



PENNSYLVANIA  
COUNCIL OF MEDIATORS  
2005 ANNUAL CONFERENCE

**CULTIVATING  
MEDIATION SKILLS**



**May 20-21, 2005**

**Mennonite Central Committee (MCC)  
21 South 12th Street  
Akron, Pennsylvania 17501  
888 -563-4676**

**This year's conference is hosted by the Lancaster Mediation Center**

# **FRIDAY, MAY 20, 2005**

## **PRE-CONFERENCE WORKSHOP**

**11:30-1:00 PM**

**Pre-Conference and Conference Registration - The Meeting Place,  
Upper Level Lobby**

**1:00-5:00 PM**

**Pre-Conference Workshop - The Meeting Place, Upper Level, Large  
Meeting Room**

**EXPANDING THE USE OF CONFLICT RESOLUTION IN HEALTHCARE**  
**Presented by Catherine Morrison, J.D., and a panel of healthcare mediation  
practitioners and proponents, led by Jane Ruddell, Esq., President and Founder of  
HealthCare Resolutions.**

The healthcare industry is a major source of potential business for mediators and other conflict resolution practitioners. This workshop looks at the how to effectively link the spectrum of conflict resolution approaches to the spectrum of healthcare delivery. Participants will learn to adapt their use of some of the tools of mediation when working with healthcare clients. The workshop includes skill building exercises, a panel discussion about the status of mediation in healthcare, and a healthcare mediation role play.

Upon completion of the workshop, participants will also be able to help clients identify the five fundamental conflict handling styles and mindfully choose a style in conflict settings, enhance their use of open questions and assist others in using open questions to facilitate communication when emotions are running high, incorporate the use of the "third story" in their mediation and conflict intervention practice, describe the current status of healthcare mediation in Pennsylvania, and consider whether and how to apply their own mediation skills in a healthcare setting.

Catherine Morrison is the principal of Morrison Associates, a consulting practice providing negotiation and dispute resolution services and training for its clients. Before starting her practice in 1997, Ms. Morrison served in senior administrative roles at the University of Texas Medical Branch, the University of Maryland Baltimore, and Penn State Milton S. Hershey Medical Center and engaged in the practice of law. She has extensive experience in clinical practice and basic science management, negotiation, and mediation.

## **PCM ANNUAL CONFERENCE**

**5:15-6:00 PM**

**PCM Annual Meeting - The Meeting Place**

The Annual Meeting is open to all. Membership input and participation is welcome and encouraged.

**6:15-7:00 PM**

**PCM Friday Banquet - The Meeting Place, Lower Level Lobby**

**7:15-9:00 PM**

**PCM Friday Evening Program - The Meeting Place, Lower Level, Large  
Meeting Room**

**Sponsor's Welcome: Kimberly Lavin, Director, Lancaster Mediation Center**

## **Presentation of the MVP (Most Valuable Peacemaker) award to Michelle E. Armster**

PCM is proud to honor Michelle E. Armster, Director of Mennonite Central Committee's Mennonite Conciliation Service (MCS) in Akron, Pennsylvania. Ms. Armster provides resourcing, consulting and training for churches agencies and communities. She has many years of extensive experience in mediation, facilitation, conciliation, restorative justice, arbitration, victim/offender mediation, anti-racism and alternatives to violence. She has served on various community Boards and currently serves on the Practitioners Research And Scholarship Institute Leadership Council, the Board of Spirit Housedc and is President of the Board of Directors of the Lancaster Mediation Center where she also serves as a volunteer mediator. Ms. Armster is currently enrolled in the Lancaster Theological Seminary's Masters of Divinity Program and is completing Eastern Mennonite University's Graduate Certification Program in Conflict Transformation.

### **PEACEWORK AND BEYOND: THINKING OUTSIDE OF THE BOX**

**Presented by Michelle Armster, Executive Director, MCC; President, Lancaster Mediation Center Board of Directors**

An exploration of the areas in which mediation and conflict transformation skills and tools have been used in other areas- technology, arts, spirituality, and workplace. She will also challenge practitioners to expand their toolbox to incorporate integrative practices such as arts, rituals, and technology. The hope is to inspire creativity and flexibility as practitioners.

## **SATURDAY, MAY 21, 2005**

**8:00-9:00 AM            CONFERENCE REGISTRATION**

**8:00-9:00 AM            CONTINENTAL BREAKFAST**

**9:00-9:15 AM            PRESIDENT'S WELCOME**

**Gale McGloin, President, PCM Board of Directors; Executive Director, Pittsburgh Mediation Center**

**9:15-10:15 AM            PLENARY SESSION: CONSIDERING THE NEW YORK EXPERIENCE**

**Presented by Mark Collins, Assistant Coordinator, New York State Unified Court System Office of ADR Programs**

In the last 25 years, New York State developed a statewide system of alternative dispute resolution (ADR) services under the umbrella of the Unified Court System's Office of ADR Programs. That office currently provides \$7 million in funding to 26 community mediation centers providing services in all 62 counties in NY State. These centers screen over 45,000 cases per year, of which half are resolved using mediation, conciliation or arbitration. In addition, in 1998, the Office began to expand on the success of community dispute resolution by developing court-annexed dispute resolution services. Mark will share the NY State experience as one strategy for making Pennsylvania a more mediation-friendly environment and explore the impact the New York experience has had on private mediators.

Mark Collins is the Assistant Coordinator for the New York State Unified Court System's Office of ADR Programs. In this position, he assists the Coordinator in overseeing and expanding alternative dispute resolution services through out New York State. Mark became the Assistant Coordinator of the Community Dispute Resolution Program in 1982, and became its Coordinator in 1996. He has helped supervise the Community Dispute Resolution Centers Program and has been responsible for

program funding and evaluation, mediation trainer certification, expansion of dispute resolution into Family Court, in addition to other various program administration tasks. Mark has served as board member on the National Association for Community Mediation (NAFCM) for the past five years, and is currently the Board Co-Chair. Mark has provided assistance with other state court systems in their design of community mediation networks. Over the past twenty years, Mark has participated in hundreds of mediations, facilitations, arbitrations and victim-offender dialogues. Prior to his work in ADR, Mark worked for two years in the Office of Budget and Finance for the New York State Unified Court System. He has a Bachelors Degree in Political Science from St. John Fisher College and received a Masters of Science Degree in Judicial Administration from the University of Denver, College of Law.

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

### **A1- Management Training for Conflict Communication Winnie Backlund, M.Ed., Montgomery County Mediation Center**

This session is for mediators who are also trainers. Research shows that managers spend a great deal of time managing conflict. Principles and practices of transformative mediation provide rich soil for growing skills for effectively communicating through conflict. This session will give you a peek into some core components for management training. Participants should have advanced mediation experience and an understanding of a relational model of mediation.

### **A2- Current Trends in Transformative Mediation: Thoughts on the Use of Summary and Reflection Ellen DeBenedetti, Pittsburgh Mediation Center**

The Institute for the Study of Conflict Transformation, Inc., has fostered some new ideas about the uses of summary and reflection as non-directive ways of helping parties gain clarity about their own concerns and understanding of the concerns of the other. This presentation covers some of the current trends after a brief exercise that allows each participant to explore the foundations of his/her practice and a review of the underlying foundations of the Transformative Orientation. Participants will practice and discuss the use of summary and reflection in the Transformative Orientation. Participants should be experienced in mediation.

### **A3- Preparing People for Mediation Valerie J. Faden, Esq., and Grayfred B. Gray, J.D., Emeritus Associate Professor of Law**

Attorneys and others who help people decide whether to mediate or who refer people to mediation prepare not only the parties but others who may participate to make mediation effective. This workshop enables people to help disputants make good decisions in advance and prepare them and others for mediation. Learn how to guide effective decision making and preparation with respect to: whether to mediate, models of mediation, mediator styles, consideration of the range of solutions and possible outcomes in the dispute, what the disputant needs to bring to the mediation, whether the attorney or other person making the referral needs to be present with the disputant during mediation, helping the participants practice before mediation, how to use the ground rules of the mediation process and the mediator, and how to be effective with the other parties involved.

### **A4- The Value of Apology in Mediation and Restorative Justice Processes Cheryl Cutrona, Esq., Executive Director, Good Shepherd Mediation Program**

Do facilitated mediation processes turn "apology" into a "commodity"? Are apologies in mediation and restorative justice processes prompted by remorse or a desire for special consideration (e.g., reduced damages in med-mal cases, or an expunged record in diversion cases, or prison perks in victim-offender situations)? Should the mediator/facilitator coach offenders to apologize? What are the elements of a sincere apology? Can a botched apology make things worse? Join this highly interactive workshop and share your thoughts on these and other questions impacting the Value of Apology.

**12:30 - 1:45 PM      LUNCH (provided)**

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

**B1– Tools for the Facilitator**

**Phoebe Sheftel, Environmental and Public Policy Mediator/Facilitator**

Facilitators get involved in situations that rely on many of the same skills mediators use. But they also need to know how to deal with the dynamics of large groups juggling a diverse collection of interests. This workshop will cover topics such as working with a convenor, defining consensus, techniques for managing discussions, dealing with complex brainstorming results, decision-making and agreement writing. Participants should have some training or experience in mediation.

**B2– Lighten Up Your Trainings!**

**Bonnie Millmore, Center for Alternatives in Community Justice**

Trainers are always seeking fresh ways to intersperse serious training content with fun activities. This workshop allows participants to share activities with each other. Participants are asked to bring four or five short activities that they have used and like, which do not necessarily have to do with mediation. Participants are also asked to bring short, written descriptions of activities to exchange. An overhead projector and flip chart are available. Although aimed at trainers, this workshop is open to all. Dress for fun - some activities may have a physical component!

**B3– Conflict Coaching: Helping Disputants Constructively Prepare for Conflict**

**Randy Duque, Court & Community Services Manager, Good Shepherd Mediation Program**

When mediation or litigation is not appropriate, conflict resolution coaching is another dispute resolution option. Through an assessment and planning process involving a neutral “coach” and a person experiencing conflict, “coaches” can help disputants prepare mentally and emotionally to approach the other disputant(s) and develop a plan for constructively addressing the conflict situation. Conflict coaching can be used when a disputant declines the invitation to mediate or when a disputant experiencing interpersonal conflict seeks guidance from a mediator or another person trained in conflict management on how to approach the other disputant.

**B4– Community Mediation & Victim Offender Mediation: Friend or Foe?**

**Michelle Armster and Lorraine Stutzman, Mennonite Central Committee**

This session will highlight the principles and values of both models, compare and contrast the two and look at ways they can work together. We will also look at both models from a restorative justice framework.

## **ROOM ACCOMMODATIONS**

A limited number of rooms are available at the MCC Center on a first come, first served basis. Costs are \$50 for a single; \$60 for a double.

To reserve your room, be sure to include your payment on the Registration form. Sorry, no credit cards accepted.

All MCC rooms have private baths; no TV or Air Conditioning. No smoking or alcohol permitted on MCC grounds. All rooms access a common living area with limited kitchen facilities.

### Other Hotel Options

Quality Inn, 2363 Oregon Pike,  
Lancaster, PA 717-569-0477  
(7 miles/13 minutes)

Comfort Inn, 2017 North Reading Road,  
Denver, PA 717-336-4649  
(8 miles/15 minutes)

## **DIRECTIONS to The MCC Welcoming Place**

**Mennonite Central Committee (MCC)  
21 South 12th Street, Akron, PA 17501  
888-563-4676**

- From the Pennsylvania Turnpike: Take Exit #286 Reading/Lancaster (old Exit #21) and after the toll booth, follow signs for Route 222 South (follow signs and turn left at the traffic light onto Route 222 South).
- Follow Route 222 South to the Brownstown/ Rothsville Exit (Route 772); turn right at the end of the exit ramp onto Route 772.
- Turn right again at the next traffic light, which will be Oregon Pike/ Route 272 North.
- Follow Oregon Pike/Route 272 North up the hill into Akron and turn right at the next traffic light, at the crest of the hill, onto Main Street. (The Ten Thousand Villages building will be on the right-hand corner and you will also see a sign for Roland Park and small blue signs that say "MCC").
- Follow Main Street about 4 blocks to 12th Street. Turn Right onto 12th Street and drive past the MCC office; turn left to park behind the MCC building.

**See next page for Registration Form**

# REGISTRATION

Name \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

## **PRE-CONFERENCE WORKSHOP FEES: Friday Afternoon**

Includes Pre-conference workshop only

Pre-Conference PCM Member: \$50.00 \_\_\_\_\_  
Pre-Conference Non-member: \$60.00 \_\_\_\_\_  
Pre-Conference Volunteers: \$20.00 \_\_\_\_\_  
Pre-conference Student: \$20.00 \_\_\_\_\_ (Enclose copy of student I.D.)  
Pre-Conference Workshop CLEs: \$25.00 \_\_\_\_\_

## **CONFERENCE FEES: Friday Evening and Saturday**

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

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

Conference PCM Member: \$125.00 \_\_\_\_\_  
Conference Non-member: \$150.00 \_\_\_\_\_  
Conference Volunteers: \$75.00 \_\_\_\_\_  
Conference Student: \$30.00 \_\_\_\_\_ (must enclose copy if student I.D.)  
Conference CLEs for Saturday Workshops: \$50.00 \_\_\_\_\_  
Conference Friday Dinner Buffet: \$25.00 \_\_\_\_\_  
Friday Buffet – Volunteer Rate \$20.00 \_\_\_\_\_

## **Saturday Workshop Choices**

AM First Choice	<input type="checkbox"/>	A1	<input type="checkbox"/>	A2	<input type="checkbox"/>	A3	<input type="checkbox"/>	A4
AM Second Choice	<input type="checkbox"/>	A1	<input type="checkbox"/>	A2	<input type="checkbox"/>	A3	<input type="checkbox"/>	A4
PM First Choice	<input type="checkbox"/>	B1	<input type="checkbox"/>	B2	<input type="checkbox"/>	B3	<input type="checkbox"/>	B4
PM Second Choice	<input type="checkbox"/>	B1	<input type="checkbox"/>	B2	<input type="checkbox"/>	B3	<input type="checkbox"/>	B4

## **Join PCM now and attend for the Member rate**

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

**ROOM RESERVATION:** \$50.00 Single \_\_\_\_\_ \$60.00 Double \_\_\_\_\_

**TOTAL ENCLOSED \$ \_\_\_\_\_**

**FOR REGISTRATIONS POSTMARKED AFTER MAY 10, 2005 AND ON-SITE  
REGISTRATIONS - ADD \$20.00**

**A 25% cancellation fee will be applied after May 15, 2005.**

Return this form and your check made out to "PCM" to: Phoebe Sheftel, 414 Barclay Road, Rosemont, PA 19010. For questions about the conference or registration, contact: Barbara Foxman at bef423@mindspring.com or 215-248-3006. For questions about CLEs, contact Dorothy Davis at Good Shepherd Mediation Program, 215-843-5413, weekdays 1:00 - 5:00 p.m.

