



PENNSYLVANIA
COUNCIL OF MEDIATORS

2013 Annual Conference

Building Community in an Era of Divisiveness

April 19-20, 2013

Holiday Inn, Harrisburg East

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

**Host Organization: Good Shepherd Mediation Program
Attorney PA-CLE Credits Available
Social Worker CE*Credits**

*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.

Building Community in an Era of Divisiveness

Conference Co-Sponsors

ACR-Greater Philadelphia 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://ACRPhilly.org/>)

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 19, 2013

PRE-CONFERENCE WORKSHOP

8:00 - 8:30 AM

Pre-Conference & Conference Registration and Continental Breakfast

8:30 AM – 4:00 PM

Pre-Conference Training (continental breakfast & lunch included)

The Strategic Mediator



Presented by Nina Meierding, a full-time mediator and trainer for over twenty years. She teaches at Pepperdine University's Institute for Dispute Resolution and Southern Methodist's Masters Program in Dispute Resolution, and has served on the boards of the Academy of Family Mediators and the Association for Conflict Resolution. Nina has provided negotiation and mediation training throughout the world to court systems, corporations, governmental institutions and individuals, and is the author of "Managing the Communication Process in Mediation" in Folberg, Milne and Salem's compendium *Divorce and Family Mediation*.

This training is designed for serious mediators who want to improve their mediation skills, decision-making, instincts, and results! A strategic mediator treats each mediation as unique and doesn't default to habitual techniques or moves. A strategic mediator assesses the conflict, adjusts to the parties and remains thoughtful and flexible through-out the process. Experienced practitioners use purposeful techniques to respond to the needs of clients. This training will expose you to additional tools and prompt you to think more purposefully about the choices you make in your practice.

Utilizing the fields of psychology, negotiation, communication theory and neuroscience we will:

- Identify sources of resistance to creativity and settlement
- Explore techniques that are customized to move beyond the specific impasses
- Learn the strategic, not stylistic, reasons for separate and joint sessions
- Discover how cultural differences in communication can derail a mediation and practice strategies to communicate more effectively

Using real-world examples, stories from her 4,000+ mediations, social science research and personal insights, Nina will teach you how to refine your mediation techniques and refresh your practice with new approaches and strategies! (6.5 PA-CLE or NASW-CE credits)

FRIDAY, APRIL 19, 2013

PCM ANNUAL CONFERENCE

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

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

6:15 - 7:15 PM Dinner

7:15 - 9:00 PM 2013 MVP (Most Valuable Peacemaker) Award:
Paul & Scilla Wahrhaftig



Paul Wahrhaftig has been active in organized conflict resolution since its modern beginnings in the early 1970s, chronicling the major issues and developments in the field through lectures, seminars and training sessions on three continents. For many years he was President of the Conflict Resolution Center International, and Editor of the quarterly publication *Conflict Resolution Notes*. He has written several significant books:

Community Dispute Resolution, Empowerment and Social Change (2004) and *The MOVE Crisis in Philadelphia; Extremist Groups and Conflict*. For over 16 years Paul helped organize and lead the National Conference on Peacemaking and Conflict Resolution. He was a charter member of PCM's Board of Directors and served as its Chair 1988-90.

Scilla Wahrhaftig has a long history of Quaker activism in the US, England, and Zimbabwe. She currently works as Program Director for the American Friends Service Committee's Pennsylvania Office, focused on peace building through dialogue and listening. She has conducted Listening Projects with Iraq veterans and their families, as well as Iraqi refugees. Her present peace work is focused on military spending, use of torture, prolonged prison isolation and working with youth groups on racial justice issues.

Paul and Scilla are honored as the PCM 2013 MVPs for their life of commitment to mediation and peacemaking. They will speak on **What is the Conflict Resolver's Role in a Violent Conflicted Society?** Looking at the historical role of conflict resolution they will explore lessons learned from the Move crisis in Philadelphia, Northern Ireland and the Occupy Movement.

SATURDAY, APRIL 20, 2013

7:30 - 8:30 AM Continental Breakfast

8:30 - 10:00 AM Saturday Plenary Session

What's New in Mediation: Recent Practice and Thinking



Jennifer Beer, co-author of the newly published 4th Edition of the well-known *Mediator's Handbook*, will bring her background as mediator, negotiation teacher (Wharton), and anthropologist.

In keeping with the conference theme, "Building Community in an Era of Divisiveness," Jenny will focus on why and how people engage in disputes, and why they may seem to prefer dissension to resolution. She will broaden the ways we assess conflict situations, and explain how the Handbook's "what do I say now?" methods are designed to support that crucial shift from adversarial to cooperative mode. (1.5 PA-CLEs or NASW-CEs)

WORKSHOPS

10:15 AM-12:15 PM SATURDAY MORNING WORKSHOPS (2 PA-CLEs or NASW-CEs)

A1: Negotiation Skills for Mediators
Stanley A. Braverman, Esq.

Some define mediation as an assisted negotiation between disputing parties, conducted by a neutral third party. Mediators must understand the dynamics of the negotiation process in order to assist the disputing parties with resolving their dispute. Effective mediators can help each party in the dispute to develop their Best Alternative to a Negotiated Agreement (BATNA), while offering insight into the strategic values of making or taking the first offer or demand. Skilled mediators do this in a totally transparent and neutral manner. The workshop will be highly interactive, using cases, role playing and participant insight.

A2: Psychology of Conflict: From Theory to Practice
Bernhard Behrend, Behrend Mediation Services, and Selina Shultz, The Alternative Group

Parties in conflict need to decide what to do next. This workshop will explore how an understanding of conflict and the psychology of decision-making can be integrated into a comprehensive view of the mediation process that propels effective mediator interventions. Participants will learn the psychological factors that influence decision-making by the participants, including the mediator. With this understanding, the mediator can intervene effectively in any event that occurs during mediation.

A3: Mediation in the Travel and Hospitality Industries
Thomas F. Margiotti, Esq.

The travel and hospitality industries aim to provide pleasant and satisfying experiences. Beyond asking, "what can we do for you," they still need to realize that the best thing they can do is to listen. Mediation is especially suited for this purpose. On Tom's work with the International Forum of Travel & Tourism, the use of mediation to resolve disputes, this workshop will focus on opportunities unique to the travel and hospitality industries. Learn how to engage as a mediator in this niche market. The workshop will be a combination of lecture and role play.

Cancelled

A4: Listening Projects: A Tool for Change
Scilla Wahrhaftig, Program Director, American Friends Service Committee PA Program, and Paul Wahrhaftig, Past President, Conflict Resolution Center International

A Listening Project is a comprehensive process that includes deep listening interviews and community organizing that can result in effective community empowerment, education and action. Participants will explore the concept as a way to enable people to be heard, enhance listening skills and flush out the areas of disagreement in a conflicted community. First developed by Rural Southern Voices for Peace to facilitate transformation in a community, Listening Projects take time to build trust and understanding, as well as to help people go deeper into expressing their fears, hopes, needs, and solutions. This opens people up to find common ground with opponents and offer creative ideas and solutions. Participants will learn the nuts and bolts and try out some listening using questions developed by the group.

A5: Bullying Prevention
William J. Kaplan, Program Director, The Peace Center

Even though bullying is publicly denounced, many people disagree about the nature and response to bullying. Various institutions, law enforcement agencies, and groups each have their own understandings of and responses to bullying. The lack of a common language makes it difficult for them to talk to each other, share insights, and create a comprehensive intervention to bullying. Based on a case study in an inner-ring suburban community outside of Philadelphia, this workshop will explore building community and working through conflicts between people and organizations who are working to develop collaborative plans to address bullying in many forms.

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 PA-CLEs or NASW-CEs)

B1: A New Conflict-Resolution Model & Market: How a Non-Violent Communications*-based Marriage Mediation Process Can Add to Your Mediation Skills and Client Base
Max Rivers, lead mediator at TheMarriageMediator.net.

This workshop will present a new conflict-resolution model for mediators called Teamwork Marriage Mediation. Participants will be taught new skills that redefine conflict as the opportunity to get the benefit from the natural differences that exist in all family systems. We will break down the NVC*-based mediation process into skills that you can integrate into your own mediation toolkit. We will also describe this exciting new market which is opening up as a referral source and new client base for mediators. Max has pioneered a new form of mediation which offers families a set of skills that can help them save their own marriage in a nine-hour process. His book, *Teamwork Marriage Mediation, A Primer for Mediators*, is an introduction for mediators to this new approach to conflict coaching. (*NVC and Non-Violent Communication are trademarks of CNVC.org and Marshall Rosenberg.)

B2: The Whys and Hows of Using Mediation Skills to Help Groups/Organizations Make Decisions by Consensus to Efficiently Accomplish their Goals
Susan V. Edwards, attorney and mediator, experienced in group leadership

Different decision-making processes affect a group or organization's functioning, contributing to, rather than resolving conflict, thus interfering with meeting goals. This interactive program examines approaches to decision making by consensus (e.g., the Quaker Process, Circle Processes and their variations, and the Modern Rules of Order.) Understand how creative use of your mediation skills can help virtually any group make decisions by consensus in any setting: workplace, management and boards, group living arrangements such as homeowners' associations, and families, especially when considering elder care issues. Learn how to introduce groups to preparation or amendment of bylaws that allow for decision-making by consensus, even when the group's bylaws require parliamentary procedure.

B3: “I’m Sorry”: The Power of Apology in Mediation
Carl Schneider, Ph.D., Director of Mediation Matters, is licensed clinical psychologist and certified Marriage and Family Therapist. Both trainer and mediator, his primary focus is family and divorce mediation.

In contrast to many societies, our legal system has seldom found a place for the importance of apology as an acknowledgement of injury. The act of apology represents one of the core reparative opportunities in damaged relations. But it is not easy. Though its importance has been recognized in victim-offender mediation, it has been much less recognized in divorce mediation. We will identify what makes a genuine apology, when apologies fall short and miss the mark, where opportunities are present for apology, and how to prepare and support parties in offering and hearing an apology..

B4: From Floods to Fuel: Potential Application of Lessons Learned from Environmental Mediation on Marcellus Shale Related Issues
Lara B. Fowler, Adjunct Professor, Penn State Dickinson School of Law, and Research Scholar, Penn State Institutes for Energy and the Environment.

The presenter’s experience working with complex and difficult environmental issues like flooding and water supply provides lessons learned that may help give direction for how mediation and facilitation could be used to address Marcellus Shale related issues. This workshop is divided into three sections: an overview of the practical lessons learned from other complex environmental issues, a brief discussion of how mediation and facilitation is currently being used, if at all, to address Marcellus Shale related issues, and a conversation about how mediation and facilitation could be used going forward.

B5: Developing a Voluntary Mediation Program
Stephen Lagoy, Esq., mediator/arbitrator in commercial, construction, injury and probate issues, and June Appell, JD, mediator for a variety of conflicts including family, contract, church, tort, and school related

This workshop will review issues, philosophical and practical, common to the development and delivery of mediation programs in various contexts (e.g. community-based, religiously affiliated, court-related). Among the issues to be addressed are: (i) determining the program need; (ii) identifying program objectives; (iii) assuring the suitability and competence of the program’s mediators; (iv) developing the program’s delivery system, including mediator assignment; and (v) assessing the effectiveness of the program. Participants will explore alternative strategies to address these issues drawing on the presenters’ experience in developing and implementing the voluntary mediation program now administered by the Chester County Bar Association. The workshop will provide helpful insights for those involved in or considering programmatic development.

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 \$105, plus tax.

Contact the hotel directly to make your reservation. Mention PCM to receive the special rate.

Reservations must be made before April 4th 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, April 19

Includes Pre-Conference workshop, continental breakfast and lunch

PCM Member \$160 _____; after April 8: \$175 _____

Non-Member \$175 _____; after April 8: \$190 _____

Volunteer Mediator \$130 _____; after April 8: \$140 _____

Full-time student \$120 _____ (Enclose copy of student ID.)

6.5 CLEs (attorneys only) \$35 _____

6.5 Social Work CE: \$20 (NASW member) _____ \$30 (non-member) _____

CONFERENCE FEES: Friday Evening, April 19, and Saturday, April 20

Includes Friday evening program, Saturday plenary & workshops, continental breakfast and lunch

Friday dinner is extra

PCM Member \$150 _____; after April 8: \$160 _____

Non-member \$170 _____; after April 8: \$180 _____

Volunteer Mediator \$125 _____; after April 8: \$135 _____

Full-time student \$110 _____ (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) \$8 _____

4 CLEs for Saturday Workshops (attorneys only) \$20 _____

TOTAL ENCLOSED:

\$ _____

Saturday Workshop Choices

Morning Session

Afternoon Session

1st Choice A1 _____ A2 _____ A3 _____ A4 _____ A5 _____ 1st Choice B1 _____ B2 _____ B3 _____ B4 _____ B5 _____

2nd Choice A1 _____ A2 _____ A3 _____ A4 _____ A5 _____ 2nd Choice B1 _____ B2 _____ B3 _____ B4 _____ B5 _____

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 12, 2013

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@gmail.com.
- 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