

The Consortium on Negotiation and Conflict Resolution

presents the:

Summer Institute on Conflict Management in Higher Education



Jekyll Island Club Hotel, Jekyll Island, Georgia
July 26-30, 2010



The Consortium on Negotiation and Conflict Resolution

Georgia State University College of Law • P.O. Box 4037 • Atlanta, GA 30302-4037

FROM THE CNCR'S EXECUTIVE DIRECTOR



The Consortium on Negotiation and Conflict Resolution (CNCR) is pleased to offer its Tenth Annual Summer Institute on Conflict Management. Colleges and universities are complex organizations with a range and variation of disputes unlike any other workplace or community. The costs of disputing on campus can be considerable. Administrations are concerned not only about the expense of increased litigation but also about the damage to those collegial relationships essential for a productive academic enterprise. In addition, most institutions of higher education facing pressures for rapid change but are ill-equipped to facilitate consensus among constituents on how to adjust and solve ongoing problems fairly and efficiently. By using alternative means of handling conflict and change, these institutions can streamline conflict management, prevent disputes, reduce the costs of disputing and change, and generally improve communication and collegiality.

Our seminars focus on learning and improving conflict management skills in the unique context of higher education. CNCR has been engaged in conflict resolution research, teaching, and service for over a decade. During this time, CNCR has consulted with numerous institutions in both the US and abroad in the development and implementation of their conflict management systems. This includes providing technical support, training, and consultation to all 35 campuses of the University System of Georgia, the first system in the nation to mandate alternative dispute resolution on all its campuses. CNCR's Summer Institute faculty apply this extensive knowledge and their own unique experience as administrators and faculty to our interactive, participatory program.

We urge you to join us this summer and get the knowledge and practical skills you need to prevent and manage conflict on your campus.



Douglas H. Yarn
Executive Director, CNCR

CNCR FACULTY



Lin Inlow, CNCR Director of Education and Mediation, founded and directs CNCR's Summer Institute on Conflict Management in Higher Education. She administers the University System of Georgia's Mediation Program and consults with the 35 institutions of the Georgia System on the development and implementation of conflict management programs and systems design within and outside the US including the higher education systems of South Africa, Poland, Scotland, and England. She has been a member of The Carter Center facilitation team working in The Netherlands on "The Sudan Peace Initiative" and worked with the Atlanta Project on conflict resulting from gentrification of urban neighborhoods. She was a working group convener and facilitator at the Global Conference From Reaction to Prevention at the United Nations in 2006. Lin has served on several Boards including the American Association of University Administrators.

Marilyn Hazzard-Lineberger, a Licensed Psychologist, is President of Lineberger Consulting Services, Director of the University Counseling Center at Clark Atlanta University, Senior Program Consultant for the Emory Employee Assistance Program, and adjunct faculty at Emory University. She holds leadership positions in several professional and civic organizations and has provided extensive consulting and training services both nationally and internationally. Dr. Lineberger specializes in areas related to human relations, clinical psychology, employee assistance programs, and organizational behavior. She is an experienced mediator and facilitator in small and large group conflict.



CNCR, located in Georgia State University's College of Law, is an inter-institutional, interdisciplinary program supporting theory building and practice in conflict prevention and resolution. The mission of CNCR is to understand the institutionalization of conflict prevention and resolution in organizations or through policies and to disseminate the resulting knowledge.

CNCR FACULTY (continued)



Owen T. Egharevba, a graduate of Kennesaw State University Master of Science in Conflict Management, is currently working on his dissertation at Nova Southeastern University. As a registered Georgia mediator and volunteer, he has facilitated and sought resolution to a variety of community disputes. He has lived and traveled throughout Africa, Europe and Asia, and brings that wealth of knowledge to classrooms. Owen is working on several books, articles, and poems soon to be published.

Carolyn Benne, an independent conflict management and resolution consultant, is currently contracted with CNCR to design, build and implement a regional restorative justice clearinghouse. Prior to becoming an independent consultant, Carolyn was a Director of CNCR. As Director, she led the Conflict Resolution in Schools Program, a living laboratory examining the efficacy of teaching conflict management skills to children in the Atlanta Public Schools. Carolyn is an experienced mediator, facilitator, and trainer. She has facilitated group problem solving and community building sessions in the higher education, private business, and community arenas; conducted training in conflict management including mediation; designed conflict management systems in higher education and the private sector; and, evaluated conflict management systems.



Dorothy Graham, a Professor of English, has served as Kennesaw State University's Ombudsperson since 1996. She is a trained mediator and has extensive training in conflict management and ombuds work. She is also KSU's Liaison to the state-wide consortium (CNCR) that monitors dispute resolution throughout the University System of Georgia. Dorothy is a member of the International Ombudsman Association and has formerly served on its board and that of the University and College Ombuds Association.

Tricia Jones is a Professor in the Department of Psychological Studies in the College of Education, Temple University, Philadelphia, PA. Her teaching and research interests are in interpersonal, group, and organizational conflict processes with special emphasis on conflict resolution education and social and emotional learning programs in K-16 institutions. She has published over 40 articles and book chapters on conflict and conflict resolution education, and co-edited the volumes, *New Directions on Mediation* (Sage, 1994) and *Does It Work? The Case for Conflict Resolution Education in our Nations Schools* (CRENet, 2000), and *Kids Working It Out: Stories and Strategies for Making Peace in Our Schools* (Jossey-Bass, 2003). She has authored the book, *Interpersonal Communication through the Life Span* published by Houghton-Mifflin in 2006. Dr. Jones is the past-President (1996-1997) of the International Association of Conflict Management and has served as the Editor-in-Chief of *Conflict Resolution Quarterly*, the scholarly journal of the Association for Conflict Resolution.



WORKSHOPS

Mediating Campus Disputes

Instructors: Lin Inlow and Marilyn Hazzard-Lineberger

July 26-30, 2010

Conflict is inherent to the academic community. Conflict fosters intellectual debate, enhances collegiality, and promotes change if it is managed constructively. In today's academy, interest-based approaches are enabling university members to manage their conflict in a collaborative, less adversarial fashion. Mediation is an example of one of these approaches. Mediation allows for an impartial facilitator to assist individuals with developing a mutually acceptable solution to their problem.

This workshop provides concepts and skills for mediating campus disputes and conflict. Participants learn a five stage problem solving model of mediation. Analytical and communication skills necessary to facilitate mediation are practiced through simulations that are coached by experienced mediators from the University System of Georgia.

July 26-30, 2010

WORKSHOPS (continued)

Building the Bridge Together: Empowerment through Cross-Cultural Communication

Instructor: Owen T. Egharevba

July 26, 2010

Working effectively in our ever-changing, complex world requires an understanding of ways to mitigate inter-cultural conflicts in the work place, schools, and communities. This interactive workshop focuses on various approaches to effective cross-cultural communication. Participants explore the differences and similarities in individualist (Low Context) and collectivist (High Context) cultures. Role-plays and simulations provide the learner with the opportunity to practice intercultural skills. Application of these skills to inter-cultural conflict is also explored.

Where You Are Impacts What You Do: Styles and Models of Mediation

Instructor: Carolyn Benne

July 27, 2010

Participants in this workshop examine several models of mediation, including facilitative, evaluative, transformative, and narrative mediation. Exercises and simulations are designed to help identify each person's individual mediator style and how their style, combined with the conflict context, impacts the effectiveness of the various mediation models. The influence of culture, the subject matter and history of the conflict, and the relationship of the parties on the approach to conflict resolution are also discussed. *Basic mediation is a prerequisite.*

Less Stress, More Success: Handling the Problem

Instructor: Dorothy Graham

July 28, 2010

This class is for anyone whose job is to handle complaints and resolve problems. Participants explore the nature of complaints, listening effectively to complaints, skills for problem solving, creating alliances for complaint handling across the institution, and navigating in an intercultural environment. This interactive class includes discussion, exercises, and case studies.

Actions Speak Louder! — Nonverbal Communication and Conflict

Instructor: Tricia Jones

July 29, 2010

Our nonverbal communication — facial expressions, posture, movement, tone of voice — all have important impacts on how conflicts develop and are perceived. And nonverbal communication can make a difference in how well mediation and dispute resolution processes function. In this workshop participants are introduced to the forms and functions of nonverbal communication, how nonverbal communication influences conflict dynamics (including cultural differences in nonverbal communication and interpretation), and learn how nonverbal communication can be more effectively used by mediators, ombuds, and conflict coaches.

Dialogue Models for Conflict and Change

Instructor: Tricia Jones

July 30, 2010

Understanding is often difficult to achieve, but without it, conflicts become more dysfunctional and intractable. Dialogue processes are versatile tools we can use to identify large scale issues that may generate and escalate conflict. This workshop presents models of small group dialogue, large group facilitated dialogue, and sustained dialogue processes over time.

July 26-30, 2010

REGISTRATION FORM

Name (please print or type) _____ Organization/Employer/Position _____

Business mailing address or check here if home address

City _____ State _____ Zip _____

Work phone _____ E-mail _____

WORKSHOPS

(Registration fee includes breakfasts, lunches and materials.)

- Mediating Campus Disputes, July 26-30, 2010**
\$580 University System of Georgia employees; \$815 all others
- Building the Bridge Together: Empowerment through Cross-Cultural Communication, July 26, 2010**
\$190 University System of Georgia employees; \$265 all others
- Where You Are Impacts What You Do: Styles and Models of Mediation, July 27, 2010**
\$190 University System of Georgia employees; \$265 all others
- Less Stress, More Success: Handling the Problem, July 28, 2010**
\$190 University System of Georgia employees; \$265 all others
- Action Speak Louder! -- Nonverbal Communication and Conflict, July 29, 2010**
\$190 University System of Georgia employees; \$265 all others
- Dialogue Models for Conflict and Change, July 30, 2010**
\$190 University System of Georgia employees; \$265 all others

Program Cancellation Policies: Cancellation must be made at least 3 working days before your program begins. An administrative fee will be charged for all cancellations. Stop payment of a check does not constitute a formal cancellation. For stop payments, there will be a returned check fee of \$15 or 5% of the face amount of the check, whichever is greater. Allow two to three weeks to receive a refund. **Substitution Policy** - You may substitute one participant for another if you notify **DIADRA DORSEY** by phone (404-413-9054), FAX (404-413-9058) or email (ddorsey4@gsu.edu) at least three working days before the course begins. Substitutions will not be granted within three working days of the course starting date and no refund will be given.

Total Amount Due: _____

PAYMENT

Georgia State University College of Law
Consortium on Negotiation and Conflict Resolution/Summer Institute
July 26-30, 2010

Name: _____ Amount to be charged: _____

Circle: MasterCard Visa Check: _____ Corporate Card _____ Personal Card _____

Billing Address:

Street: _____ Name on Card: _____

City: _____ State: _____ Zip: _____ Card Number: _____

Email: _____ Expiration Date: _____ (MM/YR)

Phone Number: _____ Verification Number: _____ (last 3 digits on back of card)

I agree to pay the above amount according to the Card Issuer Agreement.

Signature: _____

If paying by check please send payable to Georgia State University-CNCR.
Mail to: Georgia State University, P.O. Box 4037, Atlanta, GA. 30302-4037. Our Federal ID # is 58-6002050.

ACCOMMODATIONS

A block of rooms has been reserved under CNCR at a special rate for participants of this conference. In order to receive these rates, reservations must be made by June 30, 2010. Also a daily resort fee of \$10 per day will be applied to each room to cover items that would normally have additional charges associated individually. Please call the hotel if you have questions about this fee. Room options are:

Rooms:	Sun-Thur	Fri & Sat
Clubhouse Double	\$149	\$209
Clubhouse King or Twin	\$149	\$209
Traditional King or Double/Double	\$149	\$229
Deluxe Traditional King or Double/Double	\$149	\$229
Annex Suite/Club Suite/Club/King Jacuzzi	\$199	\$309
Deluxe Extra King	\$199	\$314

Check in is 4:00 pm and check out is 12 noon. There is a two night minimum stay on weekends (Friday and Saturday nights). Room tax is 12%. Rates are quoted single or double occupancy. \$25.00 per person above two adults per room. Rollaways are \$25.00 each.

To make reservations, please contact the Jekyll Island Club Hotel at 1-800-535-9547. For more information on the hotel, you can visit them at www.jekyllclub.com. Nearby airports are Brunswick-Glynco Airport (30 minutes away), Jacksonville International Airport (1 hour away), and Savannah Airport (1.5 hours away).



OTHER ACCOMMODATIONS

Jekyll Island's hotels offer a variety of accommodations - from world-class resort to budget motels. Participants may wish to choose from some of the following:

Villas By The Sea 711 N. Beachview Dr. Jekyll Island, GA. 31527 Toll Free Reservations 1-800-841-6262 or 912-635-2521 www.jekyllislandga.com	Days Inn & Suites 60 S. Beachview Dr. Jekyll Island, GA. 31527 Toll Free Reservations 1-800-329-7466 or 912-635-9800 www.daysinnjekyll.com	Quality Inn & Suites 700 N. Beachview Dr. Jekyll Island, GA. 31527 Toll Free Reservations 1-800-4CHOICE or 912-635-2202 www.jekyllislandquality.com	The Buccaneer Beach Resort 711 North Beachview Dr. Jekyll Island, GA. 31527 Toll Free Reservations 1-866-5JEKYLL OR 912-635-2111 www.buccaneerbeachresort.com
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