



The Center for
Alternative
Dispute Resolution

2020 VIRTUAL CONFERENCE SERIES
JUNE 24-JULY 2 (SERIES I) AND JULY 6-10 (SERIES II)

**“Managing Conflict and Understanding the
Implicit Barriers and Underlying Sources”**

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Conference Series I

Wednesday, June 24, 2020

Can we talk? Seriously, CAN we TALK?

10:00 a.m. EST

How many times in the past year have you avoided discussing certain topics with people in your life because of fear? This presentation takes action against the forces pressing against our ability, and our will, to communicate with people because we don't think we can have the discussion. We can have the discussion. We can have the discussion with respect and grace. Let's talk.



Jeff Jury of Burns Anderson Jury & Brenner, L.L.P. in Austin, Texas is a mediator, arbitrator, lawyer and teacher. He is a Past President of the International Academy of Mediators, one of the world's premier mediator organizations. Jeff teaches courses in Mediation, and Negotiation, at the University of Texas Law School, and Arbitration at Southern Methodist University. Jeff was honored with the Professionalism Award by the Austin Bar Association and the Texas Center for Legal Ethics and Professionalism in 2009. A lifelong Chicago Cubs fan, he once hit a 700-foot home run to straightaway center field on his kids' Wii.

What We Can Learn about Conflict from the Pandemic? A Proposal for Dialogue

2:00 p.m. EST

In a moment, everything has shifted. Unimaginable outcomes reveal that what seemed solid is simply a habit, assumption, or pattern of thought, feeling, and behavior driven by a desire for comfort and security and a fear of what we do not know. What matters now, after health and survival, are vision and values, and willingness to think deeply and creatively about what we have witnessed and experienced.

On the one hand, we are deeply divided from one another by this virus; on the other hand, we are united by it, as all humanity now faces the same problem, and must learn and practice a higher *order* of collaborative, planning, problem solving, decision making, and conflict resolution skills in order to survive it. In the end, it doesn't matter whose end of the boat is sinking – with pandemics, as with global warming and environmental destruction, we sink or swim together.

What are the most important lessons we can learn from the pandemic and how we have handled it, personally, relationally, professionally, organizationally, socially, economically and politically? What has changed, for the better and for the worse? What needs to change, but hasn't? How do we combine social togetherness with physical distancing? How do we build a better world out of the ashes of the old?



Kenneth Cloke is Director of the Center for Dispute Resolution and a mediator, arbitrator, facilitator, coach, consultant and trainer, specializing in communication, negotiation, and resolving complex multi-party disputes, including marital, divorce, family, community, grievance and workplace disputes, collective bargaining negotiations, organizational and school conflicts, sexual harassment, discrimination, and public policy disputes; and designing preventative conflict resolution systems. His facilitation, coaching, consulting, and training practice includes work with leaders of public, private and non-profit organizations on effective communications, dialogue, collaborative negotiation, relationship and team building, conflict resolution, leadership development, strategic planning, designing systems, and organizational change.

He is an internationally recognized speaker and author of *Mediation: Revenge and the Magic of Forgiveness*; *Mediating Dangerously: The Frontiers of Conflict Resolution*; *The Crossroads of Conflict: A Journey into the Heart of Dispute Resolution*; *Conflict Revolution (1st and 2nd Editions)*; and *The Dance of Opposites: Explorations in Mediation, Dialogue and Conflict Resolution Systems Design*; *Politics, Dialogue and the Evolution of Democracy*; *Words of Wisdom*; and co-author with Joan Goldsmith of *Thank God It's Monday! 14 Values We Need to Humanize the Way We Work*; *Resolving Personal and Organizational Conflict*; *The End of Management and the Rise of Organizational Democracy*; *The Art of Waking People Up: Cultivating Awareness and Authenticity at Work*; and *Resolving Conflicts*

at Work: Ten Strategies for Everyone On The Job (1st-3rd Editions). His university teaching includes mediation, law, history, political science, conflict studies, urban studies, and other topics at several colleges and universities. He has done conflict resolution work in Armenia, Australia, Austria, Bahamas, Brazil, Canada, China, Cuba, Denmark, England, Georgia, Greece, India, Ireland, Japan, Mexico, Netherlands, New Zealand, Nicaragua, Pakistan, Puerto Rico, Scotland, Slovenia, Spain, Thailand, Turkey, Ukraine, USSR, and Zimbabwe. He is founder and first President of Mediators Beyond Borders.

He received his B.A. from the University of California, Berkeley; J.D. from U.C. Berkeley's Boalt Law School; Ph.D. from U.C.L.A.; LL.M. from U.C.L.A. Law School; and did post-doctoral work at Yale University School of Law. He is a graduate of the National Judicial College and has taken graduate level courses in a variety of subjects.

Thursday, June 25, 2020

From Idealists to Mentors: Guiding the Mediation Path Forward

10:00 a.m. EST

A look at our humble beginnings from a pioneer's view to how we can avoid being a victim of our own success.



Improvisational Negotiation. This phrase summarizes Jeff Krivis' philosophy for a successful and dynamic mediated negotiation. A successful mediation needs both keen legal insight gained from years of litigation experience and cannot be scripted. Exploring this idea with further study led Krivis to venture on the stage as a stand-up comedian. Ultimately, he authored a book entitled *Improvisational Negotiation: A Mediator's Stories of Conflict About Love, Money and Anger – and the Strategies that Resolved Them* (Wiley/Jossey-Bass 2006). This book received the 2006 Outstanding Book Award from the CPR International Institute for Conflict Prevention & Resolution.

Krivis began his mediation practice in 1989 breaking open a niche in the Southern California dispute resolution landscape. He crafted a process that sets the stage for successful resolution. Through improvising, harmonizing, and always closing, he has resolved thousands of disputes including wage and hour and consumer class actions, entertainment, mass tort, employment, business, complex insurance, product liability and wrongful death matters.

Krivis practices primarily in Southern California, San Francisco and Monterey, California. He enjoys golf, photography, and music including blues guitar, jazz, Bob Dylan, and the Beatles. Recently, he made a pilgrimage to Liverpool to revel in the birthplace of the Beatles. He lives in Southern California with his wife Amy. He has two married daughters and two grandchildren.

Mediator Strategies for Bringing Peace into the Room

2:00 p.m. EST

In this interactive workshop, David Hoffman will present strategies that he has found useful in bringing peace into the room as a mediator, and then solicit input, ideas, and experiences from the workshop attendees for purposes of discussion. The primary focus will be techniques that we mediators can use to reduce their own internal judgments about the parties and our reactivity to the parties' sometimes challenging positions, rhetoric, or behavior. We will discuss techniques that mediators can use during the mediation and, as part of reflective practice, before and after the mediation.



David A. Hoffman is an attorney, mediator, arbitrator, and founding member of Boston Law Collaborative, LLC, where he handles cases involving family, business, employment, and other disputes. He is past-chair of the American Bar Association's Section of Dispute Resolution. David is also on the faculty of Harvard Law School, where he teaches three courses: Mediation; Legal Profession: Collaborative Law; and Diversity and Dispute Resolution. He also trains mediators in the five-day Advanced Mediation program offered by the Program on Negotiation at Harvard Law School. David has published three books (including "Bringing Peace into the Room," with co-editor Daniel Bowling) and more than 100 articles on law and dispute resolution. Prior to founding Boston Law Collaborative in 2003, David was a litigation partner at the Boston firm Hill & Barlow, where he practiced for 17 years. Before that he served as a law clerk for Judge Stephen G. Breyer on the U.S. Court of

Appeals for the First Circuit. And before that, he was a woodworker for seven years. David has received a number of awards for his work as a mediator, including the Lifetime Achievement Award of the American College of Civil Trial Mediators and the D’Alemberte-Raven Award for service in dispute resolution from the ABA Section of Dispute Resolution. David is a graduate of Princeton University (A.B. 1970, summa cum laude), Cornell University (M.A. 1974, American Studies), and Harvard Law School (J.D. 1984, magna cum laude), where he was an editor of the Harvard Law Review. His TEDx talk about “Lawyers as Peacemakers” can be found here: https://www.youtube.com/watch?v=JKXv1_Sqe_4. David lives in a cohousing community in Acton, Massachusetts with his wife, Leslie Warner, who is a career coach. They have five adult children and an adolescent cat.

Friday, June 26, 2020

Be Your Best...Negotiate Your Way to Compromise Whenever...Wherever

10:00 a.m. EST

We all negotiate ... generally all the time. This workshop will be conducted as an interactive practicum. We will explore negotiation techniques like brackets, double-blind, positional negotiation, zero-sum/win-lose, leverage/positions of the parties and tradeoffs. The exercises will help you to understand terms like interest-based bargaining vs. rights, warranties, flow-downs, assignability, net 30 days, cost accounting standards, termination for cause/default/convenience, acceptance provisions (time/place and method) and time permitting some others. Bring your negotiation stories to share. We will all win.



Joyce A. G. Mitchell is a Board Member and Distinguished Fellow of the International Academy of Mediators (IAM) and President of Joyce A. Mitchell and Associates. She mediates and arbitrates complex employment, business and securities cases nationwide and is a facilitator of multi-party public disputes. She is a frequent lecturer on mindfulness, negotiation, conflict resolution approaches and the spiritual, mental and physical wellbeing of the mediator. Joyce is a certified mediator in the states of Virginia and North Carolina and on the mediator rosters of the EEOC, and several other Federal agencies. Joyce mediates and arbitrates securities and employment cases for the Financial Industry Regulatory Authority (FINRA) and arbitrates for the commercial panel of the American Arbitration Association (AAA). Recently, she was a co-trainer of the Maryland State Bar Association’s 40 hr. basic mediation training for 5 years and has over 220 hours of mediation training in various methodologies. She has mediated more than 2000 cases. Joyce was an adjunct at the Columbus School of Law, Catholic Univ. in Washington, DC where she taught ADR Techniques (mediation, arbitration, and negotiation), and Interviewing and Counseling. She is currently an adjunct at the Carey School of Law, University of MD in Baltimore, MD, where she has taught arbitration for eight years. Joyce is licensed to practice law in MD and the District of Columbia.

How We Internalize Race

2:00 p.m. EST

COVID-19 has really highlighted the need for racial healing in our nation. To understand racial disparities, we have to understand how we internalize race. In this session, we will explore how we internalize the racial dynamic that leads to disparities.



Milagros Phillips - Keynote Speaker, TEDx Presenter, and Seminar Leader. She is the Author of ***11 Reasons to Become Race Literate: A Pocket Guide to a New Conversation*** and ***8 Essentials to a Race Conversation: A Manual to a New Dialogue*** and ***Speaking Race in Healthcare: A Manual for the Dialogue***. Milagros specializes in transformation and creating a safe space for engaging in difficult conversations. Her powerful approach leaves participants empowered, inspired and hopeful.

Milagros’ 2-day program, *Race Demystified & the Healing Process*, has been presented for more than 20 years to Fortune 100 Companies, colleges, universities and communities throughout the US. She co-developed the Race Equity Framework Model to End HIV for The National Minority AIDS Council (NMAC). The Center for Alternative Dispute Resolution has incorporated “*Race Demystified – Why We’ve Not Healed & How We Can,*” as part of the curriculum in their conflict resolution certification program.

Milagros was the senior consultant with Search for Common Ground and The Faith and Politics Institute as they worked collaboratively to develop Congressional Conversations on Race (CCR). Her three-part approach to a race conversation became the foundation for CCR. She also co-facilitated the program for three years. This program assisted members of Congress in crafting a productive conversation about race leading to community action and collaboration.

Milagros was the Founding Executive Director of “The National Resource Center for the Healing of Racism.” She has served as Expert in Residence for the W.K. Kellogg Foundation. Michigan State University uses part of her *Transformation, Race, and Healing* program, to train their diversity facilitators. Milagros trained over one thousand employees, executive staff and board members at a Fortune 100 Insurance Company. The transformation within the organization was so profound that one executive said, “*We don’t even interview the same way anymore.*” Milagros has more than 25 years of facilitation experience and is fluent in English and Spanish. You can learn more about her programs at www.MilagrosPhillips.com.

Monday, June 29, 2020

Who Can Be A Mediator?

10:00 a.m. EST

Since I started mediating in 1992 (and started training mediators in 1994), I’ve been asked the following questions – Who can be a mediator? Do you need to be a lawyer to be a mediator? Who determines who can mediate? I found that the answers are both surprisingly simple and reveal more about the state of the mediation field and the assumptions aspiring mediators make. I look forward to discussing the many ideas and insights that these questions surface at the Center for ADR’s Virtual Conference in June 2020.



Chuck Doran is an experienced mediator specializing in the resolution of employment, franchise and other commercial disputes. A mediator since 1992, he is a member of the CPR Dispute Resolution Panel of Distinguished Neutrals and has provided mediation and other ADR services to a variety of clients including AT&T, Bose, BMW of North America, Coca-Cola, General Motors, Oxfam America, the Equal Employment Opportunity Commission (EEOC), the Massachusetts Commission Against Discrimination (MCAD), and the USPS REDRESS I and REDRESS II Mediation Panels. In 1993, Chuck completed a Specialization in Negotiation and Dispute Resolution at the Program on Negotiation at Harvard Law School. In 1994, Chuck founded MWI, a nationally recognized dispute resolution service and training organization

based in Boston, MA that provides individual and corporate clients with mediation services, negotiation consulting and training, and mediation training. Chuck served as a member of the Massachusetts Supreme Judicial Court Standing Committee on Dispute Resolution and was Chair of the Qualifications Subcommittee. He is a member of the Massachusetts Bar Association’s Dispute Resolution Advisory Group and is a past president of the Association for Conflict Resolution, New England Chapter. He is also a Distinguished Fellow with the International Academy of Mediators (IAM) and the President of IAM’s Board of Governors.

Panelists:



Marvin E. Johnson, J.D. is a nationally recognized mediator, arbitrator, and trainer with more than 30 years of dispute resolution experience. He is the Founder and Executive Director of the Center for Alternative Dispute Resolution, the first dispute resolution center founded in the University of Maryland System at Bowie State University. Mr. Johnson provides dispute resolution and diversity workshops and lectures extensively on the subject of conflict management. He has arbitrated and mediated thousands of cases in the fields of employment, labor-management, consumer, business and community reconciliation. Mr. Johnson has trained over 10,000 people in various forms of dispute resolution including

mediation, joint problem solving, arbitration, facilitation and interest-based bargaining. He is an experienced facilitator/trainer working with organizations and communities that need assistance in communicating and working together.

Mr. Johnson serves on numerous national and regional dispute resolution panels, including the American Arbitration Association National Roster of Neutrals and the Federal Mediation and Conciliation Service. Two Presidents of the United States, a Secretary of the United States Department of State, a Governor of Maryland, a

Chief Judge of the Maryland Court of Appeals, and a County Executive for Prince George's County, have recognized Mr. Johnson's dispute resolution expertise by appointing him to the Federal Service Impasses Panel, the Foreign Service Grievance Board, the Maryland State Labor Relations Board, the Maryland Alternative Dispute Resolution Commission (now the Maryland Mediation and Conflict Resolution Office or MACRO), and the Prince George's County Public Employee Relations Board, respectively. He is a Past President of the International Academy of Mediators (IAM) and has served on the Boards of the American Bar Association's Section of Dispute Resolution, the Association for Conflict Resolution, and IAM.

Jeff Jury (see bio page 1)

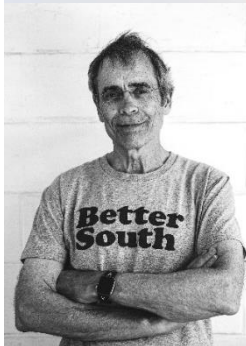
Jocelind Julien is a mediator and facilitator with more than 19 years of experience in the dispute resolution field. Ms. Julien mediates a high volume of workplace, criminal, and community dispute cases, such as allegations of workplace discrimination, misdemeanor criminal charges, and family and neighbor disputes. She designs and delivers trainings for management and staff in such areas as conflict resolution, sexual harassment, and respect in the workplace. In addition, Ms. Julien conducts trainings for management on how to conduct a fair interview with emphasis on continuity in the interview process and equal employment opportunity laws. She provides technical equal employment opportunity recommendations, technical assistance, and guidance for managers and employees to minimize future conflict. Ms. Julien conducts climate assessments for the federal and local government, as well as the private sector. She conducts in-depth interviews of key internal stakeholders to determine infrastructural dynamics of the organization, analyzes the findings, and makes recommendations for improving workplace climate through collaborative problem solving, mediation, training, or other suitable alternative dispute resolution methods. Ms. Julien received a B.S. cum laude from University of Maryland, University College. She is a past president, treasurer and a former board member of the Maryland Chapter of the Association for Conflict Resolution.

Why Not a Truth Commission? Lessons from Greensboro, Wabanaki-Maine, and Charlottesville

2:00 p.m. EST

This session offers lessons from three domestic truth commission initiatives to identify harms, promote actions of repair, and facilitate healing from the ongoing legacy of white supremacy. Join us in exploring whether a Truth Commission might be suitable for your own institution and community. Using a combination of video and personal experience, Frank Dukes and members of a Charlottesville area planning group will share lessons from Greensboro and Maine as well as their own quest to develop a Truth Commission for Charlottesville and Central Virginia. The planning group has this mission:

The mission of the Central Virginia Truth Commission planning group is to create a regional Truth Commission that will reveal histories and identify and promote actions that address the region's racial histories and legacies. It will do so in ways that amplify the voices of communities harmed by white supremacy; that identify, qualify and quantify past and ongoing harms; and that identify specific actions of restoration, reparations and repair that promote racial healing and complete our incomplete declaration that all are created equal.



Frank Dukes, Ph.D. is a mediator and facilitator who directed the Institute for Environmental Negotiation (EIN), University of Virginia, from 2000-2015 before stepping down to concentrate on applied work. He has facilitated numerous collaborative change processes, many involving communities recovering from environmental and other harms. Dr. Dukes founded the University & Community Action for Racial Equity (UCARE), which addresses UVA's legacy of slavery and segregation and its impact on the wider community. He co-leads EIN's Transforming Community Spaces project helping communities confront together problematic histories. Dr. Dukes directed community engagement as a principal of the design team for the Memorial to Enslaved Laborers at the University of Virginia, to be dedicated in 2019. He also served as a community member of the Charlottesville Commission on Race, Memorials and Public Spaces that developed recommendations to tell more complete racial histories, including the future of the Jackson and Lee statues. Dr. Dukes was awarded the 2016 John C. Casteen, III Diversity-Equity- Inclusion Award for the University of Virginia, and the 2012 Sharon M. Pickett Award for Environmental Conflict Resolution, presented by the Association for Conflict Resolution.

Tuesday, June 30, 2020

Mediator Ethics: Putting Standards into Practice

10:00 a.m. EST

Why did you choose to become a mediator? What values drew you to the field? And why do you stay? Come grow with us as we explore the guiding principles of mediation and the subtle art of putting those principles into practice. This session will be engaging, inspiring, and all about interactivity.



Heather Fogg serves as Quality Assistance Director for the Maryland Judiciary’s Mediation and Conflict Resolution Office (MACRO), where she is the steward of the Maryland Program for Mediator Excellence (MPME), a collaboratively created program offering valuable opportunities for mediators to improve their mediation skills and affirm their commitment to excellence in providing mediation services. As a conflict resolution practitioner, Heather values the interconnectedness of all people and honors that as a circle-keeper, community conferencing facilitator, conflict coach, volunteer mediator and restorative dialogue and reflection facilitator. Heather teaches courses in Conflict Resolution and Restorative Justice, and she also serves as a founding board member and current Secretary for the Circle of Restorative Initiatives (CRI) for Maryland. Heather earned her Master’s and Bachelor’s degrees in Psychology from the College of William and Mary and the Ohio State University respectively. Her favorite phrase is “Circle up!”



Kendra Ogunshina is a passionate advocate of Restorative Practices which is an ethos rooted in mutual respect, cultural understanding, cooperation and accountability. She believes Restorative Practices should extend to all disciplines as it is a healthy way to deal with conflict. Kendra has a Master’s of Science in Negotiation and Conflict Management. She has been dedicated to working with the Mediation and Conflict Resolution Center since 2011, where she has seen the impact the volunteers can have when assisting youth and/or adults navigate their conflicts. Kendra received her first mediation training in 1998, and she used those skills to assist Foster Children who lived in community settings navigate their conflicts. Since that time, Kendra has mediated for the Attorney General’s Consumer Protection Division, Maryland Commission on Civil Rights, and State of Maryland, Shared Neutrals Mediation Program. Kendra has and continues to facilitate discussion on topics such as: race and culture. Kendra is trained as a Mediation trainer. She is trained to facilitate Circles, Restorative Dialogues/Reflections, and Re-entry Mediation.

We Are What We See: The Conflict Resolution Messages found in Movies and Visual Media

2:00 p.m. EST

During this time of increased social distancing, many of us are spending more time online watching movies and television programs. However, as we relax in front of our screens, we may be unaware that these forms of narrative media carry within them cultural and societal messages – sometimes overt, sometimes hidden - about what conflict looks like, as well as how conflict should be resolved. In this workshop we’ll look at clips from popular movies and television series as a way of understanding how mediation and negotiation are represented and perceived in popular media; we’ll also consider the possible implications of these conflict resolution messages upon the work of mediators and other conflict resolution professionals.



Linda M. Brothers is Senior Associate Ombudsman at the National Institute of Health’s Center for Cooperative Resolution, Office of the Ombudsman. Prior to that she was Ombudsperson at Wellesley College, where she established the college’s first ombuds office and served as Co-Director of MERI (Multicultural Education Research Initiative). A conflict analyst and ADR practitioner with over twenty years’ experience, Dr. Brothers’ areas of special focus include systemic conflict within large organizations, perceived difference and intercultural conflict and role boundary conflation. She is the author of dozens of educational programs addressing interpersonal and institutional dispute resolution; and she has designed numerous interventions for corporations, universities and governmental sectors. Brothers has written and presented on the role of conflict in shaping organizational identity, as well as individual and group identity dissonance within high-conflict organizations. She has taught negotiation at the Foundation for

Education in the Sciences and is a former Board Member of the New England Association for Conflict Resolution. She holds a B.A. cum laude from Yale University and a J.D. from NYU.

Wednesday, July 1, 2020

Toxic Communication in the Workplace: A Toolbox of Strategies

10:00 a.m. EST

Have you ever experienced a workplace that was poison to the spirit of happiness and productivity? Have you been on the receiving hand of insults, put downs or back-handed compliments? If you answered “yes” to either of these questions, you have experienced workplace toxicity. In this workshop, participants will be taught skills to: Identify toxic communications; Analyze toxic situations at work; Employ tools/strategies to respond; and, Lessen the effects of toxicity.



Denise Patterson McKenney serves as a Commissioner with the Federal Mediation and Conciliation Service in the division of ADR and International Dispute Resolution. As a collateral duty, she also serves as the agency’s Director of Equal Employment Opportunity. Her areas of expertise include mediation of collective bargaining agreements between unions/management, workplace employment disputes; training design/delivery, conflict coaching and systems design. Commissioner McKenney has also served as an experienced facilitator for area labor management committees. Her international experience includes travelling to Germany and Japan training chaplains of the United States Air force and has trained labor attaches’ in Panama and Hungary. Denise has also served as an instructor in Thailand for the Rotary Peace Center at Chulalongkorn University. Her publications include “Labor-Management Partnership: A 12 Step Program for Change” published in the American Bar Association’s *Deskbook for ADR Practitioners*.

Denise is a graduate of the University of Maryland, College Park with a Bachelor of Science Degree in Speech Communication. She holds a Master of Science Degree in Instructional Systems Technology from the University of the District of Columbia and is a graduate of the advanced degree Training and Development Program at Georgetown University. Denise serves as a mediator for the D. C. Superior Court’s Multi-Door Mediation Program. A former college instructor, Denise brings an interactive approach to training and believes that learning can be fun, and that learning is a life-long activity.

The Edge of Each Other’s Battles: Generative Engagement as a Tool for Action

2:00 p.m. EST

In this workshop, we will use the Human Systems Dynamics tool for Generative Engagement to uncover patterns of conflict across difference in times of uncertainty and complexity.



Donna Bivens has worked for over 35 years as an anti-racism consultant, trainer, educator, and coach. She also directed the Boston Busing/Desegregation Project at Union of Minority Neighborhoods where she now serves as Education Justice Coordinator. Donna’s work has focused on leadership development for working across difference—especially spiritual leadership which interrupts practices that crush the human spirit and is defined as the practice of living on purpose, in spirit, and for justice. In her consulting work, Donna has integrated the spiritual leadership model into a variety of tools for working across difference, confronting systemic racism and other oppressions, and building study-action organizations/communities. She is a Human Systems Dynamics Institute Associate and a Courage and Renewal facilitator.



Mary Nations helps people develop the adaptive capacity needed in a world they cannot predict nor control. Foundational to her work is Human Systems Dynamics - the field of study that addresses questions of how people work and play effectively in complex times. She is a Consulting Associate of the Human Systems Dynamics Institute and has taught, consulted, and coached in a variety of programs with them. She has collaborated with others on several books in the HSD field, including co-authoring (with Glenda Eoyang and Stewart Mennin) *Skills in Action: Applied Medical Education for the Teacher and Trainer - The Future of the Health Professions Workforce*. Mary’s current interests include helping people explore the interplay

across whatever differences are present in a given group/moment and to work with those ensuing tensions as they occur; and exploring resilience that it is essential for health, well-being, and opportunity in our busy, interconnected lives. Mary has a Master's of Statistics from North Carolina State University, and a Master's of Science in Organization Development from American University.

Thursday, July 2, 2020

Why You Need to Think Like an Entrepreneur to Remain Successful in Conflict Resolution

10:00 a.m. EST

This panel discussion will highlight the current challenges the field of Conflict Resolution faces regarding innovation and business development. We will highlight current trends, historical patterns and potential ways forward. Join Marvin Johnson, Trisha Jones, Stephen Kotev, and others for this interactive and highly engaging dialogue.



Stephen Kotev is a conflict resolution consultant offering mediation, leadership coaching, negotiation and facilitation services, training and somatic education to private and government clients. He holds a Master's degree from George Mason University's School for Conflict Analysis and Resolution and certificates in leadership coaching and conflict coaching from Georgetown University and Dr. Tricia Jones of Conflict Coaching Matters LLC. Stephen specializes in training conflict resolvers on how to maintain their calm in high-conflict situations and teaches graduate and undergraduate courses on this topic as an Adjunct Professor George Mason University's School for Conflict Analysis and Resolution. He is the Chair of the Association for Conflict Resolution Taskforce on Safety in ADR and holds rank in the Japanese martial art of Aikido and Brazilian Jiu-Jitsu. He can be reached at www.StephenKotev.com.



Tricia S. Jones, Ph.D., is a Professor at Temple University in Philadelphia, past President of the Temple University Faculty Senate, and recently served as Vice-President and Member of the Board of Directors of the Association of Conflict Management. Dr. Jones has authored 8 books, over 75 articles and chapters, and has given more than 250 presentations at national and international conferences. Her research and teaching focuses on communication, conflict and change processes. In addition to teaching, Dr. Jones has focused her conflict consulting work on training and intervention programs for government agencies, higher education, health care and state offices of dispute resolution, including training conflict coaches for numerous federal agencies in DC. She is also currently heading the research on Conflict Coaching Efficacy in New York State Community Dispute Resolution Centers (CDRCs)—a statewide project infusing conflict coaching into the 62-county CDRC network overseen by NYUCS—and co-chaired the Peace Education and Conflict Resolution Education work group of the United Nations.

Marvin E. Johnson (see bio page 5)

The Church as A Catalyst to Removing Barriers in Rebuilding Poor Communities

2:00 p.m. EST

The "Church" should not just be a facility on the corner. It should be a group of individuals engaged in building community. The Ancient Chinese Proverb says:

*Go to the people, Live among them,
Learn from them, Love them. Start with what they know, Build on what they have:
But of the best leaders, When their task is done, The people will remark, "We have done it ourselves."*

This proverb is "collective decision making" at its best. We become involved with community, remove barriers, and rebuild collaboratively so those we serve say, "We have done it ourselves."

This workshop will focus on 8 Key Components of restoring communities (also known as the Christian Community Development). The participants will learn the 40+ years history of this collaborative engagement with community

philosophy, discuss each of the Components, and analyze a shared case study. The participants will leave with practical tools for removing barriers and rebuilding communities.



Anthony D. Bobo, Jr. (Senior Associate and Founder of the Joseph Factor Group- an organization dedicated to assist communities, ministries, and other organizations in reaching their full potential through the processes of visioning, strategic planning, and leading-edge business practices) has over a decade of experience in the area of conflict resolution. He completed course work in facilitation, negotiation, and mediation at the Johns Hopkins University, the John S. McCain III National Center for Environmental Conflict Resolution, as well as the Center for Alternative Dispute Resolution.

He has facilitated meetings around the country for both public and private sectors including co-facilitating a regulatory stakeholders' session for the National Oceanic and Atmospheric Administration in Washington, DC with over 200 participants and strategic sessions for the Vera Mae and John Perkins Foundation in Jackson, MS. He also serves as a Mediator in the Department of the Interior Conflict Resolution Plus Program. This voluntary program provides impartial and confidential assistance to any federal employee seeking to improve or resolve a workplace issue or concern.

Anthony is sought out to share on ways to use conflict resolution and strategic planning to better communities. In his co-authored book, **Commissioned to Love**, he challenges the church to engage the community to address social ills. Anthony wants to be most known for his love of family and his commitment to his wife of almost 20 years and two teenage children.



John P. Perkins is the Lead Pastor of Common Ground Covenant Church. A multi-ethnic missional church in Jackson, MS. John developed his vision for Common Ground while serving as the CEO and Executive Director of the Spencer Perkins Foundation and the John and Vera Mae Perkins Foundation, a Christian non-profit that focused on youth and community development in the heart of West Jackson. "My heart bleeds for the fathers and families in our West Jackson community." He is committed to meeting the "holistic" needs of his neighbors in West Jackson, where John lives with wife, Patrice and 3 children, John-John (10), Sarah (8) and Johnathan (4). His family, whom John refers to as

his "first flock," work together in hopes of under-girding Common Ground mission of Christian Community Development.

Prior to his time in ministry, John served as the Executive Chef/Conference Services Manager for Valley Food Services at Eagle Ridge Conference Center in Raymond, MS. It was there while feeding people's needs that he felt a new calling in which the message was conveyed through the Gospel of John. The message to "Feed my sheep." Jesus' command to Peter moved John to not only meet people's physical need, but to meet the spiritual and emotional needs as well.

Pastor John's heart for community and economic development has led Common Ground in efforts to blend church and community by engaging in partnerships with local business, schools, and churches in urban West Jackson. Recognizing, while shepherding, the most felt need for many of his congregation was jobs led to establishing Common Ground Enterprises which currently has a catering business, lawn care service, and upcoming barbershop. John's new vision, Common Ground Community Development Corporation will focus on education, work-force development, and housing. "I will continue finding and creating resources, so that Common Ground can continue to take the holistic Gospel message to the people of our urban West Jackson and the rest of the world — affecting change in people's hearts so they can create communities which reflect the Kingdom of God. As a representative of the next generation of Christian leaders I'm excited to further this work of Christian Community Development."

Conference Series II

Monday, July 6, 2020

An Appreciative Inquiry Workshop: From the United Nations to Local Efforts

10:00 a.m. EST

Appreciative Inquiry (AI) is a process and a methodology that drives change, promotes growth, enthusiasm, and motivation. It applies to all levels and areas: personal, social, political, business, educational, cultural, etc. This training can assist company executives and leaders, interested in making a difference and standing out for their talent in managing their teams; professionals in the world of consulting who want to expand their training; and trainers, mentors, and professionals from educational, government, or nonprofit organizations; experts in community development. This workshop aims to introduce participants to the methodology and practice of Appreciative Inquiry and to learn Appreciative Inquiry as a possibility for innovation and improvement in the climate of organizations.

Brian Polkinghorn, MS, MA, MPhil, Ph.D., is a Distinguished Professor of Conflict Analysis and Dispute Resolution. Since 2000 he has been the Program Director in the Department of Conflict Analysis and Resolution and Executive Director of the Center for Conflict Resolution (CCR) at Salisbury University. Prior to 2000 he was the senior faculty member in the Department of Conflict Analysis and Resolution, Nova Southeastern University. He has worked in the conflict intervention field since 1985 as a mediator, arbitrator, facilitator, trainer, researcher, academic program developer, conflict coach, dispute systems designer and ombudsman. His primary research and publications are in the areas of environmental disputes, graduate program developments in the English-speaking world, post conflict development projects, conflict intervention programs, ADR court program assessment and, the evaluation of major government ADR programs.



Brittany Foutz, Ph.D. is a Visiting Professor of the Department of Conflict Analysis and Dispute Resolution at Salisbury University. She is also a Senior Research Fellow at the Bosserman Center for Conflict Resolution in Salisbury, Maryland. Dr. Foutz has her Ph.D. in International Conflict Management from Kennesaw State University. She has served for two years as the Program Manager for the United Nations Institute for Training and Research and for the United Nations International Training Centre for Authorities and Leaders (CIFAL). Ms. Foutz is also a member of the World Affairs Council and is a Senior Research Fellow and Trained Mediator at the Bosserman Center for Conflict Resolution at Salisbury University in Salisbury, Maryland.

Francesca Falasca is the Graduate Assistant for the Bosserman Center for Conflict Resolution and is a United Nations Institute of Training and Research fellow. Ms. Falasca is heavily involved in a restorative justice program with Wicomico County Public Schools.

Christa Peek is a current practitioner of Restorative Justice in the Eastern Shore and is a Master of Arts student in the Department of Conflict Analysis and Dispute Resolution at Salisbury University. Ms. Peek currently co-leads a restorative justice program with Wicomico County Public Schools.

The Impact of COVID-19 Pandemic on Dinétah (Navajo Nation)

2:00 p.m. EST

What are the impacts of the recent Pandemic on the Navajo nation and its people, and what are some of the problems that arose that require dispute resolution, especially when it comes to distribution of relief funding and resources, as well as how things are navigated inter-governmentally with the Navajo Nation being a sovereign entity within the borders of the United States and what disputes can arise and how they are being addressed. The traditions of the Navajo people contain protocol for dispute resolution that is rooted in their philosophies that predates many western civilizations, how this is applied to disputes arising between governmental and non-governmental entities that have relief operations on the Navajo reservation will be the topic of discussion.



Sakya Calsoyas, a Filmmaker, Screenwriter and Freelance Journalist, currently works as a field supervisor and mentor and sometimes as an MMJ at Northern Arizona University School of Communications television news broadcast station NAZ Today. The student-run organization broadcasts a nightly 30-minute program that includes news reports, weather forecasting and local sports updates. He received his Bachelors of Science in Creative Media and Film in 2017, and has been working with the School of Communications since then in a supervisory role, the students benefit having an experienced professional. Sakya has been active in videography and filmmaking for several years.

Tuesday, July 7, 2020

The Child Support Solution, Unhooking Custody from Support

10:00 a.m. EST

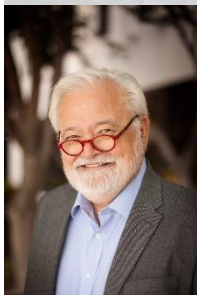
There are probably 5-7 million people in the US who could be legally eligible to modify their court ordered child support due to substantial changes of income or changes in their exchange schedules as a result of COVID-19. There are four main problems preventing attempts to move the court for modifications:

- a) The courts are not open for business. (Not many people have the money anyway to pay for lawyers to bring the motions.)
- b) The guidelines have never worked very well since their inception in 1988 (14 billion of arrearages and only 46% of recipients of child support ever receive the full amount ordered by the court).
- c) Required use of Guidelines child support has mostly created unnecessary custody battles to determine who should pay child support and who win the contest and receive child support.
- d) At this time of national crisis, parents do not need a contest in an adversarial system when already under duress.

Parents need a tool that will help them cooperate. The Child Support Account is just the answer. Parents meet with a mediator or on their own to establish a budget of children's expenses relating to their costs of clothing, health insurance, activities and in normal times, sports fees, enrichment and all other agreed upon children's costs. Mom and Dad use a joint account to each deposit into the account a pro-rata amount based upon incomes. Parents love it. Mom's say, "Great, now he will see what it really costs to raise the children." Dad's say, "Great, now I can really see that my support goes directly to my children."

This workshop will provide the participant with instructions on how to obtain deviations from guidelines child support, drafting hints as well as firsthand experience based on over 3,000 successful cases in actual mediation practice at Erickson Mediation Institute.

The presentation will be based upon the recently published book **THE CHILD SUPPORT SOLUTION, UNHOOKING CUSTODY FROM SUPPORT**, co-authored by Stephen K. Erickson, Marilyn S. McKnight and Donald T. Saposnek, available from CSS press through the website; www.thechildsupportsolution.com.



Stephen Erickson is a licensed attorney who works exclusively as a mediator. Since 1977, he has mediated over 5,000 disputes in his private practice and trained thousands of new mediators in the US, Canada, England and the Netherlands. He received the Bush Leadership Fellowship Award for the study of mediation in 1979 and is a founder and second president of the Academy of Family Mediators. He is well known as a mediation trainer and speaker, and has published numerous articles and books on the subject. He is currently writing a forthcoming book on the Children's Joint Account Method of sharing costs of the children. In 2007, he and his partner, Marilyn McKnight, were awarded a Certificate of Service from the MN State Bar Association in recognition of their "distinguished service as valued contributors for the development and growth of ADR in Minnesota." Steve has taught as an adjunct professor at the William Mitchell College of Law and was appointed to the faculty at Augsburg College, where he teaches a course in the Master of Arts in Leadership Program. In May of 2011, he and Marilyn were given the Distinguished Mediator

Award by the New York State Council on Divorce Mediation in recognition of “their pioneering and sustained work in establishing the field of divorce mediation and their soulful dedication in helping families” over the last 35 years. In his free time, Steve enjoys fishing, reading, and tinkering with classic cars.

The Revolution is Here: Online Dispute Resolution and Technology in Mediation

2:00 p.m. EST

The COVID-19 pandemic caused mediators to "zoom to Zoom" and other video conferencing platforms. Online mediation has established itself and is expanding. What comes next for mediators, educators, collaborative lawyers, and courts? What other forms of technology are on the horizon? Join the conversation!

Panelists:



Colin Rule works at the intersection of conflict resolution and technology. He builds ODR tools for arbitration, mediation, and negotiation. He co-founded modria.com, an online dispute resolution service provider in Silicon Valley, in 2011, and it was acquired by Tyler Technologies in 2017. From 2003 to 2011, Colin was Director of Online Dispute Resolution at eBay and PayPal. He has also written two books on the subject: *Online Dispute Resolution for Business* and *The New Handshake: Online Dispute Resolution and the Future of Consumer Protection*.

Erin Gable and Kathy Brissette-Minus

Moderator:



Jeff Trueman is a certified online mediator who helps lawyers and parties resolve disputes and interpersonal conflicts. He has mediated well over 1,500 cases spanning a wide variety of civil litigation, including construction and commercial disputes, wrongful death, medical negligence, and employment matters.

Wednesday, July 8, 2020

Communicating and Working in Our New World

10:00 a.m. EST



Susan Hahn has owned an executive consulting and coaching firm for 18 years, prior to which she served as a Vice President & Chief Operating Officer in a large behavior health system. She brings to executive coaching a unique set of skills. The philosophy and methodology of her practice are driven by an intimate knowledge of human behavior within the context of business practices and political influences. In addition to her strong business background and acumen, Susan is a licensed psychotherapist and is able to rapidly assess if and when individual clients will benefit from a referral for services other than coaching. She is a master facilitator and her firm, Swan Consulting Group, is a distributor of *Everything DISC* and *The Five Behaviors*; published by Wiley. Susan also serves as adjunct faculty at Johns Hopkins University. Her academic background includes graduate degrees, credentials, experience and licenses in psychology, business administration, executive & physician coaching. In 2018, she was one of 50 winners of the CEO Report's Mid-Atlantic Women's Leadership Award. In 2017 she was inducted into the Top 100 Women in Maryland (Daily Record).

***Covert Processes- Addressing the “Elephant in the Room”
(The Hidden Dimensions of Conflict)***

2:00 p.m. EST

How many times have you, as a third party neutral, tried to help parties through a conflict, have said “There is something else going on here. Something is not being addressed.” And the parties are stuck. These dynamics take on many forms called covert processes (or the elephant in the room) and the tension resulting from these dynamics require the intervention of a trained third party neutral to assist in resolving the conflict. This workshop will use the work of Robert Marshak, (with permission) author of *Covert Processes at Work*, to identify the common ways covert processes show up in conflict and why parties avoid working through issues directly.

Michael West is an experienced certified mediator, trainer and consultant with 26 years of experience in mediation, conflict resolution skills and delivering training. He began his career as a mediator with the Commonwealth of Virginia court system mediating general, civil, domestic and equitable distribution cases. He continued to expand his expertise and has worked as a dispute resolution specialist, mediator, leadership coach, and trainer in both the federal and private sectors. He served as an internal conflict resolution specialist with a federal agency for 18 years and continues to consult with several agencies on integrated conflict management systems and improving their ADR programs.

Thursday, July 9, 2020

Practicing What We Preach Within Our Mediation Community

10:00 a.m. EST

For too long, there has been a divide among mediation practitioners, program managers, policy makers, and educators between what constitutes “real” mediation. Over the past couple of decades, the division has deepened and soured colleagues who otherwise have valuable skills to offer each other. Is there such a thing as “real” mediation? Should there be? As mediators, are we delivering services that **we think** the parties want, or what they actually want or need? Join the conversation between community, commercial, and domestic mediators.



Penni Walker Doyle is Executive Director of Community Mediation Upper Shore, Inc. (CMUS) providing free mediation services for Kent and Queen Anne’s Counties on the Eastern Shore. In addition to her twelve years of inclusive style mediation experience, Ms. Doyle has experience in human resource management, financial management, and as a legal secretary in Washington, D.C. Ms. Doyle has a BA, Finance from Texas Christian University and lives in Chestertown, Maryland. www.CMUSmediation.org



Cecilia B. Paizs, also known as “Ceecee”, has been providing mediation services since 2000 and has been providing mediation trainings since 2007. She brings to a mediation her experiences in many areas of the law resulting from her relocations with her military retiree husband. Her facilitative process has assisted participants in over 1,000 cases since 2000. She provides mediation services in all areas of the law, as well as mediation trainings, representation of children, and parenting coordination services. She can be reached at ceecee@paizslaw.com, or through her website, www.agreeonit.com.



Kristin Roemer is the founder of Roemer Mediation Services, LLC. She has been a Circuit Court appointed custody/access mediator for over twenty years in Queen Anne’s County. She is also a member of the Circuit Court rosters for Anne Arundel, Talbot, Caroline and Kent Counties. Mrs. Roemer primarily mediates family issues, but also property and CINA cases. She is a member of the Maryland Program for Mediator Excellence (MPME). In addition to being a mediator, Mrs. Roemer is the visitation supervisor for the Circuit Court for Queen Anne’s County, the Administrator for the Co-Parenting Educational Programs and Children’s Co-Parenting Programs in Talbot and Caroline Counties. She is also an instructor for the children’s seminars, a parent coordinator and prepares Adoption and Custody Evaluations in

several jurisdictions. Mrs. Roemer is a volunteer mediator and past Board Member at Community Mediation Upper Shore (CMUS). She can be reached at roemermediation@verizon.net

Jeff Trueman (see bio page 12)

From Rodney King to George Floyd: Enough!

2:00 p.m. EST

Presenter Lauren N. Nile will:

- Introduce the session by discussing why so many African Americans are weary, just sick-and-tired of being sick-and-tired of the murder of African Americans by members of police departments across the United States;
- Place the issue of those murders within a brief historical context;
- Share her thoughts about why so many African Americans are murdered by police; and,
- Explain what, in her opinion, has to be done to end the murders.

An audience question/answer/discussion period will follow Ms. Nile's brief introduction.



Lauren N. Nile is an accomplished author, keynote speaker, organizational development trainer, consultant, and retired attorney.

For the past thirty years, Lauren has specialized in assisting nonprofit organizations, educational institutions, governmental agencies, and Fortune 500 corporations increase their emotional intelligence in a variety of areas. The goal of her work with organizations is to help create environments in which every person is equally assessed, then welcomed, evaluated and valued, irrespective of their race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, gender expression, or membership in any other marginalized group. In so doing, she assists organizations in fostering a culture of understanding and kindness. The goal of Lauren's speaking and training in the greater society is to help the human species grow in its understanding of our human oneness, in the wisdom that results from that understanding and in the compassion that flows from that wisdom.

Lauren is the author of *RACE: My Story & Humanity's Bottom Line*. www.LaurenNile.com

Friday, July 10, 2020

Platforms: A Model for Social Justice Through Collaboration

10:00 a.m. EST



Since 1989, **Andrea Morrison** has served as a neutral in thousands of conflicts, in a wide variety of capacities. Her experience as a mediator is broad and diverse: ranging from a real estate development dispute involving multiple neighbourhood stakeholders, to workplace disputes involving allegations of racism and harassment. She has offered conflict coaching, such as to female executives facing gender issues in a large accounting firm. She founded her company Global Dialogue Inc. (www.globaldialogue.ca) in 2005. Since 2011, she has been a permanent mediator for the Quebec human rights commission. Andrea has considerable experience in conflict prevention and facilitating systemic change. She led an integrative conflict management system design for project delivery within the former *Canadian International Development Agency*. She published the Partnering chapter in the CCH ADR Manual, and guided many groups to adopt this approach, such as the *Quebec Education Science and Math Alignment Project* when major educational reforms were introduced; the *Aceh Mediation Center* (Indonesia) following the tsunami in response to civil claims; and *Saddle Lake First Nation* when they initiated a tribal justice system. She recently founded PlatesFormes, an association which leads the creating of spaces for intercultural and human rights dialogue and provide competent neutrals to manage them.

Her work in capacity building has included designing and delivering training programs for hundreds of clients, e.g., commercial mediation training in French West Africa, negotiation training for front-line federal health workers and

community policy in First Nations, and harassment training for the judges of the *Canadian International Tribunal*. She has been a lead course designer and trainer with the *Canadian Institute for Conflict Resolution* in Ottawa since 1997 and has taught courses on conflict prevention and resolution and/or cross-cultural mediation at McGill University, University of Sherbrooke, and University of Vermont School of Natural Resources. Andrea is regularly invited as a public speaker to organisations and to conferences, and is a regular at the ADR Center annual conference in Maryland. Her publications include [Justice for Natives: Searching for Common Ground](#), as well as others on participatory justice. In 2014, she was invited to become a fellow of the prestigious *International Academy of Mediators*. She is lawyer with commercial and labour experience, and a member of the Quebec Bar. Andrea holds degrees in both civil and common law, as well as political science and international relations. She brings to her practice knowledge of six languages. Andrea is an accomplished artist, and has held numerous photo exhibits and video installations often around the theme of cultural difference.

It's Not a Problem, It's a Catastrophe: The Virus, The Victims and The Police

2:00 p.m. EST

This session will address the interrelationship between the pandemic, the killing of George Floyd, the national protests and the police response. In addition, participants will learn about the issues and challenges inherent in facilitating large heterogeneous group discussions/negotiations that are composed of people who feel victimized and are initially antagonistic toward each other.



René-Marc Mangin is a public policy mediator and research associate with the Division of Governmental Studies and Services at Washington State University (WSU). He is a former professor at WSU and The Evergreen State College and state agency executive in Oregon and Washington. He has spent the past 20 years researching workplace aggression and mass shootings. Dr. Mangin's transdisciplinary research integrates recent findings in neuroscience, with concepts and tools from cultural anthropology, systems science, speech communications, and social work to propose a socio-biological basis for workplace violence, and in catastrophic cases, rampage killings. His work uses a systems dynamics approach to study explosive violence drawing on the work of neuroscientists Joseph LeDoux, Robert Sapolsky and cognitive scientists like Daniel Goleman and George Lakoff to identify motives for these acts and a universal "trigger."

Dr. Mangin has undergraduate degrees in cell biology, environmental science, and cultural anthropology, and did doctoral work in neuroscience in the School of Pharmacy at Washington State University (WSU). After a stint at the School of Medicine at the University of Washington studying epidemiology, he integrated the disciplines of systems science, communications, cultural anthropology, and political science to obtain an interdisciplinary doctorate from Washington State University. He also holds an MS in environmental toxicology from WSU and an MBA from the University of Oregon.

René-Marc is the author of *Minds in Motion* (2009), a primer on nonverbal behavior, a chapter in *Conflict Resolution and Public Policy* (1989), and the forthcoming book tentatively titled "Seek and Destroy: The Neuro-Sociology of Rampage Killings."



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