

LEVEL TWO CONFLICT AND DISPUTE RESOLUTION APPLICATIONS

Sunday April 15, 2018

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, *Lawencia’s Last Parang: On Race and Belonging as Black in Canada* (forthcoming)

For this Interactive Session, we will be working with you on scenarios for group analysis and discussion that will be sent out to Participants in advance of the Course, with preparatory Instructions. In group discussion we will be utilizing two instructional Instruments. One most will already be familiar with:- the Hiam *Dealing with Conflict Instrument*, a standard part of MCSO's "**Conflict and Dispute Resolution**" Course (Day One). The other, the *Intercultural Conflict Style Inventory* (ICS) is used in training programs at Queen's. The Instrument, with a cross-cultural interpretive dimension, is designed to assess our conflict resolution styles based on our ways of communicating and expressing emotion.

In the context of the scenarios, Participants' preferences can be identified and discussed in relation to two intercultural dimensions – communication style and emotional expressiveness. The ICS Inventory assesses our style of interacting in conflict situations based on these two dimensions. It also provides information – in effect, ADR insights – into the strengths and challenges reflective of our styles, and also how we are perceived in seeming consequence of our styles.

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

Public policy disputes come in all shapes and sizes. They can arise suddenly, absorbing the front page of our national newspapers, or percolate slowly over long periods of time but never see the public light of day. They can divide communities and community leaders, and cause constituents to pick sides. Importantly, they can become very personal very quickly. The field of public policy dispute resolution offers a unique set of challenges but at the same time, presents practitioners with tremendous professional opportunities. The skills and knowledge employed by those who practice public policy dispute resolution are not only important but also highly specialized because conflicts that are both public and highly political are challenging to resolve, particularly when they involve multiple parties.

This workshop will explore the changing landscape of public policy disputes and dispute resolution. It will highlight key trends and drivers of change and the new opportunities that may be expected to emerge as a result of these trends. It will highlight the current operating environment and identify new rules that will affect dispute resolution processes at the municipal level. Finally, those attending will have an opportunity to learn about some of the many tips, tools and techniques that have proven useful in resolving public policy disputes, including effective methods of facilitating large, diverse groups and the opportunity to build understanding and awareness.

The session will draw upon specific examples from professional practice:- work done on the Great Lakes Charter Annex (the Binational Agreement between Canada and the U.S. to protect the basin waters of the Great Lakes); a multi-party mediation involving several municipalities, First Nations and upper levels of Government for the Province of Saskatchewan; and a joint First Nations and Municipal venture to achieve greater collaboration between municipalities and First Nations on Lake Superior.

**Research Paper Resource – Paper prepared for MCSO SURP Course on
“Negotiation, Mediation and Facilitation in the Public Sector”**

Sarah Lumley, “Self-Education and Relationship Building: A Foundation for Collaborative Conflict Resolution Between Municipalities and Indigenous Communities”

[Ms Wianecki’s extensive credits from over 30 years of professional practice include:- Member of National Roster of the U.S. Institute for Environmental Conflict Resolution and Native Sub-Roster for same; Project Coordinator for Alternative Dispute Resolution Program of Forest Management Branch, Ministry of Natural Resources. Publications – *ADR Citizen’s Guide*, Ministry of Natural Resources, Resource Stewardship Agreement – Alternative Dispute Resolution Agreement; Co-Author, *The Native Dispute Resolution Network, A Bridge Between Native Peoples, Agencies and Other Interests in Environmental Conflicts* (Association for Conflict Resolution, 2009).

4:30 p.m.

COURSE WRAP UP

MCSO CERTIFICATES:

The Mediation Centre of Southeastern Ontario (MCSO) is in its 17th year of offering its established 40-hour *Certificate Program on Alternative Dispute and Conflict Resolution*, the standard entry-level qualification for the fields of Mediation and Conflict Resolution. The 40-hour Certificate comprises principally two intensive and interactive 20-hour component Courses in Workshop format, now styled:- “*Conflict and Dispute Resolution Skills*”; and “*Skills Development for the Mediator and Conflict Resolution Practitioner*”. Course offerings for 2018 as of this date also include others listed above as well as our continuing Course in the Queen’s University Graduate Program, *Negotiation, Mediation and Facilitation in Public Disputes*. Most of our Team of Instructors are drawn from the Centre’s 15 Roster Members.

For more information, including detailed descriptions for all Mediation Centre Courses, Professional Profiles of Instructors, and Registration Forms, please consult the Centre’s web site www.mediatecentre.com, or contact us by telephone at 1.613.546.6334.

* Denotes an MCSO Roster Mediator. A Full Professional Profile appears on the MCSO