



PENNSYLVANIA
COUNCIL OF MEDIATORS

2012 Annual Conference

Promoting the Choice to Mediate

April 27-28, 2012

Holiday Inn, Harrisburg East

**Conference Co-Sponsors
ACR – Greater Delaware Valley Chapter
Mediation Council of Western PA**

**Host Organization: Good Shepherd Mediation Program
CLE & Social Work CE* Credits Available**

*The Pennsylvania Chapter of the National Association of Social Workers is a co-sponsor of these conference workshops. CE's will be awarded for completion of approved workshops. NASW has been designated as a pre-approved provider of professional continuing education for social workers (Section 47.36), marriage and family therapists (48.36), and professional counselors (49.36) by the PA State Board of Social Workers, Marriage & Family Therapists and Professional Counselors.

Promoting the Choice to Mediate

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 27, 2012

PRE-CONFERENCE WORKSHOP

8:00 - 8:30 AM

Pre-Conference & Conference Registration and Continental Breakfast

8:30 AM – 4:00 PM

Pre-Conference Workshop (Continental breakfast & lunch included)

Staying With Conflict: Working with Long-Term Disputes in a Short-Term Setting

Sorry – sold out.



Presented by Bernie Mayer, Ph.D., Professor, Werner Institute for Negotiation and Dispute Resolution, Creighton University; on the faculty of the Kroc Institute for International Peace Studies at Notre Dame; and a leader in the field of conflict resolution. Bernie has mediated many complex environmental, commercial, organizational, and interpersonal conflicts, facilitated public decision-making processes, and has an extensive background in family mediation. A founding partner of CDR Associates, a pioneering conflict intervention firm in Boulder, Colorado,

Bernie has provided consultation, mediation, facilitation and training for many federal, state and local agencies in the US and Canada and has extensive international experience in setting up dispute resolution programs and working on complex issues. Bernie is the author of many books and articles including "The Dynamics of Conflict: A Guide to Engagement and Intervention"; "Beyond Neutrality: Confronting the Crisis in Conflict Resolution," and "Staying With Conflict: A Strategic Approach to Ongoing Disputes."

We think of conflict as a linear process requiring resolution, but many significant conflicts in people's lives do not end--they continue in one form or another, sometimes for years. This presents both a major challenge and a major opportunity for conflict interveners. Disputants come to us because of a concern about an immediate problem, yet by restricting our goal to 'resolution' we often fail to address the most serious struggles in people's lives. How can we help clients deal with their immediate concerns, and also prepare them in a meaningful way for the long-term challenges they face?

In this interactive workshop participants will learn how to help clients reconstruct their conflict narratives so the enduring element is framed clearly and constructively, how to work with the powerful tendencies to avoid dealing with the most troubling conflicts, how to establish durable communication procedures, how to understand and assist people through the inevitable power struggles that are part of long-term conflict, and how to understand agreements as a platform for ongoing conflict. We will discuss expanding our goals from a focus on prevention, management and resolution to an emphasis on anticipation, engagement and support. We will consider the implications of this for our role in conflict and for how we present ourselves and market our services.

(6.5 CLE credits)

FRIDAY, APRIL 27, 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 2012 MVP (Most Valuable Peacemaker) Award: Herb Nurick



In 1996 Herb became the first mediation coordinator for the Pennsylvania Public Utility Commission. There he was responsible for revising and expanding the program to significantly increase the number of utility disputes handled by means of alternative dispute resolution. Since that time, the PUC program has served as a model for mediation efforts in other state agencies.

Herb's work in 2002 as a member of the Pennsylvania Bar's Government Lawyers Committee, charged with promoting the use of mediation by Commonwealth agencies, culminated in an Executive Order by Governor Mark Schweiker on "Integrating Mediation Into State Government." In 2008 he received the PBA's Special Achievement Award for his work in co-chairing the ADR Committee, with note that it had "become one of the PBA's most effective committees." Last year the PBA's ADR Committee gave him the Sir Francis Bacon Award in recognition of his significant impact in bringing mediation and other forms of dispute resolution to Pennsylvania. This year PCM is proud to add its own MVP award for 2012 as a tribute to Herb's effectiveness and generous spirit in promoting the understanding and use of mediation in both the public and private sector.

Joe Skelly will act as Master of Ceremonies as we honor Herb with a "roast." Chief Roaster will be Herb's son, Stewart, Audience Coordinator for the Colbert Report and a stand-up comic. He will be joined by other of Herb's colleagues, including Charles Rainey and David Lehman.

The evening will culminate with Herb giving his observations on *Nuances of Government Mediation*.

SATURDAY, APRIL 28, 2012

7:30 - 8:30 AM Continental Breakfast

8:30 - 10:00 AM Saturday Plenary Session

Applied Neuroscience: Becoming More Persuasive and Influential in Conflict Resolution
David M. Frees, III, head of the Trust, Estate & Wealth Preservation Section of Unruh, Turner & Frees and a member of its Mediation and Arbitration practice group. He is a lawyer, author and speaker – called a "Grand Master" of communications skills by Steve Forbes (Forbes Magazine).



We are conditioned to think dispute resolution has to be combat. In this program David will focus on how to make the neuroscience of ADR work for you to settle disputes and keep relationships intact by using the seven skills and secrets no mediator can ignore and by identifying three language patterns you must avoid. Wake up to effective alternatives, why mediation and ADR matters and what you need to know to practice to your peak. You'll take away great ideas on how to unlock the hidden profits of your mediation practice.

(1.5 CLE credits)

WORKSHOPS

10:15 AM-12:15 PM SATURDAY MORNING WORKSHOPS (2 CLEs each)

A1: Emotionally Intelligent Mediation: It's More Than Just "Tell Me More"
*Michael R. Mastros, Mediation Services Associates, and Laura H. Scheff, Esq.
Lancaster Center for Collaborative Law and Mediation*

Feelings matter - they are often at the heart of difficult conversations. We may try to frame feelings out of a problem, but unexpressed feelings can destroy communication. In this interactive presentation, participants will discover how the science of brain physiology shows that most of our emotional responses find their origin in the evolutionarily older parts of our brain which leads to "emotional hijacking;" learn how to encourage parties to find the feelings lurking under anger and the need for retribution and blame, and help them describe rather than vent emotions; examine how our own emotional barriers may affect our ability to provide our best mediation service; and explore skills for framing feelings back into the problem.

A2: Critical Thinking in Mediation Practice: A New Paradigm for Reflective Practice
Dr. Edward P. Hanna, Mediator and Assistant Professor, Kutztown University

This highly interactive workshop is designed to introduce participants to an innovative process in critical thinking that encourages examination of values, ethics and assumptions across issues of diversity that will not only advance practice competency, but will also enhance creative efforts to provide relevant services to a broader array of diverse issues. We will briefly review critical thinking models and examine a systems perspective that focuses on four basic questions germane to the cognitive/emotional experience to critical thinking: What do I feel? What do I believe? What do I know? What do I do? Participants will be provided case examples representing diversity in high conflict situations, but they will also be invited to offer their own cases to challenge the paradigm. This is a skill building workshop applicable to both the beginning and most seasoned mediator. (2 ethics CLEs)

A3: Cancelled.

A4: Strengthening the Board of Your Community Mediation Center or Other Nonprofit By Building a Better Board
Cheryl Cutrona, Executive Director, Good Shepherd Mediation Program and James A. Rosenstein, mediator and attorney

Some of the most common challenges to effective governance of community mediation centers and other nonprofit organizations can be traced to the relationship between their boards of directors and staff, which in turn often depends upon the processes used to identify, recruit, develop and retain the quality and diversity of board members and officers needed for the organization's success, as well as whether there is clarity and consensus about their respective roles and responsibilities. Using real-life examples, the panelists, who have extensive experience as professional and volunteer leaders of a variety of nonprofit organizations, will engage the audience in their discussion of the legal and practical aspects of participation on the board of a mediation center or other nonprofit organization from the perspectives of its staff members and board members, as they work together to maximize the effectiveness of their organization. The focus will be on understanding their respective roles, responsibilities and relationships, and learning techniques for building and maintaining strong boards. Whether a member of an organization's board or staff, participants will leave this workshop with tools to enhance their effectiveness and that of their organization.

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

12:30 – 1:30 Lunch Network Gathering for Community Mediation Centers
Facilitated by Bonnie Millmore, Center for Alternatives in Community Justice

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

1:45 - 3:45 PM SATURDAY AFTERNOON WORKSHOPS (2 CLEs each)

B1: What Do I Do Now?

Ellen J. DeBenedetti, M.Ed., mediator, trainer and conflict coach in private practice

When a mediation takes a surprising or difficult turn, we as mediators need to be responsive in the moment. At those times it is not enough to know what skills we have to draw from. It is important for us to be grounded in the underlying theory and principles that help us know which skills to use and why we might want to use them. To quote Lang and Taylor in *The Making of a Mediator*, "Theory is the foundation of professional practice; it is the ground on which mediators stand, the basis for making choices about time and implementation of strategies and techniques." In the busy course of our lives we do not often have the time to be self reflective. This workshop will provide a framework for mediators to explore their own foundations and apply them as we consider some difficult situations. Participants should come prepared with mediator's dilemmas they would like to discuss. Some mediation experience helpful.

B2: Listening for Peace and Reconciliation

Bill Jacobsen, Ph.D., Adjunct Professor of International Peace and Conflict Resolution, Arcadia University

This workshop looks at healing and rebuilding communities through listening in ways that are empowering rather than judging or solving problems. Healing and Rebuilding our Communities (HROC) is a program originally developed by East Africans in order to heal and rebuild ravaged communities after genocide in Rwanda and civil war in Burundi, and thus end the cycles of hatred and revenge. Bill will discuss his experiences in East Africa working with HROC while focusing on skills such as Compassionate Listening and creating safe environments where deep sharing is possible.

B3: Congratulations! They Agree. Now What?

*Michael R. Mastros, Mediation Services Associates, and Laura H. Scheff, Esq.
Lancaster Center for Collaborative Law and Mediation*

Writing the agreement is crucial to the long lasting satisfaction of the parties. However, this part of the mediation process is often given too little attention. In this interactive presentation, we will explore why the agreement is critical to the lasting success of the mediation, how to elicit the important details and how to effectively express the decisions reached. Questions to be addressed include "What is the difference between an agreement and a memorandum, and how to choose between them?", "What factors make a good agreement?", "Must it be signed?" and "Is it binding?" We will also explore ethical, legal and practical questions and concerns, and how the Model Standards of Conduct for Mediators and ACR Standards of Practice for Family Mediators impact agreement writing. The goal is to promote dialogue between mediators with varying levels of experience to explore agreement writing.

B4: Conflict Resolution in a Congregational Setting
Barbara Foxman, LCSW, and Kathryn Mariani, Master of Arts in Religion

There are often conflicts in faith-based settings, whether between the leader and the congregants, congregants with each other, and/or issues involving staff. At times, this conflict can also include the community. This workshop will help mediators understand the nature of conflict in a faith-based context, how to conduct an assessment, and the ways that mediators can assist congregations both resolve conflicts and develop positive communication patterns. The presenters will provide a multi-level approach that includes the appropriate uses of mediation, facilitation, written reports, and educational workshops. Mediators will learn how to help congregational leaders become more competent when intervening with other people's conflicts and how to assist the congregation as a whole to become more effective communicators when decisions are being made and/or conflicts arise.

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 \$103, plus tax. Contact the hotel directly to make your reservation. Mention PCM to receive the special rate.

Reservations must be made before April 12th 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

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 \$160 _____
Non-member \$180 _____
Volunteer Mediator \$125 _____
Full-time student \$100 _____ (Enclose copy of student ID.)

Friday Reception & Dinner Buffet \$40 _____
5.5 Social Work CE credits \$ 20 (NASW member) _____ \$30 (non-member) _____
1.5 CLEs for Saturday Plenary (attorneys only) \$7.50 _____ **TOTAL ENCLOSED:**
4 CLEs for Saturday Workshops (attorneys only) \$20 _____ **\$ _____**

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 _____

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 20, 2012

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