



Phoenix Convention Center
100 North 3rd Street
Phoenix, AZ 85004

Arizona Conflict Summit Schedule of Events

8:30 - 9:00	Registration
9:00 - 9:30	Continental Breakfast and Welcome
9:45 - 11:00	Breakout Sessions I
11:15 - 12:30	Breakout Sessions II
12:30 - 2:00	Lunch and Keynote Address
2:15 - 3:45	Breakout Sessions III
3:45	Closing

9:45 -11:00 Breakout Sessions

A - Civil Discourse Room 164

Session Leaders: Bruce Meyerson, Arizona Humanities Council
Tara Jackson, Arizona Town Hall
Deanna Villanueva-Saucedo, Maricopa Community Colleges

Democracy is dependent upon a responsible citizenry that can discuss potentially divisive issues, such as education, healthcare, religion, race, and immigration while maintaining respect for the need to hear, understand and take into account different viewpoints. Several organizations have made it their mission to ensure that this form of participatory democracy occurs in Arizona - The Arizona Town Hall, The Center for Civic Participation, and Project Civil Discourse. This program will focus on the history of these organizations and the various methods they employ to provide opportunities to engage in productive conversations on controversial topics.

B - Current Topics in Mediation Room 165

Session Leaders: Kate Otting, M.A., Arizona Ombudsman - Citizen's Aide;
Art Hinshaw, J.D., Keri Fehrenbach, M.A., Jess Alberts, Ph.D., Arizona State University

This panel session highlights current topics in the field of mediation. The panel includes researchers and practitioners who will share their recent findings from research and field experience. Topics include building a successful mediation practice, foreclosure mediation, mediator neutrality, and the association between mediator style and participant satisfaction. Time will be allotted for attendees to ask questions and discuss the topics with the panelists and one another.

C. “Schools of Forgiveness and Reconciliation” and the Healing of Nations Room 166

Session Leader: Eileen R. Borris, Ph.D. Thunderbird, The School of Global Management and The Institute for Multi-Track Diplomacy.

No true or sustainable reconciliation exists without the healing of past “wounds” and true forgiveness. For healing and true forgiveness to take place, it is necessary to bring the disputing parties or groups together face-to-face. This presentation will focus on the work of “Schools for Forgiveness and Reconciliation,” a forgiveness healing/training program, which began in Columbia, South America, before moving to other Latin American countries and that now focuses on Nigeria, Rwanda and Guinea. A description of the “Schools of Forgiveness and Reconciliation” program and how it is being used in the healing of nations will be discussed.

D - Emotional Communication in the Workplace Room 167

Session Leader: Vince Waldron, Ph.D., Arizona State University

Emotional communication is an important dimension of workplace conflict.

In this session we will discuss the kinds of events that employees describe as emotional.

The role of the “moral emotions,” such as guilt, indignation, and shame will be addressed. We will examine how organizations can benefit by attending to the emotional experiences of their employees and curtailing the destructive practices of emotional tyrants.

11:15-12:30 Breakout Sessions

A – Facilitating a Civil Dialogue - Session 1 Room 164

Session Leaders: Jennifer Linde, M.A., Clark Olson, Ph.D., Arizona State University
John Genette, M.A., Black Mountain Communications, Inc.

Ideological polarization in political, community and university settings impedes productive citizen communication. Civil Dialogue, a ritualized format for public discourse, provides a tool to build bridges across the chasm of viewpoints. Civil Dialogue was developed in 2004 at Arizona State University to explore citizen reaction to political rhetoric. It has since been staged in numerous settings to explore such controversial issues as taxation, abortion, gay marriage, the war on terror, free speech, and immigration. In a Civil Dialogue session, participants consider a polarizing statement and have the opportunity to embody a position ranging from “agree strongly” to “disagree strongly.” This session includes a demonstration and discussion of the format.

B - Collaborative Law Practice Room 165

Session Leaders: Pamela Donison, J.D., Donison Law Firm, PCC
Bob Burger, CFP, CFDA, Perspective Financial
Ellie Izzo, Ph.D., the Vicarious Trauma Institute.

The International Academy of Collaborative Professionals reports that the collaborative law movement has surpassed 4,000 official members in 20 countries throughout North America, the European Union, and Australia. Find out why collaboration makes sense to clients, how a team approach optimizes outcomes, and why the bench and bar are embracing this model. Pamela Donison, J. D., will lead an interdisciplinary panel presentation on the fundamentals of collaborative practice.

C - Intercultural Conflict at Work Room 166

Session Leaders: Michael Zirulnik, M.C.I.S., JoEtta Gonzales, Ed.D., Arizona State University
Pedro Renteria, MBA, MS, U.S. Airways

In this moderated discussion, participants will engage in a dialogue about intercultural conflict at work. Though intercultural conflicts in the workplace may include interoffice communication, most often they are associated with external parties, customers, and clients. We will explore the defining characteristics of culture and identify what distinguishes an intercultural interaction. Selected business professionals, community leaders, and scholars will lead the moderated discussion, drawing upon best practices in intercultural conflict management (and prevention) taken from the business sector, community advocacy work, and scholarly research.

**D - Conflict across Work-Life Boundaries: How Public & Private Responsibilities Interact
Room 167**

Session Leaders: Sarah Riforgiate, M.A., Sarah Tracy, Ph. D., Kendra Knight, M.A., Amy Way, M.A., Arizona State University

Boundary separations between paid work and private life were once prominent in individual and public conceptualizations, with workers leaving jobs at the office and family life in the home. However, shifts in the number of women in the workplace (particularly women with children), technological developments, and workplace flexibility policies have resulted in a blurring of these boundaries. This panel addresses how public and private responsibilities contribute to conflict across spheres as work and family concerns permeate boundaries.

12:30 – 2:00 LUNCH & KEY NOTE ADDRESS:

The Exchange: A New Path Forward

Steven Dinkin, J.D., National Conflict Resolution Center

In his address, Steven Dinkin, J.D., issues a call to action - a call to begin changing the climate in which citizens communicate with one another. As Director of The National Conflict Resolution Center, he has a vision of a more civil society in which differences and disagreements are handled respectfully, creatively and with better results. In his talk, he will introduce The Exchange, a strategy he believes will help us achieve these results.

2:15 – 3:45 Breakout Sessions

A - Civil Dialogue – Session 2 Room 164

Session Leaders: Jennifer Linde, M.A., Clark Olson, Ph.D., Arizona State University; John Genette, M.A., Black Mountain Communications, Inc.

This session includes an additional demonstration and specific information for planning, staging and facilitating a Civil Dialogue.

B - Facilitating Group Dialogue: Successes, Challenges, and Questions Room 165

Session Leaders: Benjamin Broome, Ph.D., Geeta Khurana, M.A., Leslie Ramos Salazar, M.A., Keri Fehrenbach, M.A. Arizona State University

This session will focus on processes and methods for facilitating dialogue in groups composed of a variety of stakeholders. The skills for successful facilitation of group dialogue are related to but differ from those involved in mediation, meeting management, discussion moderation, and training. The session will function as an interactive roundtable in which all attendees are welcome to contribute. Participants will be invited to share successes, challenges, and questions they have encountered in their own attempts to facilitate dialogue, as well as any resources they have found helpful in their practice. Participants with little or no experience with facilitation are also welcome to join the session. After the Conflict Summit, the organizers will compile the contributions of participants and distribute a summary of key ideas, suggestions, and resources.

C - Understanding Bullying in the Classroom and the Workplace Room 167

Session Leaders: Anthony Roberto, Ph. D., Erin Bryant, M.A., Matt Savage, M.A., Sarah Tracy, Ph. D., Jennifer Scarduzio, M.A. Arizona State University.

This session will focus on the prevalence, predictors, forms, and prevention of various forms of bullying – including workplace bullying, cyberbullying and textual harassment. The session will incorporate popular culture representations of workplace bullying along with real workplace examples and presenters will summarize their latest findings regarding virtual bullying in adolescent, high school and college-aged populations with an emphasis on approaches to prevention and intervention. Participants will engage in a variety of activities (which may include trivia, drawing and role-play) as well as consider interactive case studies and conflict assessment.