

The Mediation Centre of Southeastern Ontario
ALTERNATIVE DISPUTE AND CONFLICT RESOLUTION PROGRAM
CONFLICT AND DISPUTE RESOLUTION SKILLS

Donald Gordon Conference Centre
Queen's University

April 13 to April 15, 2018

Day One – Friday, April 13, 2018

Instructional Team: Ms. Tetlow, Ms. Howgate, Prof. Price

9:00 am – 10:30 am

Welcome and Introduction

- Introduction of Instructors
- Introduction of Participants – “My goals in attending the Program”
- Workshop objectives
- Learning community

Oil Pricing Exercise

Harvard Negotiation Project Simulation Exercise

10:30 am – 10:45 am

BREAK

10:45 am – 12:00 pm

Oil Pricing Exercise—De-Briefing

Video – Saving the Last Dance

Harvard Negotiation Project Video

12:00 pm – 1:00 pm

LUNCH BREAK

1:00 pm – 1:15

Introduction of Linkage with Afternoon Activities

Objectives

Maximizing the Learning Process;
Reflection: Journaling

1:15 pm – 1:45 pm

Conflict:

Defining conflict
Value of conflict?
Sources of conflict

1:45 pm – 2:30 pm	<p><i>Conflict styles:</i> Self-assessment: Dealing with Conflict “Know Thyself” – Hiam Dealing with Conflict Instrument Discussion: Factors affecting responses to conflict Reflective Exercise: Your ‘Hot Buttons’</p>
2:30 pm – 2:45 pm	<i>BREAK</i>
2:45 pm – 3:30 pm	<p><i>Conflict Application:</i> Exercise: Ugli Orange Debrief Positions & Interests</p>
3:30 pm – 4:00 pm	<p><i>Developing Communication Skills</i> Activity: Listening exercise Discussion: Communication Bridges & Barriers</p>
4:00 pm – 4:25 pm	<p><i>Horse Whisperer Video</i> - 3 Levels of Relating</p>

Day Two – Saturday, April 14, 2018

THE COMMUNICATION PROCESS

Instructional Team: Ms. Tetlow and Ms. Howgate

9:00 am – 9:30 am	<p>Welcome and Check-In</p> <p><i>Facilitating Behaviours</i> - Demonstration and Discussion (Non-Attending Activity) - Creating Attending, Encouraging, Empathy - Reflection / Discussion - Verbal and Non-verbal Communication</p>
9:30 am – 10:15 am	<p><i>Active Listening: Focusing & Following</i> - Key factors - Reflecting facts & feelings; developing empathy - Paraphrasing, reframing, summarizing - Activity – Active listening Evaluation</p>
10:15 am – 10:30 am	<i>BREAK</i>

- 10:30 am – 11:30 am ***Exploration and Elaboration***
 - Questioning: Open/Closed, probing, confronting
 - Activity: Questioning exercise
 - Debrief & Discussion
- 11:30 am – 12:00 noon ***Power Dynamics***
 - Discussion: Power
 - Reflective Exercise: Personal Power
- 12:00 pm – 1:00 pm ***LUNCH BREAK***

NEGOTIATION

Instructional Team: Ronald Price and Sandra Howgate

- 1:00 p.m. – 2:45 p.m. ***Role Play – Dirty Stuff***
 Harvard Negotiation Project Simulation Exercise
- 2:45 p.m. – 3:00 p.m. ***BREAK***
- 3:00 p.m. – 4:45 p.m. ***Dirty Stuff (continued)***
 – De-briefing and discussion
 Overview Negotiation Theory of ‘Principled’ Negotiation

Day Three – Sunday, April 15, 2018

LEVEL TWO CONFLICT AND DISPUTE RESOLUTION APPLICATIONS

Instructional Team:

Colm Brannigan, Alison Cummings, Neil Donnelly*, Anita Jack-Davies*, Sarah Lumley, Moira Moore*, Heidi Penning, Ronald Price*, Judy Tetlow*, Karen Wianecki, Deb Wood*

Morning

9:00 a.m. – 10:15 a.m.

THE RESTORATIVE APPROACH: CONCEPTS AND APPLICATION
How can you integrate these ideas into your practice?

Workshop participants will have the opportunity to explore the concepts that underpin the Restorative Approach. The focus of the Restorative Approach is on building relationships and ensuring that participants recognize the impact of their actions on one another. Concepts such as ‘truth’ and ‘accountability’ will be challenged and re-defined.. The integration of Restorative Practices in Schools will be explored and highlighted with examples based on 6 years of implementing this approach within the Limestone District School Board.

The Restorative Approach can readily be applied both within workplaces and for working with groups and individuals. Practical ideas for implementation will be provided.

Judy Tetlow*

MEND Intervention Specialist for the Youth Diversion Program & the Limestone District School Board

10:15 a.m. – 10:30 a.m.

BREAK.

10:30. a m – 11:15 a.m.

THE DYNAMICS OF CONFLICT

Neil’s presentation titled ‘The Dynamics of Conflict’ is based on his experiences in his specialty area of Workplace Conflict Resolution involving mediation, workplace assessments, team building and training. He will bring a more micro level perspective to conflict that will have application not just in a workplace but also family, teams etc. Major areas covered will be.

- A definition of conflict that will provide understanding of the dynamics of conflict
- A review of how conflict impacts us
- A framework for addressing conflict
- Various concepts and tools that will assist you in your conflict resolution.

Neil Donnelly,* Q. Med., Neil Donnelly & Associates

11:15 a.m. – 12:00 p.m.

ELDER MEDIATION: CONTENT AND SKILLS ANALYSIS – A “PERSON FOCUSED” TYPE OF MEDIATION

Elder Mediation is a unique form of mediation in which a neutral facilitator is specially trained to help families make decisions and plans when a senior loved one is facing significant health, financial, and housing changes. Different from most other types of Mediation which are more typically **Problem focused**, Elder Mediation is **Person focused**. At such times, family conflicts can make discussion difficult, and often the wishes of the senior member get lost in the struggle. It is the responsibility of the facilitator to ensure that the senior member family has meaningful input into the discussion and the decisions. In addition, the mediator needs to be aware of any financial, legal, medical, or intergenerational conflicts that may arise during the mediation, requiring expert facilitation skills in managing the discussion.

The skills and knowledge employed by Elder Mediators are useful to professionals working in healthcare, finance, social assistance, and long-term care.

Resource:

www.mediatecentre.com

Posting on Elder Mediation and Advocacy Group

Moira Moore and Deb Wood

12:00 p.m. – 1:00 p.m. LUNCH BREAK

1:00 p.m. – 1:50 p.m.

***ADR IN CONDOMINIUM, CONSTRUCTION
AND RELATED COMMERCIAL DISPUTES***

Colm Brannigan**, C. Med., C. Arb., Mediator and Arbitrator, Brampton; Co-Author, *Canadian Condominium Institute – Condo 300 Course Materials on Mediation and Arbitration*; Lecturer, Faculty of Law, Queen’s University

1:50 p.m. – 3:00 p.m.

***CROSS-CULTURAL APPLICATIONS: ADR INSIGHTS IN ADDRESSING
DIVERSITY AND EQUITY IN INSTITUTIONAL SETTINGS – AN INTERACTIVE
PANEL SESSION***

Facilitator, Ronald R. Price, Q.C., Professor Emeritus (Queen’s); Director of MCSO

Heidi Penning, Equity Advisor, Queen’s University;

Alison Cummings, Training Coordinator, Queen’s University;

Anita Jack-Davies, Ph.D.* President, Mosaic Cross-Cultural Solutions, and Author, *Lawrencia’s Last Parang: On Race and Belonging as Black in Canada* (forthcoming)

3:00 P.M. – 3:20 p.m. BREAK

3:20 p.m. - 4:30 p.m.

***ADR SKILLS SETS AND APPLICATIONS FOR URBAN PLANNING AND
RELATED MUNICIPAL CONTEXTS***

Karen Wianecki*, M.Pl.** (Queen’s, 1985), Planner and Mediator, MCIP; President. Planning Solutions, Ajax, Ontario, with **Sarah Lumley**, Graduate Student, School of Urban and Regional Planning, Department of Geography, Queen’s University

4:30 p.m. COURSE WRAP UP

