



PENNSYLVANIA
COUNCIL OF MEDIATORS

2011 Annual Conference

**Do Ask, Do Tell, Do Listen:
Restoring Dialogue in a
Polarized World**

April 8-9, 2011

Holiday Inn, Harrisburg East

Conference Co-Sponsors

ACR – Greater Delaware Valley Chapter

Mediation Council of Western PA

Pennsylvania Chapter of the National Association of Social Workers*

Host Organization: Good Shepherd Mediation Program

CLE and CE Credits Available

*NASW has been designated as a pre-approved provider of professional continuing education for social workers (Section 47.36), marriage and family therapist (48.36), and professional counselors (49.36) by the PA State Board of Social Workers, Marriage & Family Therapists and Professional Counselors, noted as "CE credits" in this brochure.

Do Ask, Do Tell, Do Listen: Restoring Dialogue in a Polarized World

Conference Co-Sponsors

ACR-Greater Delaware Valley Chapter offers 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. (See <http://acrgdv.ning.com/>)

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. (See <http://mediationwp.org/index.cfm>)

FRIDAY, APRIL 8, 2011

PRE-CONFERENCE WORKSHOP **Sorry – Sold Out**

8:00 - 8:30 AM

Pre-Conference & Conference Registration and Continental Breakfast

8:30 AM - 3:30 PM

Pre-Conference Workshop (Continental breakfast & lunch included)

The Power of Dialogue: Constructive Conversations on Divisive Issues



Presented by Mary Jacksteit, an Associate with the Public Conversations Project, with over 20 years experience in the field of conflict resolution, including dialogue facilitation. She mediates organizational, workplace and community disputes and is currently Chair of the Federal Service Impasses Panel that resolves federal sector labor management negotiation impasses (appointed by President Obama.) Mary has a JD from Georgetown Law School and a Masters in Conflict Analysis and Resolution from George Mason University's Institute for Conflict Analysis and Resolution.

This training will mix instruction and exercises to give participants a sense of the need for, and the mechanisms of, dialogue. You will explore the content and process of dialogue for highly-conflicted, polarized settings through case scenarios and exercises that incorporate dialogic structures and tools.

You will learn these core components of the Public Conversations Project approach:

- Underlying theory and model
 - Conflict, polarization and change
 - Dialogue as defined by PCP and difference from other forms of engagement across deep differences
 - How new findings from neuroscience support dialogic practices
- Ways to create a "safe-enough" environment through use of structure and communication agreements
- The role of preparation for facilitators and participants
- The role of inquiry and the purposes of questions
- How to promote participant reflection through
 - Using an Action-Reflection cycle
 - Minding the gap between intention and impact

FRIDAY, APRIL 8, 2011

PCM ANNUAL CONFERENCE

4:15 - 5:15 PM PCM Annual Meeting to elect Board members and officers

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

6:15 - 7:15 PM Dinner

7:15 - 9:00 PM PCM's 2010 MVP (Most Valuable Peacemaker) Award: Nancy Welsh



Professor Nancy Welsh is a leading ADR scholar whose research and writing focuses primarily on negotiation and court- and agency-connected mediation. Her articles have appeared in prestigious bar journals and law reviews, as well as chapters in many books focusing on negotiation and ADR. She is a co-author of one of the most widely-used ADR legal textbooks, *Dispute Resolution and Lawyers*, 4th ed. (2009).

For nearly ten years, Professor Welsh was the executive director of a nonprofit ADR organization in Minnesota and advised the Minnesota Supreme Court regarding the institutionalization of ADR in the courts. She is former Chair of the ADR Section of the Association of American Law Schools and currently a member of the Council of the ABA Section of Dispute Resolution. She is also a member of the Editorial Board of the *Conflict Resolution Quarterly*, the Independent Standards Commission of the International Mediation Institute, and the Mediation Advisory Board of the U.S. District Court for the Middle District of Pennsylvania.

Nancy is Professor of Law at The Dickinson School of Law, Penn State. She mediates contract, employment and public policy matters; consults with courts on dispute resolution system design and evaluation; and trains attorneys and judges in mediation skills. Nancy is recognized as PCM's MVP for all her many accomplishments in the field of ADR and most recently for serving as ethics guru for the Pennsylvania Joint State Government Commission's Advisory Committee on Alternative Dispute Resolution.

Nancy will speak on **Why Is It So Hard to Listen, Why Does It Matter So Much, and What Is Our Role?** (1.5 CLE or CE credits)

SATURDAY, APRIL 9, 2011

7:30 - 8:30 AM Continental Breakfast

8:30 - 10:00 AM Saturday Plenary Session

If You Ask, They Will Tell; But You Have to Listen and Respond

Harris Sokoloff, PhD, director and co-founder of the Penn Project on Civic Engagement



Harris develops and implements large scale public participation/engagement projects around important issues facing communities, such as working with public school districts facing fractious issues, developing common ground principles for redesigning the central Delaware River waterfront in Philadelphia and public engagement for revising part of the zoning code in Philadelphia. He has also designed and run the Civic Engagement Institute to prepare people to moderate/facilitate public meetings. The plenary session will focus on the theory, concepts and practice of public engagement, drawing on the work of other organizations including the National Issues Forums Institute, Everyday Democracy, the Public Conversations Project and AmericaSpeaks. (1.5 CLE or CE credits)

WORKSHOPS

10:15 AM-12:15 PM SATURDAY MORNING WORKSHOPS (2 CLE or CE credits each)

A1: Tough Cases, Difficult Solutions
Ed Blumstein & Susan Edwards, JD, Advanced Practitioner Mediators

The presenters will describe difficult mediation cases and stop short of revealing the outcome. The participants will generate ideas for how they would deal with the difficult problems and then the presenters will describe what they did. Susan Edwards will discuss a family law case and Ed Blumstein will present an EEOC employment case. Participants will be asked to share their own difficult cases and invite others to test solutions. The goal is to create an interactive experience by sharing ideas and understanding that there may be more than one solution, depending on the mediator's style, experience and biases.

A2: Parenting Coordination: An ADR Approach Designed to Assist High-Conflict Separating Parents
Ann Marie Termini, Ed.S., M.S., L.P.C., Director, Cooperative Parenting Institute

This workshop is an introduction to an ADR approach that offers the opportunity to expand your practice and professional expertise. Practitioners who already offer custody and divorce mediation services can expand their practice by providing services to the "high-conflict divorce" clientele. This workshop will explore the proposed rule and court order developed by the Pennsylvania Parenting Coordination Task Force. Topics include the parenting coordinator's role, responsibilities, scope and authority; the similar and different roles of other professionals working with divorcing couples; and the structure and implementation of a parenting coordination program.

A3: Mediation Ethics: Expectations and Reality
Stanley Braverman, Esq., Director, Human Capital Development Graduate Program, La Salle University

This workshop covers generally accepted mediation ethics principles in a two part interactive format. A presentation will address ethical expectations for all mediators. Then participants will be assigned to small groups to apply the correct ethical principles. This is far more difficult than it may sound. Often practicality, economics and the desire to get a settlement conflict with proper ethical principles. Ethics guidelines vary quite a bit, especially when mediating across organizational and geographic boundaries. Another sample dilemma to be considered is under what circumstances a mediator should refuse to allow a settlement to be signed by "willing" parties. (2 ethics CLEs)

A4: What Does Culture Have to Do with It? Mediating Hispanics
Maria Medrano Armington, M.A., Intercultural Business Consultancy

The goals of the workshop are to understand the impact of specific cultural variables in mediations involving Hispanics, and to be aware of the need to adapt mediation/facilitation strategies for efficient and effective work with Hispanic clients. Culture influences an individual's interactive codes, norms, expectations, and negotiation styles. In mediation, participants think, feel, and interpret information through cultural filters. Intercultural mediators may anticipate possible misunderstandings, help to explore contrasting cultural values, adapt facilitation strategies during negotiations, and identify and promote opportunities of positive intercultural dialogue. Topics include social structure and orientation, thinking and interaction styles, gender, power, formality, sequencing, expectations, values and principles, and agreement and implementation.

A5: Critical Factors for Successful Dialogue
Dr. Racelle Weiman, Director, Global Education, Dialogue Institute at Temple University

This workshop will introduce the practitioner to the rules of engagement and necessary conditions required to achieve effective and constructive dialogue among partners. Mediators will be able to experience and practice the evolved techniques of dialogue developed by the Dialogue Institute, as used in fragile, competitive and volatile environments. Participants will explore the possible applications of Dialogue work and enhance their own capabilities through exposure to and understanding of new ideas and methodologies applied in negotiations of 'non-negotiable' and competing 'truths.' The core elements of critical thinking, honor, sincerity, and compassion are key signposts in Dialogue, which are a constant presence in principled Dialogue. The Seven Stages in Dialogue will be included. Suggestions on building a receptive and positive framework are all designed to enable, expand and sustain the core goals of mediation and its applications cross- culturally and internationally.

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

12:30 – 1:30 Lunch Network Gathering for Community Mediation Centers
Facilitated by Grayfred Gray

There will be a separate lunch table reserved for those interested in discussing future directions for the community mediation centers network. Be sure to indicate your anticipated attendance on the registration form.

1:45 - 3:45 PM SATURDAY AFTERNOON WORKSHOPS (2 CLE or CE credits each)

B1: Recognizing and Framing Language and Communication Styles in Mediation
Dr. Edward P. Hanna, Mediator and Assistant Professor, Kutztown University

This workshop is based on the three assertions: language is not neutral, communication styles clash, certain language and communication styles are more supportive of cooperation and agreement than others. Participants will engage in an interactive review and discussion about language and communication styles and how they influence the content and process of mediation. The primary goal is to provide skill building for mediators in the area of recognition and mindfulness in the conduct of practice. Content includes an understanding of how mediators influence the psychological/emotional frames of reference the participants bring to the mediation, as well as the context of the physical setting; and how we need to take responsibility for what we do and how we do it, including the purposeful modeling of language. Ethical concerns will be addressed throughout. The objectives will be accomplished through constructed case examples and role play. (2 ethics CLEs)

B2: Navigating Narratives to Empower Teams
Drs. Roberta Anna & Warren Heydenberk, Faculty at Lehigh University

This workshop will begin with a brief introduction to narrative facilitation methods, including a discussion of perennial narrative themes. Facilitation methods that increase group attachment and creativity will be discussed. Participants will then examine ways of using collaborative narrative building methods, alone or in combination with other facilitation tools, to strengthen teams in community or workplace settings. Various facilitation tools will be customized for participants' future use.

B3: Mediation and Negotiation Using the Enneagram as a Tool
Kerry O'Donnell, M.A., Instructive Insights

The enneagram is a powerful and dynamic personality system that describes nine distinct and fundamental patterns of thinking, feeling, and acting that can often lead to conflict. Each of us has developed one of the nine patterns to protect a specific aspect of ourselves as our personality was developing in childhood, and our preferred paradigm informs us about what's important (what we look for) and what might threaten our values (what we look out for). Using the enneagram we can don other lenses and points of view to better understand what we and others value, avoid, and experience in conflict. Goals of this workshop are to develop an awareness about this most fundamental and powerful of personality typologies and its application in situations of conflict; understand how one's background and personal history affect one's values, vulnerabilities, and styles in dealing with conflict; and acquire knowledge toward reducing stress, managing reactivity, and improving personal effectiveness.

B4: Conflict Contribution or Resolution?
William J. Kaplan, M.A., Consultant, Trainer and Facilitator, www.conflictandchange.com

This workshop critically examines dialogue-based intervention strategies. Participants will play experiential games that expose underlying power relationships and structural inequalities in these strategies. Using critical questions and reflective practitioner practices, participants will appraise their intervention strategies and understand how their approaches can contribute to as well as resolve conflict. Participants will learn how to design intervention strategies that create space for dissenting voices and accommodate diverse communication styles while teaching mainstream modes of dialogue. The idea for this workshop comes from William Kaplan's experiences working with young people in inner city Philadelphia public schools.

Conference Site and Room Accommodations

Holiday Inn Harrisburg East Hotel

4751 Lindle Road (just off Rt. 283, near PA Turnpike Exit No. 247)

Reservations: 1-800-637-4817

Telephone: (717) 939-7841 <http://www.hiharrisburg.com>

A limited number of rooms are reserved for conference attendees at \$99, plus tax. Contact the hotel directly to make your reservation. Mention PCM to receive the special rate.
Reservations must be made before March 24th to receive the special rate.

From Philadelphia or Pittsburgh: I-76 (PA Turnpike) to Exit 247 (Harrisburg East). After toll, follow I-283 for 1.5 mi. to Exit 2 (Swatara/ Lindle Road). Turn right onto Lindle; hotel on right.

From north: I-81/PA-322 to I-83. Merge onto I-283 S via Exit 46A toward PA Turnpike/Airport. Take Exit 2 (Swatara/Lindle Road). Turn left onto Lindle; hotel on right.

REGISTRATION FORM

Name _____

Address _____

City/State/Zip _____

Phone (day) _____ (evening) _____ Email _____

PRE-CONFERENCE FEES: Friday

Sorry – sold out

CONFERENCE FEES: Friday Evening and Saturday

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

Friday dinner is extra

PCM Member \$150 _____ (Contact Phoebe Sheftel at 610-526-1802 / pasheftel@comcast.net if you are unsure of your membership status.)

Non-member \$170 _____

Volunteer Mediator \$120 _____ This rate applies to non-salaried or unpaid volunteers who mediate only at a mediation center. Name of center _____

Friday Reception & Dinner Buffet \$32.00 _____

1.5 CLEs for Friday Evening Presentation \$ 7.50 _____

1.5 CLEs for Saturday Plenary \$ 7.50 _____

4 CLEs for Saturday Workshops (AM & PM) \$20.00 _____

Up to 7 CEs: NASW member \$10 _____ Non-NASW member \$20 _____

TOTAL ENCLOSED:

\$ _____

Saturday Workshop Choices

Morning Session

Afternoon Session

1st Choice A1 _____ A2 _____ A3 _____ A4 _____ A5 _____ 1st Choice B1 _____ B2 _____ B3 _____ B4 _____

2nd Choice A1 _____ A2 _____ A3 _____ A4 _____ A5 _____ 2nd Choice B1 _____ B2 _____ B3 _____ B4 _____

Lunch Gathering for Community Mediation Centers Yes, I plan to attend.

Join PCM now and register at the Member rate

Includes a listing in the Locate 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 1, 2011

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 or
pasheftel@comcast.net
- 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