys and judges); developing materials; enhancing public awareness; and program evaluation.

B3: Christian Conflict Resolution: “If it is possible, as much as depends on you, live peaceably with all men”. (Rom. 12:18)
Barbara J. Elerby, MA, Human Resources Consultant and Trainer

Participants will be introduced to Christian Conflict Resolution; which includes consideration and utilization of the concepts of anger management, forgiveness, apology and reconciliation. Many times conflicts have deeper roots than a current offense. Participants will examine the Role Model of Forgiveness and Reconciliation, as seen in Christianity - the teaching in the areas of resolving conflicts, anger and forgiveness. Participants will be made aware of how the concept of forgiveness is discussed within other religions.

B4: If “An Educated Consumer Is Our Best Customer” (and Maybe our Only Customer), How Can We Educate Prospective Clients About Mediation?
Rita Callahan, ACR Task Force on Education of the Public; Jim Rosenstein, Rosenstein Associates; and Brenda Wolfer, Center for Resolutions.

It is difficult, if not impossible, to market mediation services to people who don't know what mediation is or how it can help them. In PA most prospective users of mediation services and their advisors lack this understanding. This interactive workshop will explore the nature of this challenge, what is being done to expand awareness and demand for conflict resolution services, the pros and cons of a national strategy to promote conflict resolution processes and how individual mediators can help.

Conference Site and Room Accommodations

Wyndham Garden Hotel

765 Eisenhower Blvd
Harrisburg/Swatara, PA 17111
(717) 558-9500 or 1-800-253-0238
<http://www.wyndham.com/hotels/MDTWY/main.wnt>

Rooms have been reserved at the hotel for conference attendees for \$99 a night. Please contact the hotel directly to make your reservation. Room availability is limited and is on a first-come, first-served basis. Call 800-253-0238. Please mention PCM to receive the special room rate.

Reservations must be made before March 23 to receive the special rate.

Other hotels within a five-minute drive of the Wyndham Garden:
Travel Lodge: 717-564-3876
Holiday Inn East: 717-939-7841
Sheraton: 717-564-5511
Red Roof Inn: 717-939-1331

Directions

From the PA Turnpike: Exit #248 (Harrisburg East). Proceed straight to I-283 North. Follow I-283 N to Exit #2 (Swatara). Make a left off the exit ramp. Go straight ahead to the hotel.

From I-81: Take I-83/283 South to Exit #2 (Swatara). Make a right off the exit ramp. Go straight ahead to the hotel.

REGISTRATION FORM

Name _____

Address _____

City/State/Zip _____

Phone (day) _____ (evening) _____ Email _____

PRE-CONFERENCE FEES: Friday

Includes Pre-conference workshop, continental breakfast and lunch

PCM Member \$100.00 _____; after April 1: \$125.00 _____

Non-Member \$125.00 _____; after April 1: \$150.00 _____

Volunteer Mediator \$50.00 _____ (Applies if you never mediate for a fee)

Student \$50.00 _____ (Must enclose copy of Student I.D.)

6.5 CLE's for Pre-conference \$32.50 _____

CONFERENCE FEES: Friday Evening and Saturday

Includes Friday Evening Program, Saturday plenary & workshops, continental breakfast and lunch

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

PCM Member \$110.00 _____; after April 1: \$135.00 _____

Non-member \$135.00 _____; after April 1: \$160.00 _____

Volunteer Mediator \$ 50.00 _____ (Applies if you never mediate for a fee)

Student \$ 50.00 _____ (Must enclose copy if student I.D.)

5.5 CLE's for Saturday Plenary & Workshops \$27.50 _____

Friday Dinner Buffet \$30.00 _____

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 attend for the Member rate

Individual/Organization membership, add \$50 _____ Volunteer membership, add \$30 _____

TOTAL ENCLOSED: \$ _____

A 25% cancellation fee will be applied after April 1, 2007.

Payment Options

- Check: Send this form and your check made out to "PCM" to:
Phoebe Sheftel, 414 Barclay Road, Rosemont, PA 19010 (610) 526-1802.
- Credit card: Connect to the PCM web site at www.pamediation.org and follow the instructions to complete the registration form and pay by PayPal (a secure system.)

For questions about the conference or registration: Call Barbara Foxman at 215-620-4218.

For questions about CLEs: Call Cheryl Cutrona at # 215-843-5413.