

The Mediation Centre of Southeastern Ontario

ALTERNATIVE DISPUTE AND CONFLICT RESOLUTION PROGRAM

**DEALING WITH CONFLICT IN THE MUNICIPAL BUSINESS
ENVIRONMENT AND WORKPLACE**

**Donald Gordon Conference Centre, Queen's University
Kingston, Ontario**

Wednesday, May 23 to Friday, May 25, 2012

THE PROGRAM

The Mediation Centre of Southeastern Ontario (MCSO) has, for 11 years, offered its 20-hour intensive and interactive Courses in Workshop format on “*Conflict Resolution and Negotiation Skills*” and “*Mediation Skills*” leading to the standard 40-hour qualifying certificate in the fields of Conflict Resolution and Mediation, our *Certificate on Alternative Dispute and Conflict Resolution*. MCSO's Course offerings have also included:- its Course in the Queen's University Graduate Program on *Negotiation, Mediation and Facilitation in Public Disputes*; an *Advanced Certificate Mediation and Training* Course; a Course on *Negotiating Implementation of Treaty and Aboriginal Rights*; and various *Conflict Resolution Special Sessions*.

MCSO has drawn upon this range of experience, and consultations with others expert in this field, to design a Program especially for **Municipal Officials, Administrators, Managers and local government business partners**.

MCSO Courses are team taught. More information on MCSO's Program and its Team of Conflict Resolution Practitioners, including the Professional Profiles of the MCSO Team of Instructors, can be found on its web site. The web site also includes a selected listing (“MCSO Notables, 2001 – 2011”) of persons who have completed the Program and whose names appear with their consent. See www.mediatecentre.com.

Day One – Wednesday, May 23, 2012

Morning

Welcome and Introduction; Program Overview and Objectives; Instructional Methods in a “Learning Community”

Introductory Speaker

**The Honourable Peter A. S. Milliken
Former Speaker of the House of Commons**

Some Observations about Conflict in the Conduct of Public Business

Sources of Conflict in the Municipal Sector

Thomas W. Derreck

Harvard Negotiation Project Simulation Exercise

Afternoon

CONFLICT AND CONFLICT RESOLUTION SKILLS

John S. Curtis and Judy Tetlow

Introduction to Conflict Theory and Management (Sources, Elements, Stages & Levels of Conflict; Conflict Styles; Power, Rights, Interests & Conflict); Conflict Resolution Theory; the Dispute Resolution Process.

Participants will be fully engaged in working with these concepts in the interactional and reflective instructional process that the MCSO Team employs.

Day Two – Thursday, May 24

Morning

THE COMMUNICATION PROCESS

John Curtis and Judy Tetlow

The Basics of Communication and Communication Theory; Developing Communication Skills (Facilitating Behaviours; Active Listening, Focusing & Following; Paraphrasing & Reframing; Questioning), Power Dynamics.

Participants will, again, be fully engaged in working with these concept in the interactional and reflective instructional process that the MCSO Team employs

Afternoon

DEALING WITH CONFLICT IN THE WORKPLACE: AN INTERACTIVE WORKSHOP

Wayne Jackson and Cheri Dobbs

National Representatives of the Canadian Union of Public Employees (CUPE)

This is a half-day Workshop that was developed for MCSO's Queen's University Graduate Course on *Negotiation, Mediation and Facilitation in Public Disputes*. It has

been modified to incorporate experience from the Municipal Sector. John Curtis will participate for a short part of the Workshop to contribute to consideration of Bill 168, the amendments to the Ontario *Occupational Health and Safety Act* relating to violence and harassment in the workplace. There will also be a short contribution by Tom Derreck to share selected aspects of his experience as a Municipal Administrator that MCSO has drawn upon in the design of this Course.

Day Three – Friday, May 25

Morning

CONFLICT RESOLUTION IN MUNICIPAL PUBLIC ENGAGEMENT

Kimberly Bain, CPF
Canadian Representative of the International Association of Facilitators

NEW AND INNOVATIVE APPROACHES TO CONFLICT RESOLUTION AT THE INTER-MUNICIPAL LEVEL: THE ALBERTA MODEL

Ronald R. Price, Q.C. (Director, MCSO) and Sandra L. Howgate

This session will have an interactive training component.

Afternoon

CONCLUDING ADDRESS

Michael Fenn

Formerly City Manager, City of Burlington, and Deputy Minister of Municipal Affairs and Housing (Ont.). Recipient of:-Lieutenant- Governor's Medal of Distinction in Public Administration for Ontario; Career Achievement Awards by Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO) and of Ontario Municipal Administrators Association (OMAA).

*Experience in Resolving Disputes in the Unique World of Local Government:
Top Ten Tips and Tactics*

PARTICIPANTS' PANEL AND FORUM

A discussion session by and with Participants

PRESENTATION OF CERTIFICATES

COURSE WRAP-UP