



PENNSYLVANIA
COUNCIL OF MEDIATORS

2019
32nd Annual Conference

Building Skills & Expanding Practice

April 26-27, 2019

Hilton Harrisburg

*10 Workshops...
CLEs...CEs!*

Conference Sponsors

ACR – Greater Philadelphia Chapter (<http://ACRPhilly.org/>)

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PA Attorney CLE (including Ethics) & Social Worker CE Credits Available

NASW-PA Chapter is a co-sponsor of this workshop. Up to 11.5 CEs will be awarded for completion of this course. NASW has been designated as a pre-approved provider of professional continuing education for social workers (Section 47.36), Marriage and Family Therapist (Section 48.36) and Professional Counselors (Section 49.36) by the PA State Board of Social Workers, Marriage & Family Therapists and Professional Counselors.

Many Thanks to our Conference Sponsors

Association for Conflict Resolution, Greater Philadelphia Chapter: networking and education for practitioners in any form of conflict resolution in SE Pennsylvania, Delaware and Southern NJ.

DiOrio & Sereni, LLP: A full-service law firm of attorneys whose careers and reputations are distinguished by excellence and compassion.

Eckert Seamans: a full-service national law firm with Pennsylvania offices in Philadelphia, Pittsburgh and Harrisburg.

Good Shepherd Mediation Program: Philadelphia's only neighborhood justice center.

Mediation Council of Western Pennsylvania: the premier association of professional mediators in Western PA.

Minnesota Lawyers Mutual Insurance: a professional liability insurer owned by the insureds. Offering liability protection to lawyers for 30 years and now to ADR practitioners– both lawyers and non-lawyers.

Unruh Turner Burke & Frees, PC: A full-service law firm achieving efficient and effective legal outcomes for our clients through trusted counsel and guidance

Building Skills & Expanding Practice

FRIDAY, APRIL 26th

PRE-CONFERENCE TRAINING

8:00 - 8:30 am

Registration and Continental Breakfast

8:30 am – 4:00 pm

Pre-Conference Training (continental breakfast & lunch included)

BRINGING OUT THEIR (AND YOUR) BEST: STRATEGIES FOR MAKING DIFFICULT CONVERSATIONS LESS DIFFICULT



Since 1997 Dr. Tammy Lenski has worked with individuals and organizations worldwide as a mediator, coach, speaker, and educator. She specializes in resolving conflict and addressing friction in ongoing personal and business relationships. Tammy co-founded the world's first master's degree program in mediation in 2002 and has taught conflict resolution in four university graduate programs. In 2012 the Association for Conflict Resolution recognized Tammy with the Mary Parker Follett Award for innovative and pioneering work in the field. In 2013 she was the first mediator appointed to ACR's Academy of Advanced Practitioners, and in 2015 the New England Association for Conflict Resolution presented Tammy with the Pioneer Award. Her two books are The Conflict Pivot and Making Mediation Your Day Job.

“While many in my field focus on the peaceable ending of business and personal relationships, I’m energized by addressing conflict and tension in *ongoing* professional and business relationships.”

What if you could address parties' difficult or frustrating behaviors not by trying to prevent their worst but by helping them bring their best to the table? This workshop draws from the latest in neuroscience and positive psychology to teach practical, powerful strategies and tools for addressing challenging behaviors. Moving beyond a "dealing with difficult people" approach, this workshop will help you learn:

- How to engage your parties' own abilities and interest in altering their behavior.
- What are the most frequent "hot buttons" triggered in conflict situations and how to reset them.
- How to help people stay emotionally and mentally agile even under the pressure of conflict.
- How to handle "emotional hijackings" and help people regain their balance after they lose their cool.
- What to avoid doing when confronted with a frustrating behavior.
- How to use these same approaches to keep your own calm, centered demeanor when you need it most.

(5 Sub. + 1 Ethics CLE/CEs)

CONFERENCE SCHEDULE

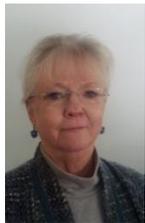
FRIDAY, APRIL 26th

4:30 - 5:30 pm PCM ANNUAL MEETING & BOARD/OFFICER ELECTIONS

5:30 - 6:30 pm WINE & CHEESE NETWORKING RECEPTION

6:30 - 7:45 pm DINNER

7:45 - 9:00 pm 2019 Most Valuable Peacemaker (MVP) Award: Bonnie Millmore



Bonnie Millmore has been in the mediation and conflict resolution field for 35 years. She became Director of the community mediation program of The Center For Alternatives in Community Justice in 1984 and retired in 2018. She helped hundreds of families through CACJ's court-referred custody program. For 20 years she consulted as a mediator and trainer with the PA Office of Dispute Resolution program for families with educational disputes. Bonnie worked with many school districts across Pennsylvania to train school students and start peer mediation programs. She worked with the Pennsylvania State University's Justice and Safety Institute and Office of Human Resources to provide conflict resolution and mediation to a variety of individuals, departments, campuses and outside groups. Beyond mediation, Bonnie most enjoys training and mentoring mediators. PCM is honored to celebrate Bonnie's long and deep influence in Pennsylvania on the recognition of mediation's benefits.

Mediation in PA: 30 Years Building a Future, Looking Back and Looking Ahead

Panel: Bonnie Millmore; Cheryl Cutrona, Executive Director, Good Shepherd Mediation Program; Randy Duque, MA, KR, Deputy Director, Philadelphia Commission on Human Relations, Community Relations Division; and Selina Shultz, The Alternative Group.

Moderator: Nancy Glidden, Unruh, Turner, Burke & Frees.

The panel will look at the history and future of mediation in Pennsylvania from the perspective of practitioners with extensive experience in community, family, business, and government agency mediation programs.

SATURDAY, APRIL 27th

7:30 – 8:30 am Continental Breakfast

8:30 – 9:45 am Plenary Session

When the Center Cannot Hold: Conflict Transformation in an Age of Polarization



David Brubaker directs the MBA Program and serves as Associate Professor of Organizational Studies in the Center for Justice and Peacebuilding at Eastern Mennonite University. He has 30 years of experience in workplace mediation and training and in organizational and congregational consulting. David has consulted and trained with organizations throughout the U.S. and in a dozen international settings including Northern Ireland, Mozambique, Angola, Nepal, Myanmar, Egypt and Jordan. He is the author of numerous articles on conflict transformation and Promise and Peril: Understanding and Managing Change and Conflict in Congregations (published by The Alban Institute), and co-author of The Little Book of Healthy Organizations (Good Books).

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David will discuss the drivers of polarization, how polarization impacts relationships and systems, and the tools and processes that can transform a polarized conflict. Polarization refers to the process by which more and more people in a society come to hold opinions at the more extreme ends of the spectrum, while the number of people in the moderate center dwindles. Conflict transformation practitioners face both a challenge and an opportunity in the face of societal polarization, as our work is more demanding than ever...and yet has never been more essential. (1 Sub. CLE/CE)

WORKSHOPS

10:00 – 11:30 am MORNING SESSION

A1 Negotiation Theory and Practice.....helping parties reach an acceptable resolution *Stanley A. Braverman, Esq., President, Braverman Associates, LLC*

Essentially mediation is an assisted negotiation, where a neutral individual equally assists disputing parties in negotiating a solution to their dispute. The mediator's increased knowledge of negotiation theory and practice can greatly help the disputing parties to reach a satisfactory conclusion to their conflict. This workshop will address the ethics, science and art of negotiation theory and practice for mediators. The goal is to enhance a mediator's skill in negotiation practices so the mediator can better assist disputing parties in reaching an acceptable resolution to their dispute. This workshop will be highly interactive with role-plays and small group activities. (1 Sub. + 0.5 Ethics CLE/CEs)

A2 Microaggressions *Cheryl Cutrona, Esq., Executive Director, Good Shepherd Mediation Program & Sue Wasserkrug, Esq., Mediation Coordinator, Good Shepherd Mediation Program*

Just because you are a mediator, you are not immune to microaggressions. We are *all* conditioned to inflict microaggressions. They can range from simple assumptions to bias and preferential treatment to outright injustice. Join us for this lively workshop where we will look at how to handle verbal, nonverbal and environmental microaggressions whether you are a bystander, a receiver or a sender. (1.5 Sub. CLE/CEs)

A3 Updating your Mediation Practice to include Online Video Sessions: Skills and Techniques *Max Rivers, TheMarriageMediator.Net*

The technology to do a web-based mediation practice is so mature that teenagers regularly use it for the lion's share of their social life, and seniors for keeping in touch with their grandchildren. The firm The MarriageMediator.net does over 90% of its sessions over the internet. Since the publishing of his book: "Loving Conflict: How to self-mediate your own marriage" Max Rivers' practice has gone world-wide. He'll share with you how to connect with clients anywhere in the world, how to engage them, what technologies he's found most useful, how to bill and even sell products that support the process without ever leaving his home office. In the last week, he has had contact with clients in Singapore, Berlin, Tel Aviv, London and Bali. As well as local clients who still insist on coming in person! (1.5 Sub. CLE/CEs)

A4 Mentoring Mediators

Bruce I. Kogan, Esq., Professor Emeritus, Roger Williams University School of Law (Rhode Island)

Newly trained mediators recognize that their training was necessary but not sufficient to launch a successful mediation practice. New mediators want and need guidance as they begin to work with real disputants. Finding a more experienced mediator mentor can both accelerate the development of mediating competence and avoid the formation of less effective mediation habits. From the standpoint of the mediator mentor, there can be great satisfaction in paying forward the lessons learned from time and experience. This workshop provides tools and approaches for both mentor and mentee to make the mentoring partnership succeed within ethical considerations. **(1 Sub. + 0.5 Ethics CLE/CEs)**

11:30 am -12:30 pm LUNCH (included in registration fee)

12:30 - 2:00 pm AFTERNOON SESSION 1

B1 Beyond the Presenting Problems: Converting a Mediation or Training Request into an Organizational Consulting Process

David Brubaker, director the MBA Program & Associate Professor of Organizational Studies in the Center for Justice and Peacebuilding at Eastern Mennonite University.

Mediators bring unique skills to help resolve interpersonal conflicts, and many mediators have learned to also apply those skills to multi-party mediation processes requiring multiple sessions. An additional arena of practice for skilled mediators is organizational consulting. The stages of the mediation process and the skills that are required transfer directly to organizational consulting, particularly around issues of conflict and change. This workshop will equip participants with a proven process that naturally emerges from a mediation or training request. **(1.5 Sub. CLE/CEs)**

B2 Mindful Mediation: Understanding and Overcoming Barriers to Neutrality

Deborah K. Gilman, Ph.D., licensed psychologist, and Lisa Standish, Esq., collaborative attorney

Working as mediators requires us to be *neutral, impartial and objective* to meet the needs of our clients. However, as humans, we have biases, we make judgments, we hold preferences. This workshop aims to increase your ability to mediate with **CARE** - Curiosity, Appreciation, Respect, Equanimity - by understanding and overcoming personal, client, and situational barriers to neutrality. **(1 Sub. & 0.5 Ethics CLE/CEs)**

B3 Avoiding the Titanic: Navigating Bankruptcy Mediation

Hon. Judith K. Fitzgerald, (Ret.) & Beverly Weiss Manne, Esq., co-chair of the Insolvency and Creditors' Rights Department, both of Tucker Arensberg, P.C (Pittsburgh)

"Bankruptcy" is a concept that frightens many mediators, who sense icebergs in the water, because they are unfamiliar with the law. Just as in other legal disciplines, many issues in bankruptcy cases are capable of settlement. Mediation offers parties a channel to reach agreement, bypassing the costs and time delays inherent in litigation. This workshop will chart a course through several bankruptcy topics that skillful mediators can pilot even without detailed understanding of bankruptcy law and explain some of the processes used by bankruptcy courts that refer matters to mediation. **(1 Sub. & 0.5 Ethics CLE/CEs)**

2:00 – 2:15 pm BREAK

2:15 – 3:45 pm AFTERNOON SESSION 2

C1 What's Your Style? Communicating to Achieve Results

Cynthia D. Burrows, Diversity/EEO Manager, U.S. EPA, Region III

This workshop is designed to help mediators communicate with the end in mind. The goal is always to help the participants in a mediation walk away with a sense of being understood and understanding more about the other party's position. The objectives of this workshop are to identify 5 communication styles, to have participants determine the style they identify with the most, and to discuss ways they think each style can help or hinder a mediation and where mediators need to adjust to ensure they always use their style in a way that helps. **(1 Sub. & 0.5 Ethics CLE/CEs)**

C2 Getting to Yes - And: Using Improvisation to Build Agreeable Atmosphere

Chris Fitz, Executive Director, Community Engagement for Advoz: Mediation & Restorative Practices (Lancaster, PA) & Director, River Crossing Playback Theatre

Changing the atmosphere of conflict is key to our sanity and our success. This workshop is an opportunity to experience and practice improvisation (also called improv theatre) that builds on a principle of "micro-agreements." In addition to enabling joy, embodying a "yes - and" mindset can build a foundation for our parties and our trainees. Using warm-up exercises, partner activities and intuitive storytelling and role-playing, the workshop will provide space to reflect on ways that your own practice (and life) could benefit from cultivating ease, surprise and delight. Come prepared to move around, be playful and feel like a human being. Expect to leave with a few practical ideas and activities to enhance your practice. **(1.5 Sub. CLE/CEs)**

C3 "Sorry" Doesn't Have to Be The Hardest Word - A New Look at the Use of Apologies for Workplace Conflict Resolution

Julie Procopiow Todd, Senior Administrative Judge, Equal Employment Opportunity Commission Philadelphia District Office

When faced with a workplace dispute, employers and employees often find themselves arguing over how to resolve the conflict exclusively through monetary compensation; this can quickly lead to an impasse. In this interactive session, Judge Todd will offer her perspective of how an apology - or some sort of acknowledgment about a conflict early in the dispute - can save money, improve morale, increase work productivity and improve relationships. She will proffer techniques for an apology, address legal concerns, and illustrate examples of both effective and ineffective apologies. Workshop take-aways include learning and applying techniques for making a proper apology while avoiding legal concerns, discerning effective and ineffective apologies, and assisting others in formulating apologies that can be effective both in the workplace and elsewhere. **(1.5 Sub. CLE/CEs)**

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 Hilton Harrisburg [Click Here](#)

You can also go to www.harrisburg.hilton.com or

call 1-888-370-0980, select option #1, then use code PACM19

A limited number of rooms are reserved for conference attendees at \$149, plus tax.
Reservations must be made before April 4th to receive the special rate.

Overnight Self-Parking is available in the Walnut Street Garage located next to the hotel at 215 Walnut St. Please inform the Front Desk at check-in to receive the Hilton parking rate (\$10/night).

By Train: Walk five blocks (7 minutes) south on Market Street to the hotel.

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

REGISTRATION FORM

Name _____

Address _____

City/State/Zip _____

Phone (day) _____ (evening) _____ Email _____

SPECIAL COMBINATION PACKAGE: PRE-CONFERENCE & CONFERENCE

PCM Member * \$325 _____

Non-Member \$365 _____

Volunteer Mediator \$250 _____

Full-time student \$200 _____ (Enclose copy of student ID.)

PRE-CONFERENCE ONLY: Friday, April 26

Pre-Conference training, continental breakfast and lunch

PCM Member * \$165 _____

Non-Member \$180 _____

Volunteer Mediator \$130 _____

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



CONFERENCE ONLY: Friday Evening, April 26, and Saturday, April 27

Friday MVP program, Saturday plenary, workshops, continental breakfast and lunch

PCM Member * \$185 _____

Non-Member \$200 _____

Volunteer Mediator \$135 _____

Full-time student \$115 _____ (Enclose copy of student ID.)

***Applies only if "Current Member" appears above your name on the mailing label.**

Friday Wine & Cheese Reception & Dinner Buffet \$40 _____

PA CLEs

Pre-Conference: 6 CLEs \$30 _____ Conference: 5.5 CLEs \$27.50 _____

Social Work CEs NASW member \$20 _____ Non-member \$30 _____

TOTAL ENCLOSED: \$ _____

Please indicate your preference for Saturday Workshops

Morning Session

Afternoon Session 1

Afternoon Session 2

1st Choice A1 ___ A2 ___ A3 ___ A4 ___ 1st Choice B1 ___ B2 ___ B3 ___ 1st Choice C1 ___ C2 ___ C3 ___

2nd Choice A1 ___ A2 ___ A3 ___ A4 ___ 2nd Choice B1 ___ B2 ___ B3 ___ 2nd Choice C1 ___ C2 ___ C3 ___

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/Organizational membership, add \$60 _____ Volunteer membership, add \$35 _____

A 25% cancellation fee will be applied after April 22, 2019.

Payment Options

- **Check:** Send this form and your check made out to "PCM" to:
PCM, 414 Barclay Road, Rosemont, PA 19010, 610-526-1802
- **Credit card:** Register and pay on the PCM web site www.pamediation.org.