# The Consortium on Negotiation and Conflict Resolution

presents the:

# Summer Institute on Conflict Management in Higher Education

## Jekyll Island Club Hotel, Jekyll Island, Georgia
## August 3 - 7, 2009

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 Ninth 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 are 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. Recently, Lin consulted on conflict management design in the higher education system of Poland and Scotland. 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)

**Rachel Schipper** has worked for over 24 years in higher education. Starting at Penn State, and continuing at Johns Hopkins, Florida Tech, Shepherd University, and Georgia College & State University, she co-chaired the Conflict Resolution Committee at GCSU, instructed graduate students and faculty in mediation, and designed the committee's web site (http://www.gcsu.edu/conflictresolution/index.htm).

Creating Communities of Practice is a large part of Dr. Schipper's current position as Associate Dean for Technology and Support Services at the University of Florida. Rachel assists in reorganization and builds collaboration between a variety of entities. Her interests include coaching, mentoring, fiber arts and food. She knows that chocolate is a key ingredient to building rapport in a successful community.

**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**

**Aug 3 -7, 2009**

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.

### BUILDING COMMUNITIES OF COLLABORATIVE PROBLEM SOLVERS

**Instructors: Rachel Schipper and Lin Inlow**

**August 5, 2009**

Have you ever sat through a committee meeting and wondered, "What are these people thinking?" or "I wouldn't trust this group to solve anything!" ? In today's economy, we are seeing increased competition over diminishing resources which often leads to unintended consequences such as distrust, low morale, less efficiency and sometimes hostility. Using collaborative approaches to solve issues facing higher education minimizes these consequences while bringing value and meaning to fulfilling our academic mission. The material presented in this interactive workshop blends the theories and practice of conflict resolution and knowledge management. Participants review conditions that induce competition or collaboration, factors influencing successful collaboration and ways to cultivate communities of collaborative problem solvers.

## WORKSHOPS (continued)

### THE FULL "MULTI": A Spectrum of Tools for Multiparty Confict Management
### Instructor: Tricia Jones
**August 6 -7, 2009**

The more parties involved in conflict the more difficult the conflict can be to understand and manage. Correspondingly, the more parties in conflict management, the more skilled and sensitive the conflict professional must be. This 2-day workshop focuses on a spectrum of processes that can be used for prevention, intervention and postvention of multiparty conflict. Participants learn approaches to enhanced facilitation with large and very large groups, dialogue processes tailored to a range of conflict severity, techniques for managing intraparty conflict in mediation between groups, and models for mediation involving three or more parties. Role plays will be videotaped for participant feedback during and after the workshop.

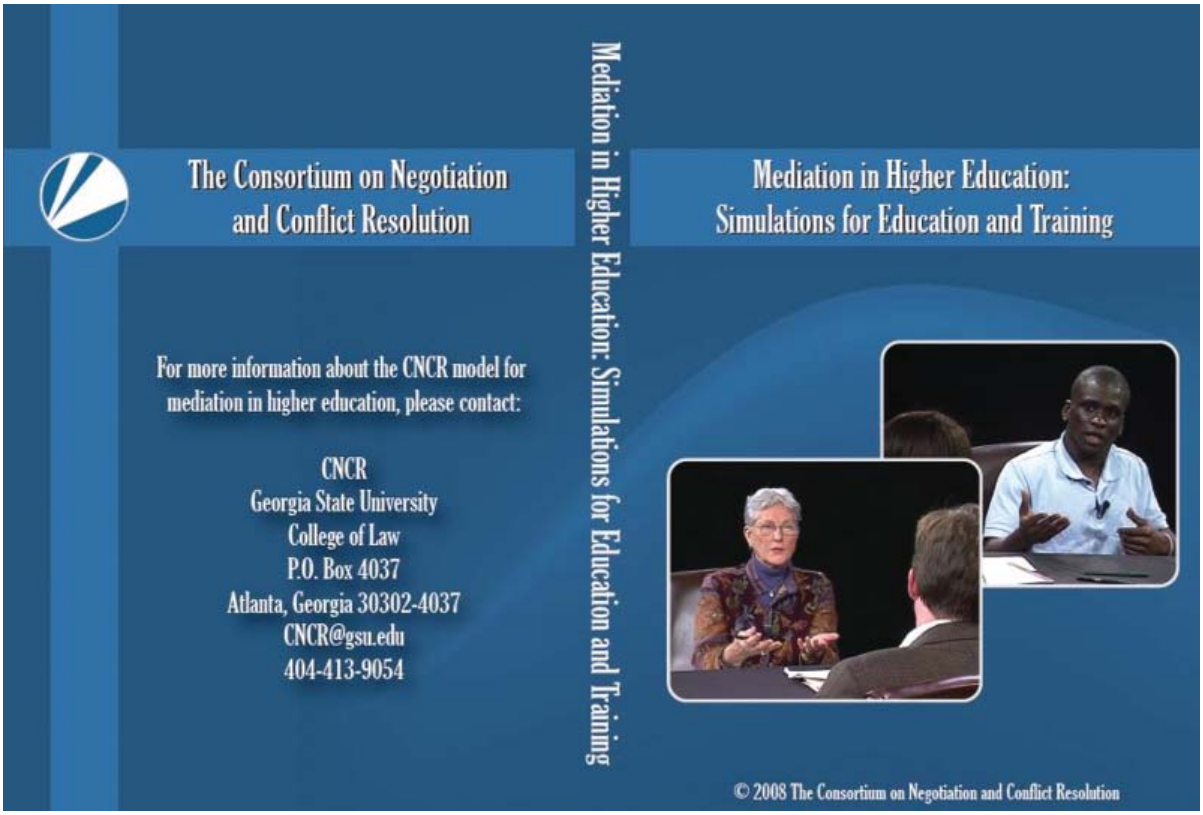
## HOT TOPIC

### "Bring Conflict Resolution to the Student Body: Student Involvement in Managing Conflict."
**Wednesday, August 5, 2009, 7:00 pm**

Presentation and discussion about a conflict management survey of the student body at Georgia College & State University. This survey was designed and conducted by students.

### Student Facilitators: Alexandria Duckworth and Trey Bernard

## AVAILABLE MEDIATION DVD




**To order call Diadra Dorsey at 404-413-9054 or email (ddorsey4@gsu.edu). The cost is $25.00. Make checks payable to: Georgia State University-CNCR. Mail to: Georgia State University-CNCR, P.O. Box 4037, Atlanta, GA. 30302-4037.**

# REGISTRATION FORM

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

Business mailing address or check here if home address ❒ _____

City _____ State _____ Zip _____

Work phone _____ Fax phone _____ email _____

# WORKSHOPS

**(Registration fee includes breakfasts, lunches and materials.)**

- ❑ **Mediating Campus Disputes, August 3-7, 2009**
  $580 University System of Georgia employees; $815 all others
- ❑ **Building Communities of Collaborative Problem Solvers August 5, 2009**
  $190 University System of Georgia employees; $265 all others
- ❑ **The Full "Multi": A Spectrum of Tools for Multiparty Conflict Management, August 6-7, 2009**
  $330 University System of Georgia employees; $665 all others

**Total Amount Due:** _____

**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 3 working days of the course starting date and no refund will be given.

# PAYMENT

**Georgia State University College of Law**
**Consortium on Negotiation and Conflict Resolution/Summer Institute**
**August 3 - 7, 2009**

Name: _____ Amount to be charged: _____

❒ 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 July 1, 2009. 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 11%. Rates are quoted single or double occupancy. $20.00 per person above two adults per room. Rollaways are $20.00 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
1175 N. Beachview Dr.
Jekyll Island, GA 31527
Reservations: 866-375-7691
www.jekyllislandga.com/

Days Inn & Suites
60 S. Beachview Dr.,
Jekyll Island, GA 31527
Toll Free Reservations
1-888-635-3003 or 912-635-9800
www.daysinnjekyll.com/

Quality Inn & Suites
700 N. Beachview Dr.,
Jekyll Island, GA 31527
Reservations
912-635-2202
www.jekyllislandquality.com/

The Buccaneer Beach Resort
711 North Beachview Drive
Jekyll Island, GA 31527
Toll Free Reservations
1-866-5JEKYLL OR 912-635-2111
www.buccaneerbeachresort.com

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