

**NEACR June 12, 2015
Conference Program***

8.00-9.00: Registration/Breakfast

9.00-9.15: Introduction

9.15-9.45: OPENING TALK

Mediators Beyond Borders International (MBB) and Trauma Informed Peacebuilding: How does unrecognized and unaddressed trauma become a barrier to resolving conflicts peacefully?

- Charlie Pillsbury, Co-Director, Center on Dispute Resolution, Quinnipiac University School of Law

Increasingly, MBB's project work focuses on building the capacity to exercise skills that protect against violence and to build resilience to traumatic experience which, the literature shows, can lead to further violence if the effects of that experience are unaddressed.

10.00-11.30: SESSION ONE

Building Trust Strategically (Even If I Hate Them)

- Jim Tull, Managing Partner, CMPartners

Because every negotiation involves some attempt to influence future events or situations, trust very often becomes a critical element of the final deal. In situations where the stakes are high or where there is a history of distrust, this can become the single most important indicator of success. Much of the current theory focuses on trust-building measures that may seem unrealistic or require more effort and time than either party is willing to invest. This session will describe the "Strategic Trust" approach, which can improve trust immediately at the negotiating table by calculating trust as a function of three aspects of meeting interests: Ability, Willingness and Understanding.

Resolving Emotional Barriers to Resolution

- Jay Uhler, President, Catalyst World-WideSM

This workshop will describe the Six Emotions, and help participants learn how our family of learning influences our conflict interventions as well as how to assess our own comfort level with emotions, both in our lives and in conflict situations. We will then consider how to recognize when feelings are blocking resolution, and how to address the feelings to resolve a dispute, as well as clarifying the difference between addressing feelings in dispute resolution and in therapy.

Bearing Witness to Suffering: Mediating in the Shadow of Pain

- Tammy Lenski, Mediator, Coach, Teacher, Author
- Jeanne Cleary, Mediator, Relational Psychotherapist, Collaborative Law Coach

Pain and suffering often lie beneath conflict. What of this “beneath” is our business? How do we grow our capacity to bear witness without judging or fixing and to stay with our clients wherever they are? And how can we stay in the shadow of pain without carrying its weight on our own shoulders? This workshop will explore how relief from suffering often comes from stepping closer to it, how to attend to another’s pain without judgment and comfort without agenda, and how developing fluency with the nature of suffering can help us serve clients in profoundly transformative ways. We will also explore ideas for building self-awareness and providing self-care in the face of others’ suffering.

What’s So Hard about Conflict Resolution? Well, Let’s Start with the People....

- Dave Joseph, MSW, Senior Vice President for Program, Public Conversations Project

This workshop draws on a real-life situation, in which a city-wide collaborative serving immigrant and refugee populations was experiencing leadership challenges. In a case-study format, we will use the Public Conversations Project’s Reflective Structured Dialogue approach, which helps individuals and groups collaborate effectively despite differences of identity, core values and worldviews. Workshop participants will identify ways in which the multiple aspects of identity can contribute to gridlock, even when individuals share the same purposes and goals, and will then consider factors that promote constructive conversations and effective engagement across differences of identity, core values and worldviews.

11.45-12.45: SESSION TWO

Introduction to Dispute Resolution in Healthcare

- Charlie Pillsbury, Co-Director, Center on Dispute Resolution, Quinnipiac University School of Law
- Quinnipiac Law Students

This workshop will introduce law students and others to the potential role of ADR in resolving some of the most compelling disputes in the healthcare field. The session emphasizes both conflict resolution skill-building and content-based learning. The goal is to familiarize students with a spectrum of dispute resolution processes and context specific strategies for resolving conflicts in different healthcare settings. A brief introduction to the issue will be followed by student presentations and group discussion.

Marriage, Divorce, and a Higher Authority: Mediating in the Shadow of the Lord

- Marcia E. Tannenbaum, Solutions Through Mediation

What is the place of religion in creating Agreements, whether pre-nuptial or within the context of a marriage, in which the parties are seeking to clarify for themselves how they will deal with their religious beliefs as they move forward in their marriage or in their lives after separation and/or divorce. Among the specific subjects to be discussed are the Jewish Gett [Divorce] which is required by traditional Jewish law; annulment in the Roman Catholic Church; Islamic practice of divorce; and religious rules for Witnesses for Jehovah which relate to divorce.

Flexible Court-Connected Mediation and Conciliation: Alternating Between Facilitative and Evaluative Approaches

- Steven Ballard, Law Offices of Steven Ballard

Drawing on experience as a volunteer mediator and court-connected conciliator in different courts, I will explore the use of a range of approaches, from the facilitative approach favored district court small claims cases to the much more evaluative approach used in Massachusetts trial court's conciliation program, and offer some tentative conclusions about ways the facilitative and evaluative approaches can be profitably alternated within a single, short session, and how such alternations have been particularly effective co-mediation or co-conciliation. Participants' varied knowledge and experience will be invited to broaden the discussion.

"I'm a Trained Mediator—Now What Do I Do?"

- Josh Hoch, Director of Mediation & Arbitration Services, MWI
- Marcus Stergio, Manager of Commercial & Corporate Programs, MWI

Some people take conflict resolution training to find a new avocation. Others seek a career, or a practice that meshes with their current work. Regardless of your goals, acquiring case experience is an obstacle for everyone. We have both been there. In this session, you'll hear what has been most challenging for us, ways of inserting yourself into the field, opportunities available, and how to identify realistic goals and create an action plan to reach them. Join us to hear how we found our place in the field and tell us what you're doing to find yours.

12.45-2.00: Lunch/PIONEER AWARD (Tammy Lenski)

2.00-3.15: KEYNOTE (Christopher Voss)

3.30-4.30: SESSION THREE

Act Locally, Act Regionally: A Collaborative Discussion

- Carolyn Wilkes Kaas, Professor and Co-Director, Quinnipiac University Law School Center on Dispute Resolution
- Alexandra Buenaventura, Mediator, Connecticut Judicial Branch
- Darren Pruslow, President, Connecticut Mediation Association



This session, jointly designed by NEACR and the newly formed CT Mediators Association, is an invitation to explore how a regional ADR association like NEACR and a group of state or local associations such as CTMA and the Maine Association of Mediators can collaborate to provide an optimal range of services and programming for all their members. How can issues of distance and different areas of interest best be overcome? Attendance from practitioners in all six states is eagerly sought for this discussion.

Conflict Resolution in the Workplace: An Improvisational Approach (or, “I just stopped by to say hello.”)

- Rachel Freed, Acting Deputy Regional of the Bureau of Water Resources, Mass DEP; and Independent Mediator
- Aprel McCabe, Director of Training and Workforce Development and ADR Coordinator, Mass. DEP

Although DEP’s conflict resolution process is about 15 years old, we have recently begun employing some untraditional approaches to identifying issues and intervening with employees before the conflict blooms, rather than waiting for it to arrive at the ADR office. This interactive presentation includes a description of DEP’s workplace conflict resolution program, its history and structure, and a discussion of some of the techniques employed in our “improvisational” approach. We invite attendees interested in sharing experiences in workplace conflicts and early intervention.

The Music of Mediation

- Richard Barbieri, Founder, Singular Resolutions; Past President, NE-ACR

Many of us use film or television clips in our training or conflict work, but popular music is an even more fertile field for illustration of mediation and conflict resolution issues. Join us for a musical interlude and discussion of songs from many genres, as we ask such questions as, “Who’s Right About Conflict Resolution -- Dylan, Jagger, or Lennon and McCartney?” “What does Broadway have to tell us about divorce?” Bring your own favorites, on paper, iPod or USB if you want to share. (Thanks to Tammy Lenski for the inspiration of this session.)

4.30-6.00: Closing/reception

*(Schedule as of June 1st—subject to change based on needs of presenters and the conference)