Conference Program

Association for Conflict Resolution
2016 Annual Conference
Lord Baltimore Hotel
Baltimore, Maryland
Agenda at a Glance

Pre-Conference Activities

**Sunday | September 25**
4:00 PM - 6:00 PM ACR Board Meeting

**Monday | September 26**
8:00 AM - 6:00 PM ACR Board Meeting
8:00 AM - 6:00 PM NAFCM Board Meeting

**Tuesday | September 27**
8:00 AM - 6:00 PM ACR Board Meeting
8:00 AM - 2:00 PM NAFCM Board Meeting
3:00 PM - 6:00 PM ACR Leadership Council Meeting
4:00 PM - 7:00 PM Registration Opens

Conference Activities

**Wednesday | September 28**
8:00 AM – 5:30 PM Registration Open
8:00 AM – 9:00 AM Continental Breakfast
8:10 AM—8:45 AM Orientation for 1st Time Attendees
8:15 AM – 5:30 PM Community Day – Off Site
9:00 AM – 5:30 PM Workplace/Ombuds Section Workshop
9:00 AM – 10:30 AM 90 Minute Sessions
9:00 AM – 12:30 PM 3 Hour Sessions (with break)
10:00 AM – 6:00 PM Exhibit Program Opens
10:30 AM – 11:00 AM Break
11:00 AM – 12:30 PM 90 Minute Sessions
12:45 PM – 2:00 PM Conference Luncheon (All Attendees)
2:15 PM – 3:45 PM 90 Minute Sessions
2:15 PM – 5:30 PM 3 Hour Sessions (with break)
3:45 PM – 4:00 PM Break
4:00 PM – 5:30 PM 90 Minute Sessions
6:00 PM – 7:00 PM Dept. of Justice Reception | Information
6:00 PM – 7:00 PM Emerging Professionals Meeting
6:00 PM – 7:00 PM ADR Professionals Meeting
7:00 PM – 8:30 PM Restorative Justice | Community Section Meeting
8:00 PM – 9:30 PM Healthcare Section Meeting

**Thursday | September 29**
8:00 AM – 5:30 PM Registration Open
7:30 AM – 8:15 AM Continental Breakfast
8:15 AM – 10:00 AM Principles into Practice (General Session)
10:00 AM - 7:00 PM Exhibit Program Open
10:15 AM – 11:45 AM 90 Minute Sessions
12:00 PM – 1:30 PM Conference Lunch & Section Meetings (All Attendees)
1:45 PM – 3:15 PM 90 Minute Sessions
3:15 PM – 3:30 PM Break
3:30 PM – 5:00 PM 90 Minute Sessions
5:30 PM – 6:30 PM New Voices Presentation
6:30 PM - 7:30 PM ACR Raffle
Agenda at a Glance

Friday | September 30
8:00 AM – 12:00 PM  Registration Open
8:15 AM – 9:00 AM  Continental Breakfast
9:00 AM - 2:00 PM  Youth Day Program
9:00 AM – 10:30 AM  90 Minute Sessions
10:00 AM - 4:00 PM  Exhibits Open
10:15 AM – 10:30 AM  Break
11:00 AM – 12:30 PM  90 Minute Sessions
12:30 PM – 2:00 PM  Presidential Luncheon (All Attendees)
2:15 PM – 3:45 PM  90 Minute Sessions
8:00 PM  Friday Adult Mix—Reception and Performance by the Baltimore Girls

Saturday, October 1, 2016
8:30 AM – 9:00 AM  Continental Breakfast
9:00 AM – 11:00 AM  ACR Town Hall on Civic Engagement
9:00 AM - 2:00 PM  International Day

To view the following go to www.acrannualconference.com and click Program:

⇒ Session Handouts  Presenter Bios
⇒ Award Recipients  Certificate of Attendance
⇒ 2016 Class of New Voices  CLE/CEM Session Checklist
Conference Information & Policies

Registration Desk Hours
Tuesday, September 27 | 4:00 PM - 7:00 PM | Mezzanine Level

Wednesday, September 28 | 8:00 AM - 5:30 PM | Mezzanine Level

Thursday, September 29 | 8:00 AM - 5:30 PM | Mezzanine Level

Friday, September 30 | 8:00 AM - 12:00 PM | Mezzanine Level

Badges and Admittance—Official ACR Annual Conference badges must be worn at all conference events including all receptions, luncheons, and workshops. This is your ticket to all ACR events as well as your identification. Note: For your safety, we recommend that you do not wear your conference badge outside of the hotel.

Spouses/Guests- Spouses and guests who have registered in advance may attend the receptions on Thursday and the performance of the Baltimore Girls Friday night, along with the Keynote Address and Presidential Luncheon.

Tickets for Individual Events—Unregistered spouses, children, and any other guests must purchase tickets in order to attend any functions during the conference. Tickets can be purchased at the registration desk and will be collected upon entrance into the functions. Ticket price for the reception and the performance of Baltimore Girls Friday night is $45 each and tickets for the Presidential Luncheon are $50 each.

Lost and Found—If you have misplaced an item, please call the hotel security desk on a hotel phone. All items found will be turned in to the hotel staff as soon as possible.

Special Accommodations—ACR is committed to the Americans with Disabilities Act and will make accommodations available to persons with special requirements who have indicated those needs in advance.

Sexual Harassment Policy—ACR is committed to a conference free of unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature by or toward staff, attendees, and vendors. Professional conduct is expected.

We Are Conflict Professionals—Should you have a conflict or disagreement with an attendee, ACR staff, volunteer or hotel staff, please conduct yourself in a manner consistent with ACR’s mission – the peaceful resolution of conflict. Your behavior is a reflection of all of us.

Save the Date!
ACR 2017 Annual Conference
October 10 – 12, 2017
Crowne Plaza Hotel, Dallas Galleria,
Addison, TX
2016 ACR CONFERECE SCHEDULE

Pre-Conference Activities

Sunday, September 25
4:00 PM – 6:00 PM  ACR Board Meeting - Hanover A

Monday, September 26
8:00 AM – 6:00 PM  ACR Board Meeting – Hanover A
8:00 AM – 6:00 PM  NAFCM Board Meeting – Hanover B

Tuesday, September 27
8:00 AM – 2:00 PM  ACR Board Meeting – Hanover A
8:00 AM – 6:00 PM  NAFCM Board Meeting – Hanover B
3:00 PM – 4:00 PM  ACR Leadership Meeting - Baltimore Theater
4:00 PM – 6:00 PM  ACR Chapter Presidents Meeting – Baltimore Theater
4:00 PM – 6:00 PM  ACR Section Leaders Meeting – Caswell Suite
4:00 PM – 6:00 PM  ACR Diversity Point Persons Meeting – Hanover A
4:00 PM – 7:00 PM  Registration Opens  Mezzanine Level

The Conference Begins

Wednesday, September 27
8:00 AM – 5:30 PM  Registration Open  Mezzanine Level
8:00 AM – 9:00 AM  Continental Breakfast  Calvert C

8:10 AM-8:45 AM  Orientation for First Time Attendees
Hanover A
Is this your first time attending the ACR Annual Conference? Come meet with ACR Leaders and other newcomers to learn how to get the most out of the conference.
Community Mediation Baltimore Off-Site

Join us for this unique opportunity to participate in an exciting day of learning and sharing at Community Mediation Baltimore (CMB). This all day session will take place at the storefront neighborhood center that Community Mediation Baltimore has called home for over 20 years. This is the location where many creative grassroots social change ideas have been born, including the nationally recognized re-entry mediation.

We will gather in the hotel lobby at 8:15 AM and leave at 8:30. We will travel in a group on a public bus, with hosts from Baltimore serving as guides. We will catch the Number 8 bus labeled either "CROMWELL BRIDGE", "TOWSON", or "LUTHERVILLE" from the corner of Baltimore and Charles Streets, one-half block east of the hotel. The bus costs $4 for an all-day pass or $3.40 each way for two individual trips. The trip is between 20 and 25 minutes. Please bring $4 in cash for the bus. For those wishing to travel on their own, the address of CMB is 3333 Greenmount Ave., Baltimore, 21218. The phone number is 410-467-9165.

Once at the center, Community Mediation Day will include the interesting sessions you have come to know and love from the Community Section. Sessions will include:

Volunteer Mediators Who Really Reflect the Diversity of the Community. A discussion of strategies and a dialogue with volunteer mediators about what inspires them and keeps them coming back for more.


Grassroots Outreach. Simple and not-so-simple strategies to stay connected to real, every-day people while developing and maintaining significant partnerships with local and state agencies.

Community Mediation and the Baltimore Uprising. A discussion with CMB mediators and staff regarding their strategies to engage community and police immediately after and in the many months since the Baltimore Uprising and the applicability of these strategies to other parts of the country.

Lunch will be catered by Terra Cafe, a small locally-owned business. The cost of lunch will be $10/person. Please bring cash or a check. We will take the bus back to the hotel arriving between 5:30 PM and 6:00 PM.
Morning Session - Each presenter will answer the following questions:

- How did you become interested in this field?
- Can you briefly describe your area of practice?
- How much work experience did you have prior to coming into this type of work?
- How did you build your career/resume to get you where you are now?
- Are you able to focus on one practice area, or do you have a diversity of practice?
- Can you highlight the experience and/or training/education that made the biggest impact on your career development? And, why?

9:00 – 10:30 am (first 90 minute session)

9:00 – 9:10 am: Introduction
9:10 - 9:40 am: The Classics – Arbitration and Mediation; Speakers: Sarah Miller Espinosa and Therese Gray
9:40 – 10:00 am: Federal Sector ADR; Speakers: Michael Wolf, FLRA
10:00 – 10:30 am: Conflict Coaching/ Conflict Management Coaching; Speakers: Tricia Jones and Cinnie Noble, in addition, Lorraine Segal will participate via video interview)

10:30 – 11:00 (Break)

11:00 – 12:30 (second 90 minute session)

11:00 – 11:30: Organizational Conflict Management/ Systems Design and Congregational Conflict Management; Speakers: David Brubaker and Tricia Jones
11:30 – 12:00: Ombuds and Facilitation; Speakers: Angela E. Dash and Rita Callahan
12:00 – 12:30: Panel Discussion

12:30 – 2:00 (Conference Lunch)

2:00 – 3:30 (third 90 minute session)

Facilitated mentoring session with speakers: Each practice area presented will have an assigned table around the room. Choose a practice area you are interested in pursuing and join that table. Each table will conduct a facilitated conversation with participants to explore the ways in which each participant can build a career/resume in that practice area.

3:30 – 4:00 (Break)

4:00 – 5:30 (fourth 90 minute session)

Facilitated mentoring session with speakers: Each practice area presented will have an assigned table around the room. Choose a practice area you are interested in pursuing and join that table. Each table will conduct a facilitated conversation with participants to explore the ways in which each participant can build a career/resume in that practice area.
Calvert Ballroom E  
RESTORATIVE JUSTICE: THE STATE OF THE FIELD (RESTORATIVE JUSTICE SERIES)  
Lois Edmund  
This session introduces and explores forms of Restorative Justice (RJ) as found in the professional field of conflict resolution today. Based on a survey of foundational theories and values, historical and contemporary practice models are examined and discussed. The range of application settings is explored with discussion of the limitations or common worries about RJ. Outcomes research is presented and the challenges for the future are explored. Participant input and exchange are pivotal to a wide exploration of information and insight.

Calvert Ballroom B  
WHEN SAYING "I'M SORRY" ISN'T ENOUGH: THE ART AND SCIENCE OF APOLOGY  
Kerri Schmitt  
Apologies given during a negotiation or during a conflict resolution process can cause deep connection and reconciliation by building empathy and compassion or can increase harm and misunderstanding. The role of apology varies among cultures, gender, and generations. Expectations about the tone, tact, and timing of an apology can cause problems for both the giver and the receiver. In this session we will explore the art and science of an apology and provide specific tips on ways to effectively support this process.

Royal Board Room  
THERE IS NO DISPUTE ABOUT IT: A FAMILY CONSTITUTION CAN BE AN IMPORTANT LEGACY TOOL FOR ENSURING THE GENERATIONAL SURVIVAL OF FAMILY-OWNED BUSINESSES AND THE FAMILIES WHO OWN THEM  
Warren Baker    Jack Wofford  
A Family Constitution documents the values and goals, policies and principles that will underpin how a family business is conducted and how the family interacts with that business. It must be developed collaboratively and inclusively to ensure generational durability. In this session participants will learn how to help families create this important roadmap for family goals, roles and governance, and how to codify their oral traditions and legacy values. Component parts of the creative process that have been drawn from familiar mediation and facilitation techniques will be presented. Although, by definition, in family-owned businesses the family and the enterprise are never really separate, in order for the enterprise to survive, boundaries must be maintained. This is done by establishing ground rules for interaction between the family and the enterprise. Specific elements of a Family Constitution will be discussed including: the family council; business governance, leadership and succession; family employment; conflict resolution; code of conduct; shareholder rights; and implementing future amendments.

Royal Foyer  
FEEDBACK READINESS: HOW DO YOU KNOW IF THEY'RE ACTUALLY GOING TO LISTEN?  
Libby Mahaffy  
This participatory session will present a framework to aid in assessing an individual's receptivity to feedback*. The framework can be used in a self-reflective capacity ("Why wasn't I able to hear them?") or a diagnostic capacity ("Why in the heck aren't they listening to me?"). Participants will be encouraged to share their own experiences of failed feedback, locate themselves and others on a diagnostic grid, and practice questions and tactics to move themselves into the "Receptivity Zone." Fun and interaction guaranteed! *For purposes of this framework, "feedback" is defined as criticism or praise given or received.
WEDNESDAY | SEPTEMBER 28  9:00 AM – 10:30 AM
90 MINUTE SESSIONS

Caswell Room
“WHAT WAS I THINKING?” REFLECTIVE PRACTICE USING A CASE CONSULTATION GROUP
Carl D. Schneider  Donna Duquette  Eileen Coen  Martin Kranitz
Kate Cullen  John Spiegel  Carolyn Finney  Cam Crockett
This session is a live enactment of a case consultation group that has been meeting monthly for over seven years! The group provides an incredibly valuable and unique venue in which to conduct reflective practice, focusing on the experience and interventions of the mediator, what was tried, and how it worked. We’ve shared questions, failures, impasses, learnings, occasional successes, personal joys and sorrows, and meals together. This group is composed of eight ‘elder mediators’ in Maryland, with a combined mediation experience of more than 175 years, so one of our biggest challenges was creating a safe space where we could be vulnerable with one another.

International Room
ALL TOGETHER NOW: SKILLS FOR MEDIATING IN JOINT SESSION
Sue Bronson
This skill building workshop will improve mediator skills of working with everyone in the same room. Results of recent research by Lorig Charkoudian and Maryland State Justice Institute found that more time in caucus leads to negative outcomes for participants’ ability to work together. Joint sessions may be harder for mediators, yet they are better for our clients. Refine your old skills and learn new behaviors for working with people when their antagonist is in the same room.

9:00 AM–12:30 PM 3 HOUR SESSIONS
(WITH BREAK)
Note: Those who attend a 3-hour session in its entirety will receive a Certificate of Attendance for that session.

Hanover A
BIAS AWARENESS, A CREATIVE RESPONSE TO CONFLICT - A MODEL THAT ENCOURAGES SAFER AND MORE WELCOMING ENVIRONMENTS FOR EVERYONE
Priscilla Prutzman
During this experiential workshop, participants will examine personal, cultural, institutional forms of bias and practice effective strategies for interrupting such bias. The workshop concludes by examining ways of making safer and more welcoming environments for everyone.

Hanover B
TRAUMA INFORMED MEDIATION: UNDERSTANDING AND DEALING WITH PERPLEXING BEHAVIOR
Zena Zumata  Catherine Tornbom  Karen Largent
Have you come away from a mediation confused about behavior that seemed to come out of left field - confounded by behaviors that seemed to be completely blown out of proportion - and mystified as to what was going on? Research has increased our awareness of the prevalence of trauma and its impacts and that such behavior might be trauma-related. This workshop will help mediators conduct “Trauma Informed Mediation” by understanding the nature of trauma, how to recognize how its impacts might be expressed during mediation, and how to reduce the risk of trauma being triggered. Participants will also learn options for responding when trauma is triggered and ways to increase the likelihood of a successful mediation when trauma is present.
WEDNESDAY | SEPTEMBER 28

**Mezzanine**  ACR Exhibit Program  10:00 AM – 6:00 PM
**Mezzanine**  Refreshment Break  10:30 AM – 11:00 AM

11:00 AM - 12:30 PM | 90 MINUTE SESSIONS

**Caswell Suite**
**FROM RESEARCH TO REAL WORLD: THE MAKING OF A BETTER MEDIATOR**
Jonathan S. Rosenthal  Gretchen Kainz  Emmett Ward
This highly interactive and fun skill-building session will help practitioners improve their craft based on real world ADR research conducted in the Maryland Courts. The Administrative Office of the Courts in Maryland wanted to learn if the resources devoted to ADR programs were well placed and if they were worth continuing. To make that decision, the courts conducted first-of-its-kind research in a variety of settings to learn about its programs. The results of the research are nothing short of fantastic, and those results form the basis of teaching practitioners how they can improve what they do for the benefit of their clients. Join us and learn in a real and experiential way the myriad ways ADR can have a positive effect on those who participate in it.

**Calvert Ballroom E**
**BREAKING THE CODE: ETHICAL DECISION-MAKING WITH POISE**
Barbara Blake Williams  Tara Taylor  Lisa Bleich
Mediation practice is filled with ethical puzzles and pitfalls. Join your colleagues in this interactive workshop and learn to use a strategic tool called POISE to crack the puzzle of ethical decision-making in mediation. Workshop content includes how to identify an ethical dilemma and use of the tool in resolving an ethical dilemma. Instructors comprise an expert team of mediators and trainers with experience in a variety of venues including government, community, family, courts, and private practice. Participants will receive their own special POISE tool take-a-way!

**International Room**
**THE "NEUTRAL" MEDIATOR: ESPOUSED THEORY OR THEORY IN PRACTICE?**
Kathy Komaroff Goodman  Christine Straw
Although mediation calls for mediator-neutrality, many have questioned if this is possible. Argyris and Schön highlighted the gap between what we say we do and what we actually do. This workshop provides an opportunity to develop self-awareness around personal mindsets and behaviors and to explore how these impact the mediation process. During this workshop, participants will gain a familiarity with key emotional intelligence (EQ) competencies, reflect on personal emotional intelligence strengths and weaknesses, explore personal conflict orientations and reflect on their own worldviews. Personal action plans will be considered that can change mediator challenges into opportunities for personal growth and improved practice. This workshop focuses on enhancing mediator skills through the use of lecture, video, interactive activities and self-reflection.

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Royal Board Room
QUIET! DON’T LET THE GUEST KNOW!
Efrat Almog
So many conflicts happen inside the hospitality field. Within restaurants: between the chef and the cooks, between the chef and the owner, between the manager and the waitresses. Within hotels: between department managers, between the general manager and department managers, and so on. Very often the parties have to not only live and work with the conflict - they also have to hide it from their clients and this can, in turn, negatively impact the business. This session gives participants tools with which to assess, evaluate and resolve conflict situations resulting in becoming more competitive in this multi-billion dollar industry.

Royal Foyer
WHEN MOM’S CARE BECOMES A BATTLEGROUNOD; TRANSFORMING THE DARK TRINITY OF MONEY, POWER, AND PARENTAL FAVORITISM INTO PATHWAYS TO RECONCILIATION
Carolyn Miller Parr     Sig Cohen
The session focuses on disputes among family members about caregiving for a parent or older adult member that often arise in the context of aging. Participants will receive fact patterns of three common family conflicts related to the roles of money, power, and perceived parental favoritism. They will then be divided into three groups and asked to role-play co-mediators preparing to mediate these disputes. In preparing for the mediation, participants will decide what intake questions to ask the parties; what to suggest to the parties to prepare for mediation; whether and how to proceed when one party refuses to participate; how to prioritize issues that offer the best possibility of leading to an agreement; and how to determine when to use joint sessions and when to caucus. After the ‘co-mediators’ present their approaches, the entire group will comment, analyze, and suggest ways to improve on what each pair has offered for discussion.

International Room
OUR ZONE - MIDDLE SCHOOL/COLLEGE/ COMMUNITY MEDIATION
Linda Schneider     Jessica Gosnell
Two-years ago, a co-mediation program addressing interpersonal disputes between middle school students started in an inner city building. In the second year it was expanded to a second building with a mixed population. This program fills a void within the school curriculum, where there is no opportunity to teach students communication skills when in conflict with their peers. College student mediators and experienced community mediators bring inter-generational approaches to a mediation.

Baltimore Theater
COMMUNITY CONFERENCING: HOW IT’S DONE AND WHY IT WORKS (RESTORATIVE JUSTICE SERIES)
Glen Parker     Jennifer Will-Thapa     Delmas Wood
Community Conferencing is a restorative justice process that allows everyone affected by crime or conflict to address the incident in the communities where it happens. Attendees will hear about how the process works and how several Community Conferencing programs (including Baltimore City and surrounding counties and New York City) have built partnerships with police, criminal justice agencies, and school systems to help respond to crime and conflict in a restorative/transformational manner. There will also be discussion on differentiating conferencing from mediation. The audience will also view short video on how Community Conferencing is being used in Baltimore City.
12:45 PM – 2:00 PM  Conference Luncheon  Calvert Ballroom C

During this luncheon, ACR Officers will update participants on ACR operations, the William J. Kreidler Award and the International Award will be presented and a ‘New Voices’ presentation will be made. The luncheon is open to all conference attendees.

2:15 PM - 3:45 PM |90 MINUTE SESSIONS

Calvert Ballroom E
BEHAVIORAL ECONOMICS AND THE PSYCHOLOGY OF CONFLICT
Rob McNiff

Behavioral economics has revolutionized our understanding of the way we make decisions in the midst of conflict. Upending traditional assumptions about the way we choose, behavioral economists explore the fascinating and varied amalgam of forces, fears, feelings, biases and instincts that drive our decision-making processes. Behavioral economics has birthed concepts that inform nearly every aspect of conflict from the domestic causes of international crises to settlement of personal injury claims, from discerning the reasons for youth violence to quelling labor disputes. This presentation introduces behavioral economics, examines its application to dispute resolution and encourages us to utilize its insights as we seek to resolve conflict.

Royal Board Room
EAST MEETS WEST: TOWARD A GLOBAL MODEL OF NEGOTIATION
Trip Barthel     Peter Y. H. Chen     Shamil Fattakhov

Eastern and Western negotiation models are often seen as incompatible. In this interactive session we look at negotiation from three cultural perspectives, the US, China and Russia. Participants investigate the limits and benefits of each culture and use the best of the three world views to explore a more practical and universally applicable model of negotiation.

Royal Foyer
USING THE MYERS-BRIGGS TYPE INDICATOR® (MBTI®) ASSESSMENT IN “ONE-TO-ONE” MEDIATION PROCESSES, CONFLICT COACHING SESSIONS, AND BEYOND
Steven W. Dickerson     Linda Burroughs-Glover

This section introduces participants to the application and use of the MBTI® in mediation and conflict coaching sessions; especially in the areas of Self-Awareness Development, and Improving Interpersonal Communication. Participants will not be taking the Inventory in this session.

International Room
THE RESTORATIVE NEUTRAL
Toby Guerin     Barbara Grochal

What can neutrals learn from the field of restorative practices? What motivates some mediators to choose other ADR tools from the restorative practices continuum? This interactive workshop provides an overview of restorative practices and its relevance to the dispute resolution community. Following an examination of the foundational philosophy that defines restorative practices, the presenters will highlight different strategies and tools that are applicable for mediators, facilitators, and supervisors in the dispute resolution field. Examples highlight the emerging use of restorative practices in schools, workplaces and traditional applications in criminal justice. Restorative practices implementation strategies will be considered, including common challenges and attempted solutions.
**THE ESSENTIAL CONVERSATIONS PROJECT®: INNOVATIONS IN PLANNING AND CONFLICT PREVENTION IN AGING FAMILIES**

Resa S. Eisen      Amy D’Aprx

This interactive and dynamic session introduces participants to a methodology for helping families plan more effectively and prevent the conflicts common at times of transition in mid-life and beyond. Participants will acquire both a knowledge-base and a skill-set that will aid in facilitating Essential Conversations with older adults and their families.

**2:15 PM– 5:30 PM 3 HOUR SESSIONS**

*(WITH BREAK)*

*Note: Those who attend a 3-hour session in its entirety will receive a Certificate of Attendance for that session.*

**Hanover A**

**SO YOU THINK YOU CAN’T MEDITATE...**

Rachel Wohl

Mindfulness Meditation helps conflict resolvers build the mental muscles they need to be mindfully clear and calm in the heat of conflict. Being mindful helps us deal with intense conflict non-judgmentally by being fully present, listening deeply and responding skillfully, rather than reacting. This highly interactive workshop is for people who have never meditated before and it is also for those who have tried meditation and are convinced that they can’t meditate because their minds are too active or they can’t sit still. It is also for mediators who can meditate, but have difficulty developing a daily meditation practice or integrating mindfulness into their work and lives. Bring your skepticism with you and you may be surprised.

**Baltimore Theater**

**WRITER’S WORKSHOP: GETTING PUBLISHED IN ADR/CR**

Susan S. Raines            Kathleen Sullivan

This workshop is designed to help practitioners and scholars as they seek to master the publication process. Editors, publishers and prolifically published authors will be present to share their advice, hear ideas, and share information necessary to help participants succeed in the publication process. The session will cover selecting the best venue for publication: books, academic journals, magazines, newspapers, self-publishing, etc. It will delineate the steps of writing a book proposal or a peer-reviewed article and outline things to consider when finding the right ‘fit’ with a publisher or editor. Participants are encouraged, but not required to bring ideas or works in progress to share with editors and publishers. Whether you seek to promote your mediation and consulting practice or you want to 'publish-not-perish', this workshop will provide you the information you need to meet your publishing goals.

**Hanover B**

**REFLECTIVE ROUNDTABLE PROCESS FOR ADVANCED PRACTITIONERS**

Susan Terry      Tammy Lenski

This roundtable consists of a group of five to seven ACR advanced practitioners and other experienced professionals surrounded by several observers. The session will begin with a description of how the reflective process works and the guidelines that will be used in the session. Each debrief will be facilitated by one of the roundtable participants experienced in reflective debrief. Roundtable participants will be presented with a dilemma along with an outline of what the presenter would like them to focus on. The facilitator will then guide the participants in asking questions and reflecting on what they are hearing. At various points in the workshop, there will be an opportunity for observers to ask questions to help inform them about how the process works and how they can maximize debriefing time.
Caswell Suite  
ACR GRADUATE STUDENT RESEARCH PANEL  
Organized by ACR’s Education, Research and Training Section Liaison Julie Shedd  
This session will highlight ongoing graduate student research related to practice.

Panelists include:

Ani Karapetyan, New York University, *Turkish-Armenian Reconciliation Process: Economic Cooperation as a Peace Factor*

Charisse Cardenas, George Mason University, *Sex Work and the Principle of Harm: Conflicting Narratives on Sex Work Advocacy and Counter Narratives on its Criminalization in Indonesia*

Lenore Bajare-Dukes, Eastern Mennonite University, *Navigating the Shoals: Organizational Leadership in an Age of Polarization*

Natalie Lam, Fletcher School, *Mutually Hurting Statements and Lasting Peace Agreements*

Patrick Stahl, New York University, *Hiroshima: Understanding a Multi-Stakeholder Message of Peace*

Sahar Namazikhah, George Mason University, *Interchange through Dialogue: Observing Interactions between Enemy States*

Santos Flores, UNC Greensboro, *Embodied Peace*

3:45 PM-4:00 PM  
Refreshment Break  
Mezzanine  
4:00 PM - 5:30 PM | 90 MINUTE SESSIONS  
Calvert Ballroom E  
IS SOCIAL MEDIA THE NEW CULTURAL MEDIATOR?  
Katherine J. Sosa  
Emily K. Skinner  
Join us to assess the relationship between transformative mediation and social media as public intervention tools. This session will explore the connection between the principles of transformative mediation and the role of the mediator with the function and role of social media in 21st century conflicts that place the principles of empowerment and recognition at the core of helping people in conflict change how they interact with each other.

Royal Board Room  
HEALING CULTURAL SHADOWS  
Andrea Hummel  
Timely for mediating Baltimore’s current racial violence and DC’s political chasm...Get the sense your clients are too busy listening to the voices in their head to even hear you? What are the “voices” about? They’re the values, viewpoints and cultural histories they carry with them. They’re repeating the messages clients have had drilled into them from their ethnic, religious, racial backgrounds. Learn how important it is to help clients get these voices out of their head and talk back to them, before they are able to be open to mediation. This interactive presentation includes warm-ups and demos.
Royal Foyer
THE LEAKY BOTTOM LINE: THE HIDDEN COST OF HUMAN CONFLICT IN THE WORKPLACE AND THE LOW-COST WAY TO CURE IT
Yvette Durazo
Conflict among co-workers and leaders in an organization can lead to a leaky bottom line. A 2008 study done by the CPP Global Human Capital Report found that U.S. employees spent 2.8 hours per week dealing with conflict. This amounts to approximately $359 billion in paid hours (based on average hourly earnings of $17.95), or the equivalent of 385 million working days. This and many other statistics represent a serious skills gap among the workforce. Many people do not know how to deal with conflict effectively nor have they paid any attention to how they handle it. Competency in handling conflict is not usually taught in the educational system; therefore, individuals mimic what they have learned throughout their lives from people they have observed handling conflict.

International Room
SELLING YOUR STORY: HOW TO PITCH AND PIVOT
Lauren Edelstein    Ryan Nichols    Chelsea Cordner    David Smith
Many conflict resolution professionals work with fields that are unfamiliar with what we have to offer, and it can be a challenge to establish our credibility and access these new fields. How do you develop your “story” and brand as you establish your niche as a conflict resolution professional? How can you use your story to help establish yourself in a new industry or specialization? This session introduces strategies, shared experiences, and best practice techniques to help guide this process, and provides opportunities to practice doing this in small groups. We will highlight the healthcare field as a specific example, but this session is appropriate for all conflict resolution professionals who need to develop their own stories as they seek new arenas for their work.

Calvert Ballroom B
BEFORE IT ESCALATES: INFUSING CONFLICT RESOLUTION NORMS INTO ORGANIZATIONS
Dan Berstein
The values we have as conflict resolution professionals can help organizations prevent conflicts from escalating. This workshop teaches a model used to train mental health organizations to infuse their cultures with principles of impartiality, self-determination, and validation of diverse perspectives. We use stories from past trainings to illustrate how to overcome implementation challenges. You will receive tools you can use when helping organizations adopt conflict resolution norms.

6:00 PM - 7:00 PM   ADA MEDIATION PROGRAM OVERVIEW AND RECEPTION   International Room
(U.S. DEPARTMENT OF JUSTICE AND KEY BRIDGE FOUNDATION)
An opportunity for current roster mediators, staff, and other interested individuals to discuss the program in an informal setting.

6:00 PM - 7:00 PM   EMERGING PROFESSIONALS   Royal Board Room
There’s never been a more relevant time to be a conflict resolution practitioner. The need for the field is great and at times, practitioners new to the field face uncertainty. Join us for a conversation about the promise as well as the challenges present in our field. Participants will have an opportunity to share work they are engaging in as well as discuss necessary actions to not only acclimate to the field but also conceptualize effective ways to benefit from the professional practices of ACR. A networking opportunity will immediately follow this event.

6:00 PM –7:00 PM   Developing ADR Professionals   Caswell Suite
Have you been in the field for 5-10 years and would like the opportunity to network with other ADR Professionals with the same experience? The Developing ADR Professionals group will assist members take the next step professionally by identifying leadership opportunities, offering support, and chances to network with colleagues. We welcome all interested individuals to join us for this organizational meeting. A networking opportunity will immediately follow this event.
WEDNESDAY | SEPTEMBER 28 - Thursday | SEPTEMBER 29

Sky Bar
7:00 PM - 8:00 PM  Network with Emerging Professionals and ADR Professionals

Hanover A
7:00 PM – 8:30 PM  Restorative and Criminal Justice Section & Community Section Meeting

Hanover B
8:00 PM – 9:30 PM  Healthcare Section Meeting

THURSDAY | SEPTEMBER 29

7:30 AM – 8:15 AM  Continental Breakfast  Calvert Ballroom C
8:00 AM – 5:30 PM  Registration  Mezzanine

Calvert Ballroom C
8:15 AM – 10:00 AM  Principles to Practice  (Virtual Series)
Join ACR Members and Conference attendees for the presentation of the Marvin E. Johnson Diversity & Equity award and the John Haynes Distinguished Mediator Award. Hear the Honorable Michael John Aloi, Federal Magistrate Judge, Northern District of West Virginia and past President of ACR as he talks about how Principles to Practice, the conference theme, relate to the work we do and his work as mediator turned judge. This session counts as 1 hour of CLE/CME from most programs.

Michael Aloi is a Federal Magistrate Judge for the United States District Court for the Northern District of West Virginia. He assumed his position on October 1, 2015. Judge Aloi received his undergraduate degree from West Virginia Wesleyan College in 1980 and his J.D. from the West Virginia University College of Law in 1983. From 2011 to 2015, was a judge for the Sixteenth Judicial Circuit. He was appointed to the court on July 15, 2011 by Governor Ray Tomblin replacing retiring Judge L. Fox, II and served in that capacity from 2011 to 2015. Prior to his appointment to the Sixteenth Judicial Circuit, Judge Aloi was a partner at the firm of Manchin & Aloi, Attorneys at Law in Fairmont, West Virginia.

Judge Aloi’s judicial activities have included:
- Establishing the first Drug Court for Marion County, February 2014
- Being designated by the Chief Justice of the WV Supreme Court of Appeals as one of five judges to individually hear and rule upon applications for orders authorizing the interception of wire oral or electronic communications for the time period July 1, 2014 to July 30, 2015.
- One of two Circuit Judges serving as a member of the Community Supervision Committee. Also served as a member of the Sentencing Study Workgroup Sub-Committee.
- One of two Circuit Judges serving as a member of the Probation Sanctions Committee.
- Being appointed by the Chief Justice of the WV Supreme Court of Appeals to serve on a three Judge panel to hear a petition for removal of the Mayor of Rand.
- Attending the Justice Reinvestment Act National Conference in San Diego, CA, November, 2014, as one of two Circuit Court Judges from West Virginia.
LIVING OUR ETHICAL PRINCIPLES THROUGH BEST PRACTICES  
Sharon Press  Terry Wheeler  
The Model Standards of Conduct for Mediators establishes minimum standards for mediators, but does not offer best practices for complying with those standards. This session will introduce best practices developed and gathered by the presenters. Participants are encouraged to share their best practices with the presenters prior to the conference.

NEUTRALIZING THE LITIGATOR MENTALITY IN ARBITRATION AND MEDIATION  
Lisa Renee Pomerantz  Robin S Abramowitz  
Many times attorneys who litigate in court settings do not know how to represent their clients in an arbitration or mediation process. The “litigator mentality” is to fight on every issue including disclosure of materials. The goal of this session is to introduce concepts and techniques that “neutralize” attorneys so that the arbitration/mediation process moves smoothly and efficiently without causing them to feel that they are not effectively representing their clients.

HOW ARE ALTERNATIVE DISPUTE RESOLUTION PROCESSES DESIGNED TO INCLUDE (OR EXCLUDE!) COMMUNICATION STYLES AND NEEDS OF BOTH INTROVERTS AND EXTROVERTS?  
Heather V. Fogg  Tracy Culbreath King  
In her book and popular TED Talk, Quiet: The Power of Introverts in a World That Can’t Stop Talking, Susan Cain asks all people to recognize and acknowledge the gifts and talents of those who consider themselves introverts in a society and dominant culture that values and celebrates extroverts. That got us thinking about how we as conflict resolution practitioners should react to this request in terms of our own practices and processes. Come join Heather, a self-described introvert, and Tracy, a self-described extrovert, in a workshop about what it means to be introverted and extroverted and how conflict resolution processes can be more intentionally designed to meet the needs of everyone, regardless of where they fall on the introversion-extroversion spectrum.

BRIDGING DIVIDED COMMUNITIES: IMPLEMENTATION OF DISTILLED LESSONS DESIGNED TO TACKLE COMMUNITY DIVISION  (CIVIC ENGAGEMENT SERIES)  
William Froehlich  Michael Lewis  Nancy Rogers  
In response to events in Ferguson, Sanford, Cleveland, and others, the Divided Community Project distilled the lessons of community leaders, intervenors, and conflict resolution practitioners to suggest process tools for communities to: 1) plan in advance of civil unrest and 2) consider in the event civil unrest occurs. (see http://ow.ly/WHY0a to access to recently published documents). Now the Project is working with several pilot cities to develop strategies to address community division and civil unrest before it occurs. This presentation discusses the Divided Community Project’s mission and products, explores ongoing pilot projects and discusses future opportunities for tackling division.
THURSDAY | SEPTEMBER 29
10:15 AM - 11:45 AM

Calvert Ballroom B
MEDIATING DISPUTES WITH HIGH-CONFLICT PERSONALITIES
Bill Eddy
Mediating with high-conflict personalities involves several paradigm shifts to use when other methods just don’t work. This involves teaching the clients simple skills for asking more questions, setting agendas, agreeing jointly on each small step of the process, making proposals, asking questions about proposals and respectfully responding to proposals. Storytelling about past behavior is discouraged and the focus is kept on the future. Throughout this structured process, the mediator calmly demonstrates empathy, respect, and neutrality. The result is that the parties have less need to defend themselves, work harder at finding solutions, and are more committed to their own decisions.

Baltimore Theater
A PANEL PRESENTATION ON UNIQUE METHODS OF USING THE SKILLS OF THE ADR PROFESSIONAL
Susan Terry  Tammy Lenski
This workshop is designed to broaden the practitioner’s thinking about what ADR practice really is and to begin thinking about creating a new career pathway. In this session three to five presenters introduce some exciting practices which practitioners have found to be both satisfying and economically rewarding. While many speakers provide helpful ways in which our ADR skills can be used to serve society, there is much less discussion of ways in which people are being successful in supporting their families and paying their bills through ADR practices. The presenters in this session have a variety of careers including tax appraisal appeal settlement, on-line teaching, and coaching of other ADR practitioners. Participants will have the opportunity to engage with the presenters around the link between their practice and what is considered to be traditional conflict resolution and also to ask questions about the practical aspects of these careers.

Royal Board Room
APPLYING INFORMATION AND COMMUNICATION TECHNOLOGIES TO MULTIPARTY CONFLICT RESOLUTION PROCESSES (VIRTUAL SERIES)
Jason Gershowitz  Colin Rule
Today, information and communication technologies (ICTs) are deeply rooted in our everyday lives. The same should be true for conflict resolution professionals. ICTs empower (and disenfranchise) facilitators and participants, especially where parties are engaging across distance and time. At the same time, ICTs should not be thought of as a one size fits all conflict resolution solution. Thinking about the available tools from the start helps to ensure quality process design and satisfactory outcomes. This session will use interactive features (such as real time polling) to tailor the presentation, introducing participants to available ICT tools and how to apply them in relevant situations.

Hanover B
THE PROMISE OF DRUG COURTS
National Association Drug Court Professionals (Drug Treatment Court Series)
This presentation outlines the history of drug courts and discusses three main points: what we know about the justice system; what we know about addiction; and what we know about treatment. It introduces the audience to the fact that addiction is a disease that it is treatable, and that treatment for addiction is as successful as treatment for other major diseases. The presentation includes basic statistics on the justice system and drug courts, including data from several major studies, the CASA studies and data from individual program evaluations. In this session, participants will learn about: the philosophy and history the drug court movement; trends in drug use, abuse, treatment and criminality; recent research findings on the effectiveness of drug courts.
Maryland Room
SMALL WARS: A COMPLETE GUIDE TO RESOLVING CONFLICTS IN CONGREGATIONS AND FAITH-BASED ORGANIZATIONS
Darrell Puls
Religious congregations experience conflict at much higher rates than is recognized, and those who work with these conflicts are few. Peacemaking in this setting is a challenging full-contact proposition that requires multiple skill sets. This session will explore the psychological phenomena involved in group conflicts, de-escalation models, analysis methodologies, and techniques to isolate and address the needs behind the emotions. It will offer a validated and field tested step-by-step process for on-site interventions that routinely include 100 or more people in the same room and end not in just a settlement agreement, but in forgiveness and reconciliation.

Royal Foyer
FROM DIVERSITY TO INCLUSION: FROM CONFLICTS TO CONFLICT RESOLUTION
Sandra Yamate, 2016 Marvin E. Johnson Diversity & Equity Award Recipient
Diversity is not a new concept. It serves as both a source of potential conflict and conflict resolution. While society continues to grapple with how to move diversity from a concept to a reality, the legal profession can serve as a microcosm for this issue one which those involved in conflict resolution can use to understand the concepts as well as develop and implement effective strategies. Join us as we discuss current diversity issues in the legal profession, the conflicts that continue to arise from them, and the inclusion strategies and programs that can lead to more effective conflict resolution practices.

12:00 PM – 1:30 PM  Conference Luncheon  Calvert Ballroom C
Lunch will be provided for all conference attendees. Pick up a traveling lunch and join a section meeting. Informal discussions will also take place in the Calvert Ballroom. Open to all conference attendees.

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Hanover A
EARLY LABOR-MANAGEMENT “ADR:” 1930 TO 1960
Jerome (Jerry) Barrett
With a few exceptions, the period between 1930 and 1960 occurred before the conceptions of best practice, innovation, research or numerous practice areas. It occurred before it was normal for academics to focus on conflict resolution processes, and before practitioners felt the need for research or reflective practice. Program proposers were challenged to use one or more of the concepts mentioned above to advance the thinking of conferees. Many practitioners behave as if ADR history began the day they or their mentor entered the field. This session exposes participants to this foundational period of ADR.

Maryland Room
INVITING A COLLABORATIVE PRACTITIONER FOR COFFEE: TALKING ABOUT COLLABORATIVE PRACTICE AND PROBLEM-SOLVING USING A MULTIDISCIPLINARY TEAM APPROACH
Nancy A. Flatters  Gigi Robson
This session explores the intersection, convergence and constructs of collaborative practice within the continuum of problem-solving processes which builds on mediation, negotiation and other aspects of dispute resolution. From a skills-based perspective, the focus will be on the basic tenets, values, principles, ethics and standards of collaborative practice as an adjunct problem-solving approach for your tool box. Discussion will encompass definition, process, required skills, and team approaches inherent in collaborative practice, including working with members from other professions, structure, roles, responsibilities, and professional and client benefits, together with other unique considerations which underpin collaborative problem-solving practices.

Calvert Ballroom B
THE CHANGING ROLE OF ANIMALS IN OUR LIVES: HOW ADR CAN ASSIST IN RESOLVING SUCH CONFLICTS
Debra Vey Voda Hamilton  Gary C Norman  Cecilia Paizs
This panel explores the changing role of animals, both as support animals and as family members, and how that role impacts issues for the owners of the animals and those with whom they come in contact. The program will create discussion points about these issues and how alternate dispute resolution processes can resolve such issues more efficiently and with less involvement of the legal process. It outlines of the laws that govern service and emotional support animals and explores the characterization of animals in estate and family law matters.

Baltimore Theater
MAXIMIZING THE IMPACT OF ADR IN COURTS: A UNIQUE COLLABORATION IN BALTIMORE CITY JUVENILE COURT
Janet C. Bayer  Lauren Abramson
Baltimore City Juvenile Court has a unique way of engaging a variety of ADR practices in a successful collaborative effort to help young people and their families resolve the situations that have brought them before the Court. This workshop explores: a) the different ADR processes (mediation, Community Conferencing, and other conflict resolution processes) used by the Court, b) the principles for matching cases with the most appropriate process, and c) how the programs collaborate to best serve the needs of the young people and their families. Part of the success has been the Court's willingness to let the programs evolve as the field of ADR evolves.
International Room
LABOR RELATIONS - THE BASICS OF JUST CAUSE FOR CONFLICT RESOLVERS
Homer C. La Rue  Sarah Miller Espinosa  Ellen Kandell
In a unionized workplace, the Collective Bargaining Agreement (CBA) governs the wages, hours, and working conditions of employees; and, in the United States, discipline almost universally requires just cause. This session provides conflict resolution professionals with an understanding of the just cause standard and a framework to analyze appropriate levels of discipline. Additionally, an overview of grievance and arbitration procedures will be reviewed. The session is intended to benefit those participants with an interest in workplace conflict resolution who have little to no prior exposure to labor relations. It will include interactive scenarios and small and large group discussion.

Caswell Suite
BEST PRACTICES FOR POLICE COMPLAINT MEDIATION PROGRAMS: LESSONS FROM NEW ORLEANS AND BALTIMORE
Sister Alison Mccrary  Lorig Charkoudian  Tracee Ford
Decades of tensions between minority community members and law enforcement have come to light in recent years with the ability to more easily film officer misconduct using cell phones and to share it through social media. With more cities and towns creating a means for civilians to file complaints of alleged officer misconduct, community-police mediation programs are growing around the country. Understanding the tension between the community and the police, maintaining high quality standards of mediation, and engaging in best practices are instrumental to an effective community-police mediation program. Join us for a presentation and discussion of best practices to resolve this ever-urgent issue in the United States.

Hanover B
THE MULTI-DISCIPLINARY TEAM
National Association of Drug Court Institute Professionals (Drug Treatment Court Series)
This session outlines the basic concepts of team development. It uses interactive exercises to demonstrate ways to handle team issues such as transition and conflict management. Participants will identify the elements of effective Teamwork and different teamwork models and discuss new perspectives on effective teamwork and dynamics.

Royal Board Room
SPECIAL EDITION - THE TEXAS CONFLICT COACH RADIO PROGRAM: A VIRTUAL EXCHANGE: RENEWING CIVIC ENGAGEMENT AT A TIME OF UNPRECEDENTED INTERCONNECTEDNESS (Virtual Series and Civic Engagement Series)
Patricia Porter
In a digitally connected world where diversity of identities is a reality which we must confront every time we log into our smart phones and social media accounts, academia has played a pioneering role in the way we learn how to be inclusive and embrace diversity. Nevertheless, recent demonstrations across American campuses as well as the growing expressions of hate and violence in online space worldwide make us question the preparedness of traditional education methods to tackle the virtual multicultural world in which we live. Grassroots intercultural dialogue programs between citizens living in different societies have flourished over the past decade as a response to the growing antagonism between some of those societies. Those programs aim at building mutual understanding and a sense of empathy among participants, creating bridges and fostering a new culture of constructive engagement between young citizens. Lately, online dialogue programs carried out by organizations like Soliya have received an official acknowledgement of their relevance in a fast changing world. Panelists involved as implementors of Soliya’s Connect Program will engage in an interactive discussion with participants on the lessons learned from Soliya’s 13 years’ of experience, the current evolutions of dialogue processes and the value of virtual exchange as a growing field in the world of intercultural dialogue and conflict resolution education.
Royal Foyer
RESTORATIVE JUSTICE: HEALING WITHOUT AN APOLOGY (Restorative Justice Series)
Karli Butler
Turning her trauma into triumph, Karli Butler is a survivor who by sharing her story and using it for good, does more than just show the world her strength. As an acid burn survivor and restorative justice practitioner, she will share her experience with the justice system and how it inspired forgiveness and her passion for using circles to empower crime victims. She will walk you through the basic principles and values of Restorative Justice, as well as share the benefits of partially restorative practices and the opportunity for forgiveness and healing even without an apology.

3:00 PM – 3:30 PM    Refreshment Break    Mezzanine

3:30 PM - 5:00 PM

Calvert Ballroom E
INTERCULTURAL COMPETENCY - CRITICAL TO RESOLVING MULTI-CULTURED CONFLICTS.
Lynn H. Cole
Until we can better communicate in increasingly-diversified societies across borders and among cultures, those of us working in these professions can't perform our work effectively and successfully.

Baltimore Theater
THOSE DIFFICULT MEDIATION CHALLENGES - HOW DO DIFFERENT MEDIATORS RESPOND?
Ramona Buck    Eileen Barkas Hoffman
In this session, the presenters will show a videotape of a mock mediation in which the mediator is faced with a number of challenges, such as a very angry participant or a sudden unexpected statement. After each challenge emerges, the video is stopped for the audience - individually and in small groups - to consider what the mediator should do. The suggestions will be noted, and the video will be re-started to show what was done in this case. There will be discussion about assumptions and mediation approaches. The complete list of strategies will be provided for interested participants.

Maryland Room
I AM AN ORGANIZATIONAL CULTURE DIAGNOSTICIAN - APPLYING COMPLIMENTARY SKILLS TO RESOLVE CONFLICT AND BUILD ORGANIZATIONAL CAPACITY
Laura C. Smythe
Have you ever been called in to mediate a dispute in a business, school, or other type of organization and experienced, as the mediation unfolds, the uneasy feeling that there is much more to the conflict than appears at the table? As an experienced mediator having worked in a variety of businesses and organizations, it has become clear to me that the culture of the organization (regardless of its function or mission) is frequently largely responsible for ongoing and recurring conflicts. Organizational Culture Diagnosticians provide many services, including mediation, to build the conflict management capacity of individual employees and the leadership and to establish the ethical integrity of the organization. In this workshop we will explore how satisfying it can be to identify and rectify cultures that foster conflict.
International Room
IS CONFLICT RESOLUTION AN ART OR A (NEURO-) SCIENCE? A LIVELY DEBATE!
Geoff Drucker     Eileen Hoffman
If you engage with parties based on the wisdom and experience you have developed throughout your career, are you ignoring implicit biases, reinforcing arbitrary frames of reference, buying into artificial anchors, or making other mental mistakes identified by neuroscientists and psychologists? If you try to turn conflict resolution into a science, are you likely to ignore the unique aspects of individuals, circumstances, and cultures that can’t be encapsulated in a formula, but which an experienced professional may intuitively know how to handle? Through discussion and debate of real life examples, we will explore the strengths and limitations of viewing conflict resolution as purely an art or a science.

Caswell Suite
INSIDER MEDIATION ON THE INTERNATIONAL STAGE: WHAT DOES IT MEAN FOR OUR PRACTICE?
Julian Portilla     Chetan Kumar     Vesna Markovic Dasovic
The United Nations and the European Union have been exploring and deploying a concept they call "insider mediation" for the past several years. Rather than deploy professional mediators to conflict areas, they are seeking to identify and support local mediative efforts. The practice raises interesting questions for our field around impartiality, do no harm and the interplay between various peace-related roles outlined in much of our theory by Jim Laue, Chris Mitchell, Bill Ury and others. The session will describe a few comparative cases from around the world and then engage the panel and the audience in discussion around the field-relevant questions the "insider mediation" concept raises.

Hanover B
ONLINE MEDIATION AND MILITARY FAMILIES
Tonya Ricklefs
Military families deal with the same challenges when divorcing that civilian families face. In addition, while going through the divorce and mediation process, parents often relocate far away, or are transferred to another military duty station during the divorce process. This is why the use of online mediation is such an important tool when working with military families. In addition, there are specific topics, challenges, and other issues to be aware of when mediating with military families, both in person, and online.

Royal Board Room
HERE’S LOOKING AT YOU—TARGETING THE RIGHT PARTICIPANTS
National Association of Drug Courts Institute (NADCP) (Virtual & Drug Treatment Court Series)
This session helps teams review their target populations based upon the current research literature. This literature provides an avenue for drug court programs to review who they serve to maximize resources and have the greatest impact on the justice system in their community. In this session, participants will learn: how to target the best population for their drug court program; the importance and different types of risk and needs assessment tools; and how to develop a drug court system in their jurisdiction.
Royal Foyer
INSIDE AND OUT: RJ AND THE CORRECTIONAL SYSTEM (Restorative Justice Series)
Carl Stauffer  Greg Winship  Raymond Zeigler
This session examines RJ programs implemented in various levels of the Correctional System. Which programs are effective? What elements do successful programs share? Listen to the voices of lifers in a maximum-security prison to learn key components of their RJ program. Hear about programs that restore relationships, repair harms and heal trauma in medium and minimum-security prisons. Understand how accountability and restoration are key components in transitional housing facilities and community reentry efforts. Dialogue about RJ practices being used by police in Harrisonburg, VA and share success stories from your community. Join us to examine RJ in the Correctional System from the inside and out.

Grand Ballroom C
5:30 PM – 6:30 PM  NEW VOICES PRESENTATION & REFRESHMENTS  (Virtual Series)
The New Voices Presentations: As part of a juried selection process, seven current or recent graduates will be featured in prime time presenting “Ted Talk” like presentations on research they have conducted or work on which they have been engaged. At this time, we will hear four of the New Voices. This session counts as 1 hour of CLE/CME for many programs

6:30 PM – 7:30 PM  ACR 2016 Raffle  Calvert Ballroom C
Get out your tickets and try your luck at winning one (or more) of the items in ACR’s 2nd Raffle.

To view the following go to www.acrannualconference.com and click Program:
⇒ Session Handouts  Presenter Bios
⇒ Award Recipients  Certificate of Attendance
⇒ 2016 Class of New Voices  CLE/CEM Session Checklist
⇒ Raffle Items
RESTORATIVE RESPONSES TO COMMUNITY WOUNDS AND CAMPUS CLIMATE CHALLENGES  
(Restorative Justice Series) 
Rachel Goldberg     Abigail Martin
What are, should be, or can be, productive responses to hate speech and hateful actions – those specifically designed to denigrate and demean? DePauw University was victimized by bigoted hate speech ‘protestors’ and responded both weakly and well. A professor-student team will present their research on best practices in responding to hateful and larger, structural campus climate issues and will share some of their university’s challenges and innovative successes. Participants will discuss their own campus or community challenges in small groups, and respond to the team’s proposals for ways to move forward restoratively at DePauw, as a case study.

Hanover A
PEELING BACK THE LAYERS OF THE ONION: GETTING TO THE HEART AND SOUL OF COMMUNITY CONFLICT.  (Civic Engagement Series) 
Wendy Shaia     Tierra Sydnor-Diggs
Conflict between community members often appears to begin with minor issues, but quickly escalates into serious violence. However, if you take the time to peel back the layers, you will find that the issues beneath the surface are deep and complex. Especially for economically disadvantaged communities and/or communities of color, the issue which seemed to lead to the conflict is, very often, not the real issue to which people are reacting. Yet many professionals responding to the conflict and its aftermath focus solely on the issues presenting at the surface level. This workshop will encourage participants to peel back the layers of conflicts in communities and examine some of the structural issues existing beneath. Participants will explore case studies of current events, and models useful for practitioners helping community members manage conflict.

Baltimore Theater
WHAT TO SAY WHEN YOU DON’T KNOW WHAT TO SAY: PRACTICAL DIVERSITY TIPS 
Cheryl L. Jamison     Lou Gieszl
Have you ever been in a situation in which an issue regarding diversity came up and you wanted to say something but you did not know the "right" thing to say so you said nothing? Maybe someone told a joke which contained a slur or stereotypes.  We have all been in similar situations and did not respond the way we would have hoped. This interactive session will examine those types of situations and provide some practical tips that participants can use. We will also discuss allied relationships; why they are important and how to develop one. Feel free to bring situations to discuss.
Calvert Ballroom E
ATEMI AND THE SWEET FRUIT FROM THE BITTER TREE
Stephen Kotev
Contained within the Japanese martial art of Aikido is Atemi - a strike used to unbalance or distract. This workshop will explore the concept of verbal Atemi through stories taken from the conflict resolution text, Sweet Fruit from the Bitter Tree: 61 Stories of Creative & Compassionate Ways out of Conflict by Mark Andreas. Join Aikido black belt and conflict resolver Stephen Kotev and explore how to apply verbal Atemi to high-conflict situations.

International Room
THE ART OF FRAMING QUESTIONS
Cheryl Cutrona
Framing questions in the right way and asking them at the right time is an art. Skilled mediators are adept at strategic questioning whether to elicit facts or feelings, engage in perspective-taking or persuasion, overcome obstacles, or evaluate options. Enhance your repertoire of questioning skills and techniques for neutrals. Learn tips to help you frame productive questions that clarify; test reality; turn complaints into requests; and break impasse.

Caswell Suite
LEARNING MEDIATION ONLINE, SERIOUSLY?
Julian Portilla
Has technology evolved to such an extent that face to face mediation training is no longer necessary? Can graduate students really learn how to mediate online? Participants will learn about various tools and teaching methods for delivering conflict resolution education via virtual means. The presentation and discussion will present a combination of synchronous and asynchronous of electronic teaching tools and more importantly, how to use the tools in such a way that they support student learning and sound pedagogy.

Calvert Ballroom B
BUILDING A SUSTAINABLE PRACTICE: THE NAFCM LEARNING COMMUNITY MODEL
D.G. Mawn
This session introduces attendees to the three steps implemented during of the initial four months of the first year for each mini-grant awardee of the NAFCM/JAMS Foundation project, prior to the selection and implementation of an expanded program practice or policy. The first step is to use a framework of hope and patience that will assist in the creation of an actionable and measurable logic model. The second is to approach data collection from a perspective of curiosity and grace creating a data log of what is known and unknown about the practice area. The third step is assuring that basic cultural competency principles of respect, voice and cooperation are employed when connecting with stakeholders. This work is developed within the framework of the Learning Community that provides directed and peer guidance.

Hanover B
LEVERAGING STAKEHOLDERS IN CONFLICT RESOLUTION
Joanne Lucas-Walker Abigail Tamakloe Linda "Toyo" Obayashi Nadine Chapman
The World Bank Group is undergoing a strategic staffing exercise that is creating a lot of anxiety and transition issues. The World Bank Group’s Staff Association, Human Resources and Internal Justice Service representatives involved in conflict resolution often work together to help resolve these issues. In this session, these key stakeholders will offer their perspectives on their strategic partnerships in an effort to help strengthen conflict resolution at the World Bank.
Royal Board Room
JUMPING THE FENCE: MAKING BETTER CONNECTION BETWEEN THE ACADEMY AND FIELD WORK
Brian Polkinghorn  Neil Katz  Susan Raines
This session will focus on a wide range of opportunities for members of the profession and academy to more fully engage conflict resolution practice, research and program development. Two approaches will be explored and discussed. The first is taking advantage of underutilized grants and awards to create sufficient time and resources to make a sizable difference for a wide array of communities. Ambassador Polkinghorn will provide an example of this through discussion of his experience in Israel with the Fulbright Scholar program. The second is developing clinics and consulting practices that more tightly link community needs to university services and how scholar-practitioners have managed to make this approach work.

10:00 AM - 5:00 PM ACR Exhibit Program  Mezzanine
10:15 AM - 10:30 AM Refreshment Break  Mezzanine
11:00 AM - 12:30 PM

International Room
GETTING THE MOST FROM MANAGERS IN RESOLVING WORKPLACE DISPUTES
Dianne Lipsey  Jerry Frasso  Rita Callahan
Conflict resolvers know that to get through rough patches at the table, we need to use all the tools at our disposal. One such tool in workplace disputes is a manager who understands and is fully engaged in the process and has an interest in reaching an agreement. Drawing from experiences at United Parcel Service, ConEdison and multiple federal agencies, this session will explore what’s at stake for managers in choosing to participate, how that can affect the way they show up at the table and how their interests can be effectively addressed through program structure and mediator techniques.

Caswell Suite
WAKING UP NEUTRAL
Frank Dukes  Erricka Bridgeford  Lorig Charkoudian  Leah Wing  Don Edwards  Glenn Sigurdson  Barbara Wilson
We know that addressing challenging issues such as race, class, power, and violence requires a capacity for gaining new understanding, for building connections, for reconciling harms, and other goals that require dialogue and collaborative action. At the same time, many people associate a stance of neutrality with indifference, complicity, or outright oppression. Must mediation, facilitation, dialogue, and deliberation be relegated to the margins? What limitations does neutrality impose? How may we become more than our label? This interactive, roundtable discussion by diverse practitioners will confront participants with challenges to common conceptions of neutrality and invite a rethinking of the “neutral” role.

Royal Foyer
CAN RESTORATIVE JUSTICE MAKE BLACK LIVES MATTER IN SCHOOLS?  (Restorative Justice Series)
Jonathan Stith  Johonna Turner
Young people are using restorative justice to dismantle the school-to-prison pipeline, address state violence and challenge systemic injustices in their schools and neighborhoods. How does restorative justice relate to the movement for young, Black lives in Baltimore and beyond? How does this youth-led movement help practitioners and scholars to transform the language and framework of restorative justice in schools?
Calvert Ballroom E
INTEGRATING THEORY AND PRACTICE - EXPLORING EMERGENT PEACEBUILDING DESIGN FOR COMMUNITY INITIATIVES
Gail M. Ervin
This workshop engages participants in using current research on emergence and complexity within their own conflict resolution initiatives. Capturing and capitalizing on emergence can allow conflict resolution initiatives – from international peacebuilding to local multi-stakeholder collaborations - to support community ownership, self-organization and increased local adaptive capacity. Participants will use an Emergent Peacebuilding Design Framework to reflect on how they can integrate best practices and emergence principles in their own work. This inquiry tool will be used to help participants think through and incorporate key factors which the literature indicates are important, but standard processes often fail to adequately capture.

Royal Board Room
MINDFULNESS OF CULTURAL VALUES IN YOUR WORKPLACE TRAINING
Sunny Gutierrez  Claudia Wahl
When as conflict management professionals we are invited into an organization to provide training or facilitation services, how mindful are we to the cultural values of the organization? Have we done sufficient research to allow us to adapt our training to reflect the cultural values of the organization as well as the cultures that make up the organization? Or are we expecting the participants to adapt to our style and culture? In this session, the presenters will share their experiences of providing training to Hawaiian organizations in Hawaii as non-Hawaiians and the lessons learned that helped the presenters be mindful of best practices when working with diverse groups within organizations to create training approaches that are relevant and acceptable to the receivers.

Calvert Ballroom B
E-MEDIATION: A NEW STAGE OF ETHICS?
María Eugenia Solé  María Victoria Marún
The development of mediation as a social practice deserves to be considered as a profession in its own right, not only by the scope posing on social issues, but also for the expected academic preparation of mediators to be constituted as such. The task of mediating in virtual environments involves a special profile of mediator in order to perform the best work, framed in ethics. Current practices invite us to look beyond the usual limits and, in order to enhance the training and practices of online conflict operators, we propose a dialogue that will start us thinking about the new spaces that ICT open or enable to create new instances of communication.

Hanover B
THE PSYCHOPHARMACOLOGY OF ADDICTION
National Association of Drug Court Professionals (Drug Treatment Court Series)
This session outlines the effects of drug and alcohol on the brain. It discusses the most recent research in the area, and explores the importance and effectiveness of treatment to combat drug addiction. In this session, participants will learn about: the short and long-term neurological efforts of drug and alcohol use; the concepts of addiction and dependence; the application of current research finding to the practice of drug and alcohol treatment; and how supervision techniques may vary to effectively monitor different age groups.
Hanover A  
**CRITICAL WORK IN COMMUNITIES: TRANSFORMING SYSTEMIC VIOLENCE**  
*(CIVIC ENGAGEMENT SERIES)*  
Derek Sweetman    Michael D. English  
This session focuses on the application of the principles of Critical Conflict Resolution to community and group conflicts in the United States. CCR recognizes the need to integrate awareness of oppressive systems into the practice of conflict resolution to improve the practice of those helping communities and groups in conflict as well as those trying to change the systems that fuel those conflicts. Although the primary intention of this session is to provide skill development, it will also discuss the theoretical principles of the critical approach and the implications for ethical practice within systems of oppression and will include activities designed to illuminate the systemic forces at play in conflicts and try new approaches to intervention.

**12:30 PM – 2:00 PM    Presidential Luncheon    Calvert Ballroom**

During the Presidential Luncheon, the following awards will be presented; The Mary Parker Follett, the Peacemaker and the Sharon Pickett. The final New Voices Presentation takes place and a new ACR President will be installed. Open to all attendees.

**Caswell Suite**  
**THE ULTIMATE TOOL -- YOUR BRAIN: HOW TECHNOLOGY CHANGES THE MIND**  
Jennifer Kresge  
Our brain is the only organ we can sculpt. It’s time to consider how the use (and at times abuse), of technology changes our brain and ultimately our mind. Technologically-mediated social connection has changed the style of our negotiations. How we gather information, communicate with one another and use our time is now more than ever dependent on our proficiency and use of technology. How does use of the internet, cell phones, iPads and technology change the pathway of decision making, creativity, complex reasoning and ethics? Understanding the 21st century brain will enable us to use ours wisely and proficiently in the science and art of conversation. This highly interactive workshop will stimulate your brain and cultivate your mind in the exploration of brain sensitive negotiation and mediation strategies.

Hanover A  
**COMMUNITY DEVELOPMENT AND CONFLICT RESOLUTION (Civic Engagement Series)**  
Lloyd Tucker    Evan Braff  
The application of effective community development practices and principles within a specific community is essential to community engagement and capacity building. This presentation will examine the community development methods and practices utilized by the Fairfax County Department of Neighborhood and Community Services.

International Room  
**WHY WE STAY...AN INSIDE LOOK INTO DOMESTIC VIOLENCE (DV)**  
Kate Cullen  
As more people begin the divorce process after 15, 20, 30 plus years of marriage and describe abuse of some type it is important to understand why many stay in abusive relationships. This workshop will explore reasons why individuals stay in abusive relationships by giving participants a real look inside a DV life. What does DV look like? Is it more than the traditional cycle of abuse? Who are the survivors? Who are the abusers? How can we help? What can we do? What can happen during the divorce process?
Royal Foyer
WHAT ARE WE LEARNING ABOUT RJ? CLOSING CIRCLE
Eastern Mennonite University faculty and staff
If you participated in any or all of the RJ sessions in the Restorative Justice Series, please join us for a closing circle.
What are we learning about RJ? What questions do we still have? How can we continue to build a knowledge/practice community around issues facing RJ and critical social issues that RJ might address well?

Royal Board Room
FROM MICRO TO MACRO: USING COMPREHENSIVE AND INNOVATIVE COMMUNICATION STRATEGIES WHEN CONFLICTS GO VIRAL
Curt Bechler     Sara Campos
As conflicts spiral out of control, managing communication across organizations has become increasingly difficult and complex due to both social and traditional media. Disputes quickly intensify as the issues go viral and divide communities and organizations dominated by more disparate voices. Today’s practitioners have to both manage the conflict and broader communication when polarized voices emerge to push the parties even farther apart. This session examines a number of scenarios that use both micro and macro communication and conflict strategies for working with conflicts including: disruptive domestic disputes within the workplace, neighbors that organize to fight corporate expansion, physicians who become antagonistic with hospital leaders and colleagues when contract talks spiral out of control, emotional theological conflicts that enmesh internal and external stakeholders in dysfunctional behaviors, angry and aggressive alumni resistant to changing mascots, and parents and students hurt by accusations of sexual misconduct that bleed into the social media and traditional media. The applied strategies will focus on how meaning is created and applied both interpersonally and organizationally. The session will build on the following range of theoretical constructs: attribution theories implicit personality theory Maslow’s Hierarchy of Needs, the Sapor-Whorf Hypothesis, and the Capacity Model.

Baltimore Theater
CONFLICT COACHING’S PLACE IN COMMUNITY MEDIATION: A VALUE-ADDED SERVICE
Patricia Ryan     Merle Rockwell     Ed Modell
When a mediation cannot be arranged, what can a community mediation center offer to help resolve a dispute? The Carroll County (Maryland) Community Mediation Center (CCCMC), through a grant from the Maryland Mediation and Conflict Resolution Office (MACRO), has trained 20 volunteer mediators in conflict coaching skills and now offers conflict coaching as a stand-alone process or as a follow up to better implement mediated agreements. In this session, the Executive Director of CCCMC and the conflict coaching trainers will explain how this process was developed and its successes and challenges over the past four years.

Hanover B
ETHICS AND CONFIDENTIALITY: DOING THE RIGHT THING
National Association of Drug Court Professionals (Drug Treatment Court Series)
This presentation is interactive, with exercises giving real life examples of ethical dilemmas presented in drug courts around the country. It begins by outlining the federal laws of confidentiality in drug treatment, and discusses the methods by which drug courts comply with these laws. It also discusses the ethical considerations of each role on the team. Participants will learn about: how the Federal Confidentiality Regulations are applied in the drug court setting; the common confidentiality issues faced by treatment providers in the drug court setting; the rules to apply to participants in drug treatment courts; 42CFR part 2-Alcohol/Substance abuse treatment confidentiality rule; and HIPAA -new federal rules covering all health related information.
### Dining Options

**Grab some friends and try one of the following restaurants. Sign up in the Registration Area by Thursday at 3:00 PM.**

<table>
<thead>
<tr>
<th>Restaurant</th>
<th>Address</th>
<th>Website</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cazbar–Turkish Restaurant</td>
<td>316 N. Charles Street</td>
<td><a href="http://www.cazbar.pro/">http://www.cazbar.pro/</a></td>
<td>410-528-1228</td>
</tr>
<tr>
<td>Kona Grill</td>
<td>One East Pratt Street # 103</td>
<td><a href="http://www.konagrill.com/">http://www.konagrill.com/</a></td>
<td>410-244-8994</td>
</tr>
</tbody>
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### The Friday Adult Mix featuring The Baltimore Girls

**8:00 PM at the Lord Baltimore Hotel**

The Friday Adult Mix allows conference participants to enjoy good conversation, food, drink. Also enjoy a performance by The Baltimore Girls as they become art pieces of self expression that will be authentically Baltimore. There will be dancers, interpretive movement, poetry, singing all done by Baltimore Girls. Watch as these young ladies are used as canvas and become living, breathing, visual art. Baltimore Girl’s performances are known to be standing room only, sell out events that open your senses, provokes thought and will have you crying and laughing.
Calvert Ballroom A/C/D  Continental Breakfast  8:00 AM - 9:00 PM

Calvert Ballroom C  ACR Town Hall - Civic Engagement  9:00 AM - 11:00 AM

With ever-increasing volume throughout this country, individuals are collectively calling for an examination in the way policing happens in minority communities. Additionally, there is a need to engage the American consciousness in its entirety, giving space and voice to varying perspectives from all stakeholders. We all face the questions of “what can be done” and more importantly, “what can I do?” to be part of the solution. As President of the Association of Conflict Resolution (ACR), the nation’s largest conflict resolution organization, I realize that we, as practitioners of various processes, all with the goal of fostering peace, have a mandate to help facilitate these very conversations. In order to do this, we must equip ourselves and in doing so equip the communities we serve with a plain language, yet nuanced, understanding of the issues that face those most affected. In short, we must lead the way in: bringing everyone to the table, engage in the conversation, provide space for all to hear and feel heard, and most importantly, to find sustainable solutions that enable law and order, safety, compassion and respect to prevail, regardless of ethnicity, class and social economic status. Join us as we examine how we equip ourselves to assist our communities.

The Panelist for the Town Hall (at the time of printing):
Rep. Donna Edwards, MD 4th Congressional District
Councilman Carl Stokes, Baltimore City Council, 12th District
Perry Tarrant, President, National Organization of Black Law Enforcement Executives
Lt. Sonia Pruitt, Vice Chair, National Black Police Association
Gail Wright Sirmans, Former NAACP Legal defense and Education Fund Associate Counsel
William Froehlich, Associate Director, Divided Community Project, and the Langdon Fellow in Dispute Resolution at Ohio State University

9:00 AM  International Day  International Room

Peacebuilding Principles into Practice in Communities in Conflict Across the Globe

9:00 AM  Welcome and Roadmap
9:15 AM  Mediators Beyond Borders: Peacebuilding Lessons from the First Decade
10:00 AM  Principles of Peacebuilding: What the US Can Learn

Presenters will discuss the achievements, challenges and unique aspects of peacebuilding in their particular country, drawing upon their experience with conflict resolution projects and practices to identify key principles of peacebuilding guiding their work. Countries/projects to be featured include:
Central African Republic  Columbia  Kenya  Northern Ireland  Peru  Philippines

11:30AM  Break
11:45AM  Open Space Discussions on Key Global Principles of Peacebuilding
12:30PM  Report Back to Large Group and Wrap Up
12:45PM  Adjourn to No Host Luncheon (location TBD)
New Mason Online Programs

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Hard conversations call for respect, inclusivity, and trust. Circles can help us get there.

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SAVE-THE-DATES

30th Anniversary and Annual Conference
Greenbelt, MD
June 15–16, 2017

Mediation Training
College Park, MD
December 5–9, 2016
March 13–17, 2017

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CONFLICT RESOLUTION DAY
An Annual International Celebration
EVERY THIRD THURSDAY IN OCTOBER • Sponsored by the Association for Conflict Resolution
www.ACRnet.org/crday
Notes
Notes
Watch for registration to open in May 2017. Plan now to be there.