



Indicates a confirmed Virtual Track Session  
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## **Pre-Conference Activities**

### **Sunday, October 8, 2017**

Room: Dogwood  
2:00 PM – 6:00 PM

NAFCM Board of Directors Meeting

Room: Elm  
4:00 PM – 8:00 PM

ACR Board of Directors Meeting

### **Monday, October 9, 2017**

Room: Dogwood  
8:00 AM – 6:00 PM

NAFCM Board of Directors Meeting

Room: Elm  
8:00 AM – 8:00 PM

ACR Board of Directors Meeting

## Tuesday, October 10, 2017

Room: Dogwood  
8:00 AM – 6:00 PM

NAFCM Board of Directors Meeting

Room: Elm  
8:00 AM – 1:00 PM

ACR Board of Directors Meeting

Room: Maple  
3:00 PM – 4:00 PM

ACR Leadership Council Meeting

Room: Maple  
4:00 PM – 6:00 PM

ACR Section Leaders Meeting

Room: Boardroom  
4:00 PM – 6:00 PM

ACR Chapter Presidents Meeting

Room: Pecan  
4:00 PM – 6:00 PM

ACR Diversity Network Meeting

Trinity Gallery  
4:00 PM – 7:00 PM

**Attendee Check-In/Registration**

## Wednesday, October 11, 2017

### Conference Activities

Room: Trinity Gallery  
7:00 AM – 6:00 PM

**Attendee Check-in/Registration**

Room: Trinity Ballroom  
8:00 AM – 9:00 AM

**Continental Breakfast**

## Five (5) All Day Sessions

**7:45 AM – 5:00 PM**

Please bring computer/laptop

Room: Trinity III

### **Developing Your Toolkit: From Technology to Practice Skills**

ACR's Workplace-Ombuds Section

This *full day program* will begin with an informal networking event to help us embark upon an enriching learning opportunity. Six featured experts will offer an interactive opportunity to adopt and adapt various tools they use to effectively manage workplace and organizational disputes. Bring your smartphone, laptop, pen and notebook and be ready to engage with the speakers and each other about new tools that help you better serve your clients/organization.

Developing Your Toolkit: From Technology to Practice Skills

Welcome and Networking

7:45 AM – 9:00 AM

Process Skills Used by Expert Practitioners

Dave Renfro

*Commissioner, Federal Mediation and Conciliation Service*

David Brubaker

Director of the MBA and OLS Programs and  
Associate Professor of Organizational Studies  
Eastern Mennonite University

Katrina Nobles

*Director of Conflict Programs  
Scheinman Institute at Cornell University's ILR School*

Susan Raines

*Professor of Conflict Management at Kennesaw State University  
Editor-in-Chief of Conflict Resolution Quarterly*

ACR LUNCHEON – 12:45 PM – 2:00 PM

Technology That Improves Delivery of Workplace ADR

2:15 PM – 4:30 PM

Colin Rule  
*Founder and Chief Operating Officer of Modria*

Daniel Rainey  
*Chief of Staff, National Mediation Board*

Chris Draper  
*Founder and Strategic Product Director of Trokt*

Program Debriefing: Next Steps?

## **8:00 AM – 5:00 PM**

Room: Off-Site - Ismaili Jamatkhana and Center

### **Restoring Community Day**

ACR's Community Mediation and Restorative Practice Section

8:00 AM Meet in lobby  
8:30 AM Depart hotel  
9:00 AM Arrive at Ismaili Jamatkhana and Center/ Welcome

Session 1: "You're Doing Fine Oklahoma! Overview of the Early Settlement Mediation statewide community-based program."

Break

Session 2: "Bandaging Wounds: The Aga Khan Conciliation and Arbitration Board's Experiences Using Mediation to Promote Healing"

Break

Session 3: "Restorative Practices"

1:00 PM Lunch/Networking/Tours of IJKC (Lunch sponsored by IJKC – Plano)

Session 4: Round Table Discussions:

- (i) Bringing Parties to the Table
- (ii) Breaking Deadlock
- (iii) Remote / On-line Mediation
- (iv) Restorative Practices
- (v) ACR and NAFCM Partnership

4:30 PM Depart for Hotel ---5:00 PM Arrive at Hotel

9:00 AM – 5:00 PM

Room: Trinity II

## **Elder Mediation Full Day Workshop**

ACR's Elder Decision Making and Conflict Resolution Section

Do you mediate disputes with older adult participants? Is this an area of mediation that you are interested in? If so, this workshop is for you. The day begins with an introduction to mediation for those who are new to the field, and proceeds to discussion and presentations on a wide range of topics essential to elder mediation practice. This includes a panel of presenters who have established successful businesses on the topic of building a successful elder mediation business. Other topics covered during the day include "Dementia and Mediation", "Strategies for Dealing with Complex Ethical Issues" and much more. Time is built into the day participant discussion with the opportunity to network with other elder mediators. Attendees will be invited to join Elder Mediation Section Members for a social event at the end of the day, at a "no host dinner" at a nearby restaurant.

9:00 AM-10:30 AM            TOPIC I: INTRODUCTION TO ELDER MEDIATION PRACTICE

### *The 'Who and What' of Elder Mediation: An Introduction to Elder Mediation*

This session is comprised of a short introduction to the day and a brief presentation with an overview of the elder mediation field. Presenter: Joan Braun

### *The Elder Mediation Kaleidoscope: A Snapshot of Exciting New Programs and Approaches*

Elder Mediation is a broad field. Mediators working in this area carry out their practice in various settings and work to resolve a wide range of issues. The panelists in this workshop present a snapshot of elder mediation in four different contexts, and reveal opportunities and challenges in each of these settings, which include: long-term care, private practice, elder-caring coordination and fiduciary contexts. Presenters: Bruce Kravitz, Sue Bronson, Resa Eisen and Claudia Powell

11:00 AM – 12:45 AM        TOPIC II: UNIQUE CHALLENGES IN ELDER MEDIATION

### *Dementia in the Context of Mediation*

Mediators who work with older adults will inevitably work with families and elders where dementia or an undiagnosed cognitive deficit is present. The specific impact of dementia on the cognition of the person affected varies, depending on the type of dementia. This workshop

includes an overview of illnesses causing dementia, information about how dementia negatively impacts functioning, and practice tips for mediating in cases where the older adult has dementia. Presenter: DeLila Bergan.

#### *Elder Abuse in the Context of Mediation*

Mediators who work with older adults will encounter situations where elder abuse is present or where it is alleged. This workshop provides information about best practices that apply in these situations. The workshop includes information about legal frameworks and ethical obligations, as well as practice tips about interviewing, screening and responding to disclosures of abuse. Presenters: Joan Braun and Jennifer Wright.

12:45-2:15 PM      Lunch

2:15- 5:00 PM      TOPIC III: BUILDING A MEDIATION PRACTICE

#### *Creating and Developing a Successful Elder Mediation Practice*

This workshop, moderated by Bruce Kravitz, is practical in focus. The presenters, who are successful elder mediators, provide insights about how to build a successful elder mediation practice. Based on their own experience, presenters will describe what has worked, and what hasn't, and will offer suggestions that will be useful to all mediators interested in starting or building a flourishing practice. Presenters include: Crystal Thorpe, Sue Bronson, Kimberly Best and Bruce Kravitz.

#### *Strategies for Dealing with Complicated Ethical Challenges*

Ethical issues often arise in elder mediation, which are often quite complex and challenging. This workshop provides an opportunity to explore ethical dilemmas in a fun format. The workshop facilitators will present scenarios based on actual client issues. Attendees will have an opportunity to vote anonymously and to discuss group answers and the scenarios. The workshop will include an opportunity to share ethical challenges from your own practice and to get group feedback. Facilitators: DeLila Bergan and Lora Barret.

9:00 AM – 5:00 PM

Room: Trinity I

## **Befriending The Virtual Meeting: Leading Online Meetings And Conference Calls That People Actually Enjoy**

ACR's Environment and Public Policy Section

### Description:

Whether you're a novice to virtual meetings or a seasoned pro, this workshop will introduce new thinking into your practice.

Triangle Associates' Claire Chase and Sophie Glass will take participants through various aspects of running a successful virtual meeting, which can be trickier than running an in-person meeting. Participants will be asked to practice facilitation skills such as:

- Holding space for silence;
- Using voice as the invisible leader; and
- Addressing the person who won't stop talking (aka the "interrupter badge").

Participants will work through the chronological steps of executing a successful virtual meeting, including:

- Choosing the appropriate online meeting platform;
- Determining the right pre-meeting work for your group;
- Learning and practicing meeting interventions; and
- Disseminating meeting outcomes to keep momentum.

The workshop will offer a mixture of learning, interactive role plays, and reflection throughout the day. At the end of the workshop, participants will leave feeling motivated and confident to embrace the virtual meeting.

9:00 AM – 5:00 PM

Room: Elm

### **Professional Success in ADR: How Do I Get There from Here?**

Tammy Lenski    Cinnie Noble

In this unique and highly interactive session, two leaders in the ADR field, Tammy Lenski and Cinnie Noble, will inspire you to realize your professional vision, from identifying what that vision is, to breaking through internal and external barriers to achieving it, and to constructing an achievable plan to create forward momentum. This working session will be divided into three parts: Part 1: Learning and Insights from Successful Practitioners: A panel of successful ADR practitioners will share their stories: How they identified and developed their own professional vision, what drove them to build the practices they built, where they got stuck along the way, and how they broke through. Part 2: Identifying and Achieving Your Vision: We'll then walk you through envisioning your professional goals, what it will take to achieve them, and what might stand in your way. Trained coaches will work with participants to consider obstacles and paths forward. Part 3: Nuts and Bolts: In this last part of the workshop you'll learn ways to translate your vision and goals into action and develop a basic plan for building forward momentum.

## **9:00 AM – 10:30 AM      Morning 90 Minute Sessions**

Room: Trinity VIII

### **Emotional and Social Intelligence in Conflict Resolution**

Stephen C. Lepley

Modern scientific and social studies of emotion and interpersonal relationships can improve a neutral's understanding of parties in conflict: what motivates them, how they work, and how to deal cooperatively with them. This session will explore how recognizing and managing one's own emotions, self-motivation, recognizing emotions in others, and interpersonal intelligence, the "domains" of emotional intelligence, can improve a neutral's ability to communicate, to influence parties, and to successfully negotiate a result. It will further explore how managing relationships through social awareness and social facility, the hallmarks of social intelligence, can facilitate conflict resolution.



Room: Maple

## **Conflict Resolution in the Context of American Professionalism**

Richard Barbieri

Almost 200 years ago, Alexis de Tocqueville noticed that Americans professionalized their activities by means of voluntary associations. Like the guilds of old, practitioners banded together to form organizations and educational institutions to raise the prestige of their work and enhance their economic interests. The American Bar and American Medical Associations are testaments to the effectiveness of this approach. Where do mediators and other conflict professionals stand today with regard to the standards set by such specialties to be, and be seen as, professionals? Burton Bledstein's concept of "the culture of professionalism" will provide a template for examining this question.

Room: Pecan

## **It Doesn't Add Up**

Loretta L. Higgins

Do you know what information is important on a Balance Sheet, Income Statement, or Cash Flow in a mediation session? Do you know how to spot problem areas in clients that could affect the mediation outcome? Loretta L. Higgins, CPA, has over 20 years of experience in dealing with high conflict, and she shares her war stories along with tips and tricks for spotting problem areas in the documents presented by your clients during the mediation.

Room: Trinity VI

## **Constructive Conflict Engagement through Reframing & Building Sustainable Relationship**

Tzofnat Peleg Baker

This workshop offers a relational in contrast to an individualistic point of view on differences and conflicts. This focus provides a new focus on conflict as emerging and developing within the broader context of relationships rather than as an isolated crisis. A relational understanding is necessary but insufficient for transforming relationships and conflicts. It is also essential to build daily contexts, processes, and practices as creating social holders for constructive connections and transforming realities of division into a more collaborative, coactive, dialogic existence. Based on such a relational outlook, and the presenter's experience

in implementing innovative social structures in democratic schools, we will examine what social holders could be integrated into our everyday life in diverse social contexts like the workplace and schools for promoting continuous learning and the inclusion of diverse voices.

Room: Trinity VII

### **Commercial Arbitration: History, Current Practices, and Special Considerations**

Anne Ashby      Karen Fitzgerald

Brief history of commercial arbitration. Business issues before the hearing, during the hearing, and after the hearing. What judges/arbitrators want. Current trending issues in arbitration fields. Hot topics!

Room: Dogwood

### **Lets Talk – How Biased Are You?**

Merry Wiley

The concepts of 'neutrality' and 'non-bias' are theoretically and philosophically sound, but practically pretty impossible for most humans to achieve, including mediators. Being aware of one's own biases, triggers, schemas, beliefs, and ladders of inference is an important step toward becoming more 'centered' during mediation. Just as the integrity of a court proceeding depends upon a judge preventing bias from affecting his or her decisions, so also does mediation. Preventing bias from afflicting professional performance requires self-awareness, discipline, and a recognition that both parties will benefit from a balanced deal that actually gets finalized. A compelling body of research shows a link between unconscious biases and how we conduct ourselves professionally and personally. Our field of work requires us to "outsmart our biases". Buried prejudice and biases influence our feelings, decisions, and behavior in sometimes surprising ways. Recognizing and overcoming these biases can be challenging, but is an important process when trying to be a tolerant, open-minded person, in the business of helping others deal with conflict. How do we label and realistically confront the biases we have?

Room: Trinity Gallery

**10:00 AM – 5:00 PM**

**Exhibit Program Opens**

Room: Trinity Gallery

**10:30 AM – 10:50 AM**

**Refreshment Break**

**11:00 AM – 12:30 PM**

**Mid-Morning 90 Minute Sessions**

Room: Trinity VIII

**Getting Kids to School - How to Start or Strengthen an Attendance Mediation Program**

Teresa P. Cusma                  Tammy Kosier

The use of mediation as an intervention to improve school attendance is successful and has positive long-lasting impact. Since 1986, Ohio counties have collaborated with judicial and educational systems to mediate hundreds of cases annually. The program improves attendance, increases the likelihood of educational success, reduces both law enforcement and judicial involvement, and improves the school-family partnership. School absences are often caused by mitigating circumstances rather than students willfully missing school. Using mediation to communicate, address the underlying issues, and problem-solve is an efficient and effective response to the national concern for improving school attendance with reduced judicial resources.

Room: Maple

**Online Dispute Resolution: Is There a Path to Ethical Requirements?**

Jill Handley

Is online dispute resolution in need of a code of ethics? Explore the debate in detail. Obtain practice aids and referrals to other resources. Use the knowledge gained to determine whether to expand a traditional ADR practice and to advise clients or litigants about ODR options.

Room: Trinity VII

**The Business of Mediation and Arbitration: Professionals Make Money**

Barbara Sunderland Manouso                  Melissa McApline

This session will discuss options on how to seek paying opportunities, build a paying clientele and become the professional that you want to be.

Room: Pecan

**Engage with your Cultural side: Cultural Intelligence**

Michele A. L. Villagran

It is not enough to simply be 'aware' anymore. As our workforces become more diverse, we face a greater challenge and problem; that of how to successfully manage increasingly diverse interactions. To address this concern, organizations are applying the framework of cultural intelligence (CQ). Cultural intelligence is a person's capability for successful adaptation to new cultural settings. This session's learning goals include: what is cultural intelligence; how is CQ used as a practical tool for embracing differences and increasing work performance; how do you improve your own CQ capabilities including the four factors; and how do you apply CQ within conflict management.

Room: Dogwood

**Investing and Professionalizing Mediators in Sub-Saharan Africa**

Daniel Njoroge Karanja

Investing and professionalizing mediators in sub-Saharan Africa is long overdue. While this region is home to what western scholars in the field might classify as "intractable" conflicts, it's also endowed with diverse cultural practices that embrace mediation. In this session, the presenter proposes a dialogue that will explore major cultural trajectories that align themselves to the practice of mediation as a primary means of conflict transformation. Dialogue will focus on a hybrid model that embraces African and western theoretical approaches observed in restorative justice and the use of the panel of the wise within the African Union construct. The dialogue will also explore curriculum possibilities at the undergraduate and graduate level specifically focused on institutions of higher learning in sub-Saharan Africa. The dialogue will conclude by offering a model that draws industry, faith communities, and justice systems that could codify mediation as a profession in the region that has a permanent place at the table of conflict transformation and finding enduring local solutions by local professionals.

Room: Trinity Ballroom

12:45 PM – 2:15 PM

**Conference Lunch, Business Meeting  
and Award Presentations**

Room: Trinity Ballroom



2:30 PM – 3:30 PM

**General Session – Discriminatory Laws: What Should be the Response?**

Various Rooms

3:45 PM – 5:15 PM

**Section Activities & Group Gatherings**

Location	Section/Committee/Group
Pecan	International Section
Trinity VII	Healthcare Section
Trinity VIII	Emerging Professionals
Trinity VI	ADR Professionals
	Advanced Practitioners – This is for current Advanced Practitioners

Room: Maple

7:00 PM – 9:00 PM

**Defining Our Field and Work in Challenging Times**

David Smith

Participants will learn about the Point of View Initiative and gathering that took place in June in Virginia that was hosted by George Mason University. This meeting is a continuation of that process. For this session, participants will engage in a facilitative discussion on the changing nature of our work and the field. Specific questions will be addressed including: 1. How do we define the field (including practice, research, activism, policy and other forms of engagement) today? 2. What inspires us to do our work or activities? 3. What are some of the challenges we face in doing our work? 4. What are some of the opportunities that are present?

# Thursday, October 12, 2017

Room: Trinity Gallery

7:00 AM- 5:00 PM

**Attendee Check-In**

Room: Trinity Ballroom

7:15 AM – 8:00 AM

**Continental Breakfast**



Room: Trinity Ballroom

8:00 AM – 10:00 AM

**Professionalizing Your Profession**

Panelist: Sharon Press

Thom Kosakowski

Donzell Robinson

The skills and expertise acquired and refined to succeed in our field are beyond the capacity of the average citizen, but a passion that drives many of us is to facilitate the empowerment of individuals to engage in conflict in the most constructive manner. Furthermore, whether we are mediators, facilitators, conflict coaches, ombuds, or any combination of the many roles that fall within our field there are specific standards and guidelines that we follow to practice in an ethical and effective way. The plenary panel aims to inspire thought, dialogue, and direction regarding core questions related to the professional nature and scope of the conflict engagement field. We will reflect upon the attributes of a profession as we consider the needs of our field to achieve a level of professionalism that maintains the passion each of us uses as a driving force.

Room: Trinity Gallery

10:00 AM – 5:00 PM

**Exhibit Program Opens**

10:30 AM – 12:00 PM

**Morning 90 Minute Sessions**

Room: Trinity VII

**Measuring Up: Professional Development and Self-Awareness**

Gloria Rhodes

Mara Schoney

Self-aware conflict resolution and peace building practitioners are aware of their values, assumptions, and strengths. Even more important, reflective practitioners strive to understand how these factors affect their ability to connect and work effectively in conflicts. Professions such as healthcare and counseling focus on personal competencies including self-awareness, ethics, and empathy for the other. Should conflict resolution also have similar expectations of practitioners? This session will present some established practices for professional development and skills assessment for self-awareness from the helping professions. Together we'll identify challenges encountered in measuring up to and valuing the personal dimensions of practice.

Room: Trinity VI

**Screening for Success: Should They be in the Room Together?**

Marya Kolman

Pre-mediation screening is crucial in all practice areas, not just in family cases. This interactive session will begin with a discussion of screening best practices and how to use and apply them effectively in different practice areas. Participants will then learn and practice techniques to conduct an effective screening interview. We will then consider how to use the information obtained in the screening to identify situations in which mediation is inappropriate or when special protocols are needed to protect the parties and the process. Participants will explore ways to develop appropriate screening tools for their practice areas and will learn and practice techniques to conduct an effective screening interview.

Room: Elm

**When Conflict Hits Home: How Conflict Professionals Deal with Conflict in Their Personal Lives**

Tara Fishler

What happens when YOU are in a conflict??? As we interact daily with family, neighbors, friends, colleagues, etc., conflict can be unavoidable. As conflict resolution practitioners, we are not immune to experiencing our own conflicts. Many of us are drawn to the field because we are either conflict-avoidant or have faced many conflicts ourselves. What happens when we try to use our skills in our own circles? This session will explore what works and doesn't work

when we have a stake in the outcome of conflicts around us. Learn tools to use the next time someone “presses YOUR buttons”!

Room: Red Oak

### **Changing the Culture--Organizational Development or Proactive Conflict Management?**

Sandra Moore

A facilitated discussion about the current trends and challenges in managing conflict in a healthcare environment. Participants will have an opportunity to share their struggles and solutions with each other. This is an opportunity to learn from the experience of peers and share resources to maximize the opportunity to benefit from others.

Room: Trinity VIII

### **Quantitative Research Results: Impact of Mediation in Criminal Misdemeanor Cases**

Lorig Charkoudian

Mediation of criminal misdemeanor cases can have a significant impact on the relationship between participants while also saving the courts and law enforcement time and money. This research is one of only a few in several decades that quantifies the specific impact on relationships as well as public agencies. This session will discuss quantitative research comparing the long term impact of criminal misdemeanor cases that were mediated compared to a control group of cases that were not mediated. Information from this session can be used to understand and advocate for increased use of mediation for criminal misdemeanor cases. Spoiler alert: It makes a big and long term difference!

Room: Live Oak



### **The Impact of Technology on ADR Ethics and Practice**

Daniel Rainey   Leah Wing   Jeffrey Aresty   Susan Exon

This interactive session will focus on a set of annotated Mediator Model Rules adopted by ACR, AAA, and the ABA. The rules were annotated to note the impact of technology on the practice of mediation, and the annotations were published in the latest edition of the International



Journal of Online Dispute Resolution. The session will focus on three areas: 1) issues of ethics at the broadest level; 2) issues of ethics and practice as they apply to model rules guiding mediator behavior, and 3) recommendations for inclusion of technology issues in standard mediator training and education.

Room: Mesquite

### **WRITER'S WORKSHOP: GETTING PUBLISHED IN ADR/CR**

Susan S. Raines

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.

Room: Pecan

### **Legal, Ethical and Risk Management Considerations in Interdisciplinary Dispute Resolution Practice Arrangements**

Lisa Renee Pomerantz

Many licensed professionals have expanded their practices to include working as neutrals, experts, or other types of advisors in mediation, arbitration, collaborative practice and other forms of conflict resolution. Often, they seek to develop multidisciplinary approaches involving professionals from a variety of disciplines. In structuring these arrangements, though, licensed professionals need to consider what potential constraints ethical codes, existing regulatory schemes, and other risk management concerns may impose on the expansion of their practices to include conflict resolution services or professionals from other fields. This presentation will identify and examine these constraints and consider alternative approaches to the structuring of interdisciplinary dispute resolution practice arrangements. What legal and ethical considerations potentially apply to licensed or credentialed professionals in interdisciplinary dispute resolution processes? How are the structuring and marketing of interdisciplinary dispute resolution services affected? What are the implications for engagement letters, insurance coverage, and other practical issues?

Room: Pin Oak

### **The Nine Hallmarks of Community Mediation as Professional Guideposts**

D.G. Mawn

This session will review the Nine Hallmarks of community mediation with a particular focus on Hallmark 2: "The use of trained community volunteers as providers of mediation services; the practice of mediation is open to all persons". Using the Nine Hallmarks as the professional guideposts for the presentation, the attendees will discuss how to stay anchored in the core value that mediation practices, and the need for applications to be organic to the situation, the participants and the conflict that they are experiencing. Balancing the need to offer professional quality and ethical services while assuring that that the practice of mediation is open to all persons will be the core focus of the presentation.

Room: Maple

### **Arbitration in Family Matters: Private Ordering, Client Choice, Recognition**

Nancy Flatters

Larry Fong

On the continuum of the primary dispute resolution systems, arbitration allows for greater party choice, control and flexibility over process to resolve family disputes, including those that are child-related, than does litigation with its more formal structure and rules. Family matters arbitration, with content ranging from children, support, and property (amongst other issues), has become more clearly defined with the implementation of the Uniform Family Law Arbitration Act, 2016 ("UFLAA"), National Conference of Commissioners on Uniform Laws as approved and recommended for enactment in all States (jurisdiction: United States).

Using the UFLAA as the back-drop, this presentation will focus on: party choice; jurisdiction; developing context, structure, implementation, procedure and rules for arbitration; pros, cons and pitfalls of arbitration; the role and responsibility of the arbitrator in arbitration and in relation to the arbitrator's ordinary practice; role of lawyers and experts; role of the court; and who should arbitrate in content-specific disputes.

Room: Trinity Ballroom & Various Rooms

12:00 PM – 1:45 PM

**Conference Lunch and Various ACR  
Section Activities**

**Stop in the Ballroom to pick up your lunch and then go to the Section Meeting.**

<b>Location</b>	<b>Section/Committee</b>
Pecan	Commercial
Maple	Community Mediation & Restorative Practice
Trinity VII	Education/Training/Research
Trinity VIII	Elder Decision Making
Dogwood	Environment and Public Policy
Elm	Family
Live Oak	Online Dispute Resolution
Pin Oak	Spirituality
Red Oak	Workplace-Ombuds
Trinity VI	CQ Editorial Board

2:00 PM – 3:30 PM

**Afternoon 90 Minute Sessions**

Room: Elm

**Finding the Hidden Gem: Evolving Your Job Search**

Tracy King          Sarah Kauffman          David Smith

At a time where there are more mediators than advertised "ADR Coordinator" or "Mediator" positions, how do you find the hidden gem? How do you market your ADR skills and background to be the last candidate standing? This session will feature several panelists from different career paths (i.e. government, non-profit, entrepreneur, human resources) sharing their struggles and success stories that led them to their current positions. Come learn about tools and strategies to identify existing positions or to create an opportunity within your existing organization. Share your experiences, ask your questions, and receive advice from our expert panelists and your fellow session attendees.

Room: Pecan

## **Getting Past 'Yes' as Measure of Mediation Success in Family Court**

Alexandra Crampton

Settlement – or agreement rate – continues to be the main measure of mediation success in family court programs. Professionalizing mediation practice brings pressure on court programs and on mediators to produce signed agreements. The settlement focus emerged when mediation was tested as a court trial alternative. Family court goals were more modest; to achieve a more amicable divorce settlement. Today, however, divorce has become a process of family re-negotiation. A rush to settlement can impede these process goals. This session will review how mediation became part of family court, why mediators may feel pressured to bring settlement, and how to identify additional measures of mediation success for divorce, post-divorce, and non-marital cases.

Room: Mesquite

## **Workplace Mediation: Transforming People and Relationships**

Janet Schmidt

In my recent Ted X Talk, I stated, 'If you could see what I see, you could achieve your dreams'. This workshop will explore a common challenge in conflicts: peoples' blind spots. We will explore why we are blind and what we can do about it as well as how mediators can design processes and assist people to see themselves and their impact on others more clearly.

Room: Pin Oak

## **Shaqeyso**

Dave Farthing

This session is for those that work with youth and will highlight new materials developed in Mogadishu, Somalia that have peace building and conflict resolution as the core of life-skills curriculum. Somalia has one of the largest youth populations and youth unemployment rates in the world. Concepts and models will be shared to demonstrate how building key conflict resolution and restorative values, approaches, and models into employment readiness is key to help ensure that youth build the skills they need for success. The workshop will end by highlighting key learnings to approaches needed to counter terrorism recruitment and to strengthen peace building capacity.

Room: Trinity VII

**Profession and/or Movement: How Do We Promote Deep Cultural Change Around Conflict Engagement?**

Jayne Seminare Docherty

Why has mediation not become a full-blown profession? Professions are typically built on a gold-economy model: the educated professional sells services the lay person cannot perform for him/herself. We cannot use a gold-economy model to professionalize mediation, nor should we. That does not mean it is impossible to create demand for professional services. Demand for professional mediation services can only be built by promoting a cultural shift in assumptions about how to respond to conflict. This interactive workshop will explore the complexity of professionalizing a set of practices while trying to change cultural attitudes and behaviors around conflict.

Room: Red Oak

**Elder / Adult Family Mediation – Challenges and Opportunities**

Crystal Thorpe

As the population ages, families are facing difficult decisions about elder care, living situations, family homes, and personal property. These decisions can be emotional and challenging even when everyone is “on the same page,” and they become rapidly more complex when there is disagreement in the ranks. Learn how Elder Mediation can help, and consider the skill sets needed to offer this increasingly sought-after service. Hear about challenges in this practice area, including: determining who needs to be at the table; concerns about capacity; working with multiple stakeholders; geographically-dispersed families; and involving other professionals; to name a few.

Room: Dogwood

**Being Calm and Clear in the Heat of Conflict**

Rachel Wohl

We may find ourselves in the middle of highly-charged situations with conflicting parties who are under great stress. Add to that the stress of our own fast-paced lives, and the welter of thoughts, emotions, body sensations, and habitual modes of reacting that conflict naturally generates, and it may be challenging for us to sustain clear, calm, nonjudgmental, focused awareness. This interactive presentation will introduce you to the basic fundamentals of

mindfulness meditation, which build our ability to be mindful in our work and our lives, and will give you the opportunity to practice a simple pause technique to calm our bodies and enhance our awareness. It is designed for beginners as well as for those who already meditate, and especially for those who believe their minds are too active to be able to learn to meditate.



Room: Live Oak

### **Special Edition: The Texas Conflict Coach Blog Talk Radio**

### **Professionalizing Mediation: Understanding the Impact of Taking the Next Steps**

Pattie Porter

Jack Goetz

Jennifer Kalfsbeek

Mediation is a powerful process but is still largely society's best kept secret outside of the litigated case arena. Further professionalizing mediation promises to create public awareness and increase utilization. We will examine the impact of taking the next steps for mediators and disputants alike. Participants will learn how to: (1) raise awareness and identify key criteria existent in any profession, (2) examine the public impact, and (3) describe next steps toward professionalization.

Room: Maple

### **What We Don't Know Will Hurt Us: Recommitting Research**

Tricia Jones

Susan Raines

Bryan Hanson

Merri Hanson

As our field continues to evolve, we are often focused on generating new ideas for practice and new means of implementing and supporting conflict management programs. Because money is tight and constraints on research and evaluation are real, we often choose to wish for but not insure that research and evaluation on our valuable work happens -- somehow. But, as a field, we are without a coherent movement for critical research and evaluation, and it threatens to make us our own worst enemy. This panel brings together prominent "pracademics" -- practitioner/academics who proudly see both as essential to their work as professionals -- to discuss where we are now in terms of bodies of research in various practice areas (family, government, community, conflict education, etc.), and how professional associations including ACR and higher education programs can more re-commit to a research agenda that pragmatically provides information about what works and why. Information that can more effectively be used to support policy development and program implementation.

Room: Trinity Ballroom

4:00 PM – 5:30 PM

**Voices of Excellence**



*Voices of Excellence* is a new addition to our 2017 annual conference and is an outgrowth of the highly successful New Voices. This year's *Voices of Excellence* applicants will be submitting proposals for 12-minute presentations in the manner of "TED Talks". The theme of the four (4) presentations will be "Never Stop Learning" and will speak to:

- Based on experience in the last 20 years or your own research, what have you learned that guides, puzzles, or inspires you in your work now?
- What lessons from your past experience or research have you put to work in your practice?

Come ready to be inspired.

Room: Mesquite

5:30 PM – 7:30 PM

**2017 Raffle and Reception**

## **Friday, October 13, 2017**

Room: Trinity Ballroom

8:00 AM – 8:45 AM

**Continental Breakfast**

9:00 AM – 10:30 AM

**Morning 90 Minute Sessions**

Room: Maple

### **Model Standards Give Professional Character to Mediation**

Terry Wheeler    Sharon Press

Merriam-Webster defines professionalize as "to give a professional character to" and defines professional as "... conforming to ... ethical standards of a profession." Ethical standards set an expectation of behavior to achieve quality. The Model Standards of Conduct for Mediators and Model Standards of Practice for Family and Divorce Mediation are ethical standards created to serve as a guide for the conduct of mediators, inform mediating parties of what they can expect, and promote public confidence in mediation. Mediators of all styles, mediating in all

contexts, give professional character to mediation when they comply with the model standards. But is compliance with the model standards enough? This session will explore many questions including: Should mediators be expected to exceed the model standards in an attempt "to professionalize the field" and/or deliver higher quality services to parties? What are the reasonable expectations of the parties with regard to competency? How does a family mediator acquire and maintain professional competence? How do courts and government agencies impact the quality or professionalization of mediation when they set training standards, use in-house mediators, use volunteer mediators, provide free training, and/or provide immunity for mediators?

Room: Trinity VIII

### **Solutions for High Conflict Families: Eldercaring Coordination Research Results**

Sue Bronson      Linda Fieldstone

An ACR Task Force created eldercaring coordination as an elder- focused dispute resolution process for high conflict families regarding the care and needs of an elder. The Guidelines, accepted October 2014, focus on reducing the level of conflict so family members work more productively together with others in their support system to provide legal advice, guidance, and care. There are currently five states that have established pilot sites in which Eldercaring Coordinators have been trained and referrals started. Learn what research has revealed as it guides the development of eldercaring coordination from training through implementation and how you can become involved in this innovative initiative for elders and their families.



Room: Live Oak

### **Online Dispute Resolution and the Future of Consumer Protection**

Colin Rule      Amy Schmitz

Empowered by the internet, consumers now purchase items from all around the world with swipes of a finger or clicks of a mouse. This is generating more than a billion disputes a year, many of which are low value and cross-border. The face-to-face techniques we've used in the past to resolve these issues don't work for online issues. Building on recent advances in the United Nations and the European Union, this session will envision a global, small claims, consumer dispute resolution system built for the future -- and will offer concrete advice about how individual mediators can get involved today.



Room: Elm

**Integrating Social Justice-Based Conflict Resolution into Higher Education Settings: Faculty, Staff, and Student Professional Development Through Mediation Training**

Nancy T. Watson      Kenita S. Rogers

This session will share highlights of a multi-faceted approach to targeted professional development at one of the largest public, land grant, research-intensive universities in the United States. We will share a practical model designed to build individual and organizational capacity by integrating conflict resolution techniques based on social justice principles into a variety of higher education settings. This model has been successfully utilized for more than 2,500 faculty, staff, and students (undergraduate and graduate) at Texas A&M University, and is an ongoing proactive and responsive strategy in creating a mindful culture and sustaining a cohesive workplace climate.

Room: Trinity VII

**Conflict De-escalation in Emergency Medicine**

Paul Charlton      Ryan Nichols

Insults, biting, and spitting: most of us don't anticipate regular harassment at our workplace, but verbal and physical threat is a daily presence for health care providers working in many Emergency Departments. This session will discuss ongoing research and training programs from the conflict management field aiming to improve health care providers' skills and comfort with conflict de-escalation in clinical care settings, specifically in the Emergency Department. This session will introduce the de-escalation paradigms and conflict management theory used in these courses as well as share materials that have been developed for teaching such courses. This session may be of particular interest to those involved with the health care, workplace, and ethics sections.

Room: Trinity VI

**Can Volunteer Conflict Resolvers Function Effectively**

Alan Gross

Yes! Conflict resolvers must: 1) receive training for the work they will be assigned, 2) gain practice opportunities in a mentored apprenticeship/internship, and 3) demonstrate competence via approval/certification. Attorneys demonstrate proficiency at Bar exams; mediators/arbitrators are more likely to demonstrate that they are qualified by being observed, sometimes via video. Aspiring conflict resolvers may require feedback before being finally approved as “professionals”. These requirements apply to volunteers AND to paid professionals. Volunteers who have achieved sufficient experience and knowledge to become approved/certified should be considered “professionals”. In settings where other professionals are paid, mediators should be compensated equally. Professionalism requires competence and is irrelevant to whether the work is compensated.

Room: Red Oak

### **Why we Stay: An Inside Look at Domestic Violence**

Kate Cullen

As more people begin the divorce process after 15, 20, or 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 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?

Room: Dogwood

### **Reframing: An Effective Organizational Conflict Approach to Assess/Intervene in Workplace Conflict**

Neil Katz

The session gives an overview of Bolman and Deal’s Four Frame Approach that the presenter successfully uses in working with leaders who want assistance in dealing with organizational conflict. The session will be interactive and allow for the attendees to learn about their own frames and how to use them effectively in their own training/consulting practices.

Room: Pin Oak

### **Meet the Editors: Learn more about the new ACR/Rowman and Littlefield Publishing Partnership**

Linda Ganster   Elizabeth Swayze   Susan Terry

Are there books that you need as a practitioner that don't yet exist? Are you teaching an undergraduate or graduate course in conflict resolution for which there is no suitable textbook? Would you use a series of authoritative reference works in your practice, consultations, or in your teaching? Are you interested in helping to build bridges between organizations and defining the field of conflict resolution for future academics and practitioners? If you answered yes to any of these questions, then come and learn more about the new publishing partnership between the ACR and Rowman and Littlefield. The ACR/Rowman & Littlefield partnership aims to offer rich opportunities for members who are interested in writing or contributing to books for their peers, students or the general public. This session will give you an opportunity to meet the editors from Rowman, to hear about plans for future publications, and to bring suggestions for book projects that will benefit the field, the study and the practice of conflict resolution. We welcome questions and suggestions for titles that don't exist but that have long been on your personal book wish list.

Rowman & Littlefield is a leading independent publisher, headquartered just outside Washington DC, with strengths in academic publishing in the humanities and social sciences, professional publishing, publishing government and official data, and K9-18 educational publishing. For many years, professional associations, research organizations, and think tanks have turned to Rowman & Littlefield as their publisher of choice. Our editorial experience, commitment to reaching a broad readership, speed of publication, state-of-the-art technology and publishing excellence have made Rowman & Littlefield a prominent independent publisher.

Room: Trinity Gallery

10:00 AM – 4:00 PM

**Exhibit Program Opens**

Room: Trinity Gallery

10:30 AM – 11:00 AM

**Refreshment Break**

11:00 AM – 12:30 AM

**Mid-Morning 90 Minute Sessions**

Room: Trinity VII

**Institutionalizing Ombuds Practice in Higher Education: Embracing Conflict Resolution as a Means for Institutional Growth**

Julia Heck

Sean Woolf

Have you ever felt confused about where the ombuds “fits” within your institution? This session introduces and explores ways in which ombuds can institutionalize themselves through embracing conflict resolution as a means for fostering institutional growth. During this session, the presenters will share their experience in reinventing, rebuilding, and rebranding the Eastern Michigan University Office of the Ombuds in a way that has institutionalized the office and allowed for growth. This workshop will provide ombuds with tools to help build innovative services, foster constituent relationships, evaluate institutional contributions, and enhance marketing of the ombuds.

Room: Trinity VI

### **Navigating the First Year of Ombuds Practice**

Laurelyn Irving                  Julie Weber                  Delicia Perdue                  Dawn Bedivy

Navigating the first year of ombud's practice is exciting, meaningful, and full of challenges. It is because of the uniqueness of the first year, that we have gathered a panel of relatively new ombuds from academic, corporate, and governmental settings to discuss various first year challenges and their lessons learned. Panelists will address topics including: educating the community about the role of the ombuds; the importance of learning about the culture of our environment; navigating relationships; self care; finding mentors; managing the workload; starting a new office; and much more.

Room: Trinity VIII

### **Engaging Difficult Histories: Commemorations as Opportunities to Hear Marginalized Stories (Sponsored by BHSF Railway)**

Tamra Pearson d’Estrée                  Chris Howell                  Nancy D. Wadsworth

The legacy of a community or society is seldom uncontested or clean. A certain narrative usually dominates, leaving other stories untold or silenced. To move toward healing and reconciliation, communities must struggle with creating space for difficult conversations about the past. Commemorations can provide openings to hear all narratives and encourage intergroup listening and engagement. This session explores lessons learned and best practices. Cases to be examined: “The Darker Side of a Sesquicentennial: Communities Acknowledging the Sand Creek Massacre” Tamra Pearson d’Estrée and Nancy Wadsworth, University of Denver and “Enough Good People: Reflections on Tribal Involvement and Inter-Cultural Collaboration during the Lewis and Clark Bicentennial” Chris Howell, Fort Worth, TX.

Room: Dogwood

### **App-Assisted Family Mediation: Ethical Issues and Responses**

Allan Barsky

Do you want to improve client communication in mediation? There's an app for that. Would you like to improve documentation, conflict assessment, negotiation, problem solving, or data management? There's also an app for each of these components of mediation. But how do we know whether use of a particular app is ethical? This interactive workshop provides a framework for analyzing the use of apps in relation to confidentiality, neutrality, informed consent, dual relationships, competence, cross-jurisdictional practice, and other ethical considerations.

Room: Maple

**To BS or Not To BS. Is That The Question?**

Emmett Ward

Jonathan Rosenthal

Gretchen Kainz

This informative, entertaining, and interactive session will take a deep look at brainstorming and other techniques used by mediators to elicit solutions. Research shows that when people generate their own ideas for resolving conflict, they're more likely to reach lasting agreements. There have been numerous studies on effective team work, creativity in solution generation, and optimum techniques for brainstorming, all of which may help people not in conflict find creative solutions to challenging problems. But when participants are entrenched in conflict, the challenge to find solutions is even tougher. Join us to explore the history of brainstorming, other problem solving techniques, and ADR research, and learn how they inform our choices in facilitating effective, lasting outcomes for participants in mediation.

Room: Live Oak



**What Does Mediation Teach Us About How People Can Manage Conflicts on Their Own? (Sponsored by The Institute for the Study of Conflict Transformation)**

Joseph P. Folger

The 2017 Recipient of the William Kreidler Award for Distinguished Service to the field of Conflict Resolution

People face frequent conflicts in their families, communities and workplaces. Yet, most people never experience mediation or even know what it is. The conflict field needs to develop useful and realistic conflict trainings that help people manage their own conflicts without the help of a third party. These trainings can be based in what mediators learn from their work. People's experiences in mediation can teach us a lot about how to respond to difficult conflicts. Folger

draws from his work developing and practicing transformative mediation to discuss what mediation teaches us about the self-management of conflict.

Room: Elm

**Our Brain: The Owner’s Manual**

Jennifer Kresge

A subtle yet fascinating aspect of our work, is the use of our brain. It allows us the opportunity to experience what we think we know through a variety of different lens. We will explore how our cognitive realities and tendencies influence our mindsets, and how this impacts our work. We will examine our roles and the meaning of leadership as we develop strategic mind maps for constructive conversations in the work we do.

Room: Pin Oak

**Who Defines Our Profession - Us or the Public?**

John Kenyon

We have spent years debating whether we are a profession and getting stuck disputing key terms, what is ADR, and marketing strategies. We can sidestep these arguments by defining our profession from the public’s perspective and describing our field of practice in ways anyone can easily understand. In this session, we will explore this approach through exercises, examples, and discussions. You will discover that our first responsibility is assessing what services the parties’ needs and you will have an opportunity to create your own needs assessment protocol. Furthermore, we will examine how this approach might improve our communications, both internally and with the public.

Room: Trinity Ballroom

**12:45 PM – 2:30 PM**

**Presidential Luncheon – Award Presentations and Installation of New President.**

**2:45 PM – 4:45 PM**

**2 Hour Sessions**

Room: Maple

**The Intersection of Dispute Resolution and Civic Leadership in the Midst of Civil Unrest: Testing a Table-top Exercise for Civic Leaders**

William "Bill" Froehlich

Larry Schooler

Christopher Cook

The Divided Community Project is designing an interactive table-top exercise for civic leaders to use to determine whether and how they are prepared for civil unrest. This session will beta-test a table-top exercise where participants are assigned to play the role of a civic leader (community organizer, religious leader, police chief, city manager...) and must try use a limited pool of resources to turn community division into collaborative action. Following the exercise, Divided Community Project and civic leaders will share their perspectives and observations and engage participants in discussion.

**2:45 PM – 4:15 PM**

**Afternoon 90 Minute Sessions**

Room: Red Oak

**Listen to me! Kids in Mediation: the Right to be Heard**

María Eugenia Solé

Maria Paola Felibert

One of the greatest challenges for mediators is that parents recognize the vital role of their children not only in the family system but also in the whole of society. By listening to them, we are not denying the parents' duty and right to accompany kids in their development. On the contrary, this allows parents to understand, share, and learn from their children's experience as part of the family. Family mediators are asked to reframe our work, and especially rethink: Is it useful to call children to mediation? What difficulties or risks can arise? In all cases? Who decides the participation of the children? Who is interviewing the child? At what stage of mediation?

Room: Pin Oak

**Balancing Professionalism and Volunteerism: Experiences of the Aga Khan Conciliation and Arbitration Board**

Kamran Jivani

Celina Shariff

Shafiq Hemani

The Aga Khan Conciliation and Arbitration Boards (CABs) of the Shia Ismaili Muslim community aspire to provide holistic dispute resolution services in the interest of preserving and promoting personal and community harmony. The CAB system has been described by Marion Boyd, former Attorney General of Ontario, as "a model of conciliation and arbitration that is the most sophisticated and organized structure in the Muslim community" and an example for other community-based dispute resolution systems. CAB USA operates throughout the country using a team of over 50 volunteers, each engaged in approximately 150 hours of

training and each committed to serving for a period of at least 3 years. In this interactive session, members of CAB USA will present CAB's learnings and experiences in fostering professional service standards while honoring the needs and commitments of its volunteer corps.



Room: Live Oak

### **Nobody Kill Anybody: The Ceasefire Weekend in Baltimore**

Erricka Bridgeford

*Nobody Kill Anybody* was the theme for the grassroots campaign against gun violence during a ceasefire weekend, August 4-6, 2017 in Baltimore, Maryland. The ceasefire, also known as the Baltimore Peace Challenge, was a collection of more than 30 events all over the city to generate grass-roots pressure to halt the violence that has resulted in a record 204 homicides in the city through July. Erricka was one of the organizers and during this session will share the how the idea for the ceasefire developed, how organizations, individuals and gang members responded to the idea. She will also discuss lessons learned and what might be ahead.

Room: Pecan

### **Model Standards of Conduct Working Group**

Daniel Rainey and the Working Group

Room: Elm

### **Conflict Coaching for High Conflict Co-Parents: Shared Spaces Pilot Project**

Charlene Berquist      Heather Blades

The innovative pilot Shared Spaces Co-Parenting Conflict Resolution Program in Springfield, Missouri, provides skills training and individualized conflict coaching to high-conflict co-parents referred by the Family Court. Co-parents take part in a day-long educational session, followed by individual conflict coaching sessions, culminating in joint coaching sessions with their co-parent focused on developing a communication plan that will manage future challenges as they work together in the best interests of their children. This session will describe the program rationale and development, provide concrete details on program structure, and outline research results. Extensive handouts will be available for participants.



Room: Trinity VIII

**Workplace Mediation: Working within the Whole System**

Tsipora Dimant

A workplace conflict can be a simple miscommunication between two or more people, or a complicated case needing a more complex intervention process. This workshop will focus on how to work with a number of stakeholders within an organization, while maintaining confidentiality and the integrity of an impartial process.

Room: Dogwood

**Training Managers to Engage in Difficult Conversations to Change Behavior**

Janet Schmidt    Stephanie Stobbe    Jerry Buckland    Sandra Wiebe

In 2015, a training program was developed to assist managers from a large corporation in 'Having Difficult Conversations.' A Pilot Project of 30 managers were taught 5 different conversations: Concerned and Curious; Setting Expectations; Affirmation; They did it Again and Transition to Performance Management. This presentation will look at the content and format of the training as well as the research methods and results. The research found that the training did result in positive changes in behavior that was noted by both the training participants and their direct reports.

Room: Trinity VI

**Designing Collaborative Governance Regimes**

Kirk Emerson    Tina Nabatch

2017 ACR Sharon Pickett Award Recipients

Collaboration is a fact of life, particularly in the context of public matters and issues. While a lot is known about the process of collaboration and the need for conflict management skills, little attention has been given to the design and management of cross-boundary collaborative systems. In this interactive workshop, Kirk Emerson and Tina Nabatchi will draw on their recent book, Collaborative Governance Regimes, to address several questions: What kinds of collaborative governance regimes (CGRs) exist, and what are the benefits and challenges of each? How can practitioners best design CGRs to meet their needs? What potential pitfalls should they contemplate and plan to address during the management of CGRs? Through discussion, brainstorming, and other exercises, participants will share knowledge and learn about the issues associated with designing and managing CGRs in different contexts.

Room: Trinity VII

## **Nonverbal Social Skills Deficits and Conflicts**

Tricia Jones

Mediators and coaches understand that poor communication skills create conflict, escalate conflict and can impede the success of conflict resolution processes. Every individual who chooses to participate in a mediation or a facilitation has varying capacities to communicate – both in terms of listening to and understanding the other and in terms of presenting their own point of view. One communication ability that is critical to conflict is nonverbal communication competence. Almost 10% of the population deals with a nonverbal social skills deficit known as “Dyssemia.” Stephen Nowicki and Marshall Duke from Emory University have written extensively on this issue and how dyssemia impacts personal and professional relationships. This session will help mediators and conflict coaches learn more about dyssemia and how it can be addressed as a cause of conflict and a difficulty in mediation or coaching processes. This section includes hands-on tools to assess dyssemia, suggestions to help dyssemics improve their nonverbal behavior and specific suggestions about adjusting mediation process when a participant is dyssemic.

## **Saturday, October 14, 2017**

Room: Trinity Ballroom

8:45 AM – 9:30 AM

### **Continental Breakfast**

9:30 AM – 11:45 PM

### **ACR Open Space Discussions**

Is there a burning issue that is not addressed in the program? A challenge with all large conferences is the ability to engage in conversation concerning current and emerging issues. ACR is providing an opportunity to leverage the collective wisdom of our conference attendees to address these issues by setting aside Saturday morning for engaging in dialogue. The dialogue process will resemble an open space format. Conference attendees are invited to propose conversations throughout the conference. You will be free to engage deeply in the conversation that resonates best with you, or branch off to other conversations as the morning continues.

Time	Room	Topic
9:30 AM – 11:45 AM	Pecan	Sanctuary Cities
9:00 AM – 11:45 AM	Maple	Open Carry Law
9:30 AM – 11:45 AM	Trinity VII	Transgender Bathrooms
9:30 AM – 10:30 AM	Pin Oak	How to Become an ACR Advanced Practitioner
9:30 AM – 10:30 AM	Trinity VIII	Open Space
9:30 AM – 10:30 AM	Elm	Open Space
9:30 AM – 10:30 AM	Dogwood	Open Space
10:45 AM – 11:45 AM	Trinity VIII	Ethical Standards Discussion
10:45 AM – 11:45 AM	Dogwood	Legislative and Public Policy: How to re-start the committee
10:45 AM – 11:45 AM	Elm	Open Space
10:45 AM – 11:45 AM	Pin Oak	Open Space
10:45 AM – 11:45 AM	Red Oak	Open Space

**Plan to attend ACR's 2018 Annual Conference, October 3-6, 2018, at the Doubletree Greentree, Pittsburg, PA.**



