

The Consortium on Negotiation and Conflict Resolution

presents the:

Summer Institute on Conflict Management In Higher Education



**Jekyll Island Club Hotel, Jekyll Island, Georgia
June 16 - 20, 2014**



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

FROM THE CNCR's EXECUTIVE DIRECTOR



The Consortium on Negotiation and Conflict Resolution (CNCR) is pleased to offer its Thirteenth 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 two decades. 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 31 institutions of the University System of Georgia. 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 conflict on your campus.

A stylized, handwritten signature in black ink, appearing to read 'D. Yarn'.

Douglas H. Yarn
Executive Director, CNCR

CNCR FACULTY



Carolyn Lambert, CNCR Program Director, oversees CNCR's higher education and restorative justice (RJ) programs. Carolyn consults with and supports the 31 institutions in the University System of Georgia (USG) on the development and implementation of comprehensive conflict management systems, administers the University System-wide Mediation program, and supports the USG ombuds network. She leads the development of the RJ program, building legislative resources, managing research projects, and exploring the application of RJ in the higher education setting. Carolyn also led CNCR's Conflict Resolution in Schools Program, a living laboratory examining the efficacy of conducting conflict management system design 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 sector, and community arenas. Carolyn has conducted training in mediation (basic and advanced), communication, developing conflict competent leaders, and conflict management system design. She has trained staff at the World Health Organization, Cairo; designed conflict management systems in higher education and the private sector, and evaluated conflict management systems. Carolyn has served on several Boards, including the Board of Directors of the Alternative Dispute Resolution Section of the Atlanta Bar Association.



Gregory Todd Jones is a decision scientist, lawyer, award-winning educator and expert on collaborative problem solving. He serves as Director of Research at the Consortium on Negotiation and Conflict Resolution, Faculty Research Fellow at the Georgia State University College of Law, and professor of law and statistics at the University of Georgia Terry College of Business. He has published more than fifty articles and book chapters and spoken all around the world about his work applying qualitative and quantitative data science to group decision making.

June 16-20, 2014

CNCR FACULTY (continued)



Raye Rawls, J.D., is a Public Service Associate for the Community Leadership Development and Conflict Resolution at the J.W. Fanning Institute for Leadership Development at the University of Georgia, Athens, GA. Rawls works in community leadership development with a specialty in conflict resolution and alternative dispute resolution. She is an attorney, arbitrator, and mediator and holds a Master's Degree in Human Resources. Rawls has mediated and arbitrated thousands of cases in government institutions, court systems, corporations, and with private parties. Recent clients include the Atlanta Regional Commission, the Atlanta Public School System, UGA's Archway Project and the 10th Judicial District's Alternative Dispute Resolution Program. Since 1983, she has traveled extensively throughout the United States offering courses in basic and advanced mediation, arbitration, conflict management, designing conflict management systems, and valuing diversity. Her courses have been approved by several state bar associations, the National Association of Social Workers, and other professional organizations. She has facilitated numerous meetings on issues of diversity, public policy and strategic planning. In 2002, the Supreme Court of Georgia appointed her to a five-year term on the Georgia Commission on Dispute Resolution, the body responsible for establishing ADR policies and procedures in the courts of Georgia.



Tricia Jones is a Professor in the Department of Psychological, Organizational and Leadership 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 75 articles and book chapters on conflict and conflict resolution education, and co-edited the volumes, *New Directions on Mediation* (Sage, 1994), *Does It Work? The Case for Conflict Resolution Education in our Nations Schools* (CRENet, 2000), *Kids Working It Out: Stories and Strategies for Making Peace in Our Schools* (Jossey-Bass, 2003), *Interpersonal Communication through the Life Span* (Pearson, 2007), *Conflict Coaching: Conflict Management Skills and Strategies for the Individual* (Sage, 2008) and *Intercultural Communication: A Peacebuilding Approach* (Waveland, 2014). She is currently working on *Heart of Conflict: Conflict, Communication and Emotion* (Sage Publications, 2015). Dr. Jones has consulted with federal agencies (Department of Veterans Affairs, National Mediation Board, Federal Emergency Management Association, National Institutes of Health, Environmental Protection Agency), institutions of higher education (University of Michigan, University of Georgia Systems, California State Universities) and several professional and non-profit organizations (American Red Cross, International Ombudsperson Association, Heartland Mediators Association, Association for Conflict Resolution) to develop and train conflict coaching capacity. Dr. Jones is the past-President (1996-1997) of the International Association of Conflict Management and served as the Editor-in-Chief (2001-2007) of *Conflict Resolution Quarterly*, the scholarly journal of the Association for Conflict Resolution.

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.

WORKSHOPS

Mediating Campus Conflict

Instructors: Raye Rawls, Douglas Yarn and Carolyn Lambert

June 16-20, 2014

Conflict, which is inherent to the academic community, fosters intellectual debate, enhances collegiality, and promotes change if managed constructively. In today's academy, interest-based approaches, such as mediation, enable university members to manage conflict in a collaborative, less adversarial fashion. Mediation allows for a facilitator to assist individuals with developing a mutually acceptable solution to their problem. While learning a five-stage problem-solving mediation model, participants practice the analytical and communication skills necessary to the process. Experienced mediators from the University System of Georgia serve as coaches during the simulations. The Georgia Commission on Dispute Resolution has approved this course for registration as a neutral in court-connected programs as a 28-hour General Civil Mediation Course.

Ombudsing in Higher Education: Options and Applications in the University System of Georgia

Instructors: Gregory Todd Jones and Carolyn Lambert

June 16-18, 2014

Over the nearly 20 years that the University System of Georgia has been engaged in comprehensive conflict management, the ombuds model has proved to be one of the most flexible, successful, and sustainable conflict handling mechanisms employed. This course provides a window in to the ombuds model, offering both introductory materials and an opportunity to explore how ombudsing can function in a variety of settings. Participants new to the approach will work with experienced ombudspersons and delve deeply into how ombudsing may work to meet the conflict handling needs of their specific contexts.

The course will be very hands-on and collaborative with an explicit mixture of experience levels and instructional characteristics. Our work together will benefit both experienced ombudspersons and those just exploring the model, even for the first time. There will be a modest amount of pre-work requested in order to set the stage for our time together. Space is limited.

Conflict Coaching

Instructor: Tricia Jones

June 19-20, 2014

Conflict management practitioners commonly work with parties who want help with their conflict but cannot get the other conflict party to participate in a discussion or mediation. Conflict coaching is a process that practitioners can use to help the party analyze conflict, decide on a conflict management strategy and develop skills to enact the strategy. Jones and Brinkert (*Conflict Coaching: Conflict Management Strategies and Skills for the Individual*, Sage, 2007) share their model of Conflict Coaching which involves four stages: (1) discovering the story, (2) analyzing conflict from three key perspectives (the identity perspective, the emotion perspective, and the power perspective), (3) crafting the 'best' story, and (4) enacting the story. In addition, they discuss the parallel process of learning assessment that occurs throughout the conflict coaching. Principles and learning approaches for each stage are discussed and a variety of conflict cases are used to illustrate the stages. Conflict coaching skills can be used to improve leadership strategies, support internal dispute resolution process, provide "training for one" and intervene in escalating disputes in the workplace.

REGISTRATION FORM

(For planning purposes we ask that you register by **May 23, 2014**)

Name (please print or type)	Organization/Employer	
Business mailing address		
City	State	Zip
Office Phone Number		E-mail

WORKSHOPS

Registration fee includes breakfasts, lunches, and materials. Class are 8:00am to 3:00pm.

- **Mediating Campus Conflict, June 16-20, 2014**
\$700 University System of Georgia employees; \$1100 all others
Maximum attendance 27.
- **Ombudsing in Higher Education, June 16-18, 2014**
\$470 University System of Georgia employees
\$840 all others
- **Conflict Coaching, June 19-20, 2014**
\$370 University System of Georgia employees
\$640 all others

Total Amount Due: _____

Program Cancellation Policies: Cancellation must be made at least 5 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 at 404-413-9054, or email at ddorsey4@gsu.edu** at least five working days **before** the course begins. Substitutions **will not** be granted **within** five working days of the course starting date and no refund will be given.

PAYMENT

**Consortium on Negotiation and Conflict Resolution/Summer Institute
June 16-20, 2014**

Name: _____

Organization/University _____

Address: _____

City: _____ State: _____ Zip: _____

Email/Phone no. _____

Pay on-line - print receipt

Pay by check - Make payable to Georgia State University-CNCR. Send this completed registration form with your check to: Georgia State University, P.O. Box 4037, Atlanta, GA. 30302-4037. Federal ID # is 58-6002050. Fax to 404-413-9058 and make a note on the registration form that a check will be mailed.

ACCOMMODATIONS

A block of rooms has been reserved under CNCR (Confirmation # 101348) at a special rate for participants of this conference. In order to receive these rates, reservations must be made by **May 15, 2014**. Also a daily resort fee of \$15 per room per day, plus sales tax will be applied to each room to cover items that would normally have additional charges associated individually. A \$2.00 preservation fee is also charged. If you do not want to pay the preservation fee, please let the reservationist know. Please call the hotel for details if you have questions about this fee. Room options are:

Rooms:	Sun-Thur
Clubhouse Double	\$159
Clubhouse King or Twin	\$159
Traditional King or Double/Double	\$159
Deluxe Traditional King or Double/Double	\$159
Annex Suite/Club Suite/King Jacuzzi	\$209 to \$229
Deluxe King Suite	\$259



Check-in time 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. \$25.00 + tax per person above two adults per room. Children 17 and under stay free in the same room with their parents. Rollaways are \$25.00 additional each, per day, plus sales tax. Early arrival rooms on Friday and Saturday nights at regular rates.

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 hotels offer a variety of accommodations; from world-class resort to budget motels. Participants may wish to choose from some of the following or go to <http://www.jekyllisland.com/Wheretostay/JekyllislandHotels.aspx>.

Villas By The Sea

1175 N. Beachview Drive
Jekyll Island, GA. 31527
Toll Free Reservations
1-800-841-6262 or 912-635-2521
www.villabythesearesort.com

Days Inn & Suites

60 S. Beachview Drive
Jekyll Island, GA. 31527
Toll Free Reservations
1-888-635-3003 or 912-635-9800
www.daysinn.com

Quality Inn & Suites

700 N. Beachview Drive
Jekyll Island, GA. 31527
Toll Free Reservations
1-800-4CHOICE or 912-635-2202
www.jekyllisland.qualityinn.com

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