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 10 - 14, 2013
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 32 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.

Douglas H. Yarn
Executive Director, CNCR

Lin Inlow, CNCR’s Director of Education and Mediation, is a licensed professional counselor. Lin founded and continues to direct CNCR’s Summer Institute on Conflict Management in Higher Education. She administers the University System of Georgia’s Mediation Program and consults with the 32 institutions of the Georgia system on the development and implementation of conflict management programs. She has also been a member of The Carter Center facilitation team working in The Netherlands on “The Sudan Peace Initiative” and worked with the Atlanta Project on conflict resulting from gentrification of urban neighborhoods. Lin has consulted on the development and implementation of conflict management in the higher education systems of South Africa, Poland, Scotland, and England and taught mediation at Birmingham City University, UK and the World Health Organization. Recently, Lin developed a Collaborative Interpersonal Competencies© model for the performance management development system of WHO and trained WHO staff and management in North America, Europe, Asia, and Africa. She has served on several Boards including the Board of Directors for the American Association of University Administrators.

Carolyn Benne, Director of CNCR, manages CNCR’s restorative justice project, including the development and maintenance of the Restorative Justice Clearinghouse and the “What is Restorative Justice?” web interface, and works extensively with CNCR’s higher education project. Carolyn also led CNCR’s Conflict Resolution in Schools Program, a living laboratory examining the efficacy of teaching conflict management skills to children in the Atlanta Public Schools. She continues to support work in primary and secondary schools by coordinating the Conflict Resolution Education in Teacher Education (CRETE) program in the University System of Georgia. Carolyn is an experienced mediator, facilitator and trainer. She has facilitated group problem solving and community building sessions in the higher education, private business, and community arenas, including work with The Carter Center, Atlanta, GA. Carolyn has conducted training in conflict management including mediation, 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 for the Alternative Dispute Resolution Section of the Atlanta Bar Association.
Jenna Brown has been the Ombuds at the University of Denver, providing confidential and informal assistance to anyone employed by or studying at the University of Denver, since starting the office in 1999. She draws on her training and experience in mediation, dispute resolution systems design and organizational communication to address individual problems, resolve interpersonal differences and surface systemic issues within the University. She has long been interested in the uses of mediation and the skills needed of a third-party intervenor. Recently, she has written about the practice of peer case consultation for the Journal of the

Marilyn Hazzard Lineberger, a Licensed Psychologist, is President of Lineberger Consulting Services, Incorporated, Director of the Counseling & Disability Services Center at Clark Atlanta University, and Senior Program Consultant for the Emory Faculty Staff Assistance Program. She holds leadership positions in several professional and civic organizations and has provided extensive consulting and training services both nationally and internationally. Marilyn has rendered consulting services to a wide array of businesses including Fortune 500 companies, higher educational institutions, non-profit, and faith-based organizations. She specializes in areas related to organizational development and organizational behavior, training and outreach interventions, employee assistance programs, and the application of cognitive behavioral treatment paradigms. Marilyn is an experienced mediator and facilitator in small and large group conflict.

Donna Douglass Williams is Director of the Ombuds Program at the University of Texas M.D. Anderson Cancer Center in Houston, where she leads Ombuds services including conflict and communications coaching, mediation, and training to M.D. Anderson’s 18,000+ faculty and staff, as well as trainees and students. Previously, Donna served as Ombudsman for the World Health Organization (WHO) in Geneva, Switzerland serving WHO and UNAIDS staff in various duty stations worldwide. Formerly the Ombudsman at Georgia State University, Donna was a University System of Georgia mediator, as well as a CNCR mediator coach for several years. Donna’s experience as an ombudsman, attorney, mediator, trainer, facilitator, consultant, and presenter includes work in North America, Europe, Asia, and Africa. Donna is formerly an active member of the Network of Ombudsmen of the United Nations and Related International Organizations (UNARIO), and has worked as a mediator and conflict resolution consultant with private corporations, universities, government, and non-profit agencies. She is a member of the Georgia Bar Association, and is on the Board of Directors of the International Ombudsman Association (IOA).

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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.

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.
Mediating Campus Conflict  
Instructors: Carolyn Benne and Marilyn Hazzard Lineberger  
June 10-14, 2013

Conflict, which is inherent to the academic community, fosters intellectual debate, enhances collegiality, and promotes change if it is managed constructively. In today’s academy, interest-based approaches are enabling university members to manage their conflict in a collaborative, less adversarial fashion. Mediation is an example of one of these approaches. Mediation allows for a facilitator to assist individuals with developing a mutually acceptable solution to their problem. While learning a five-stage problem-solving model of mediation, participants practice the analytical and communication skills necessary to the mediation process. Experienced mediators from the University System of Georgia serve as coaches during the mediation simulations.

You + Me = Three: How Intentional Collaboration Increases Innovation  
(Even Under Resource Constraints)  
Instructor: Gregory Todd Jones  
June 10, 2013

A spirit of cooperation is not the same thing as intentional collaboration. In this very much hands-on workshop, we explore what makes for effective collaboration, investigate some emerging literature that is literally turning conventional wisdom about collaboration on its head, and model a number of group behaviors that leverage these insights to produce breakthrough innovation. Come prepared to be actively engaged, and you’ll leave with practical strategies for implementing what you learn back in your own institutions. Space will be limited.

Advance Mediation  
Instructors: Lin Inlow and Donna Douglass Williams  
June 11-12, 2013

This workshop goes beyond basic mediation by highlighting the core competencies of the mediation process. Reframing, strategic questioning and listening for interests are revisited while also exploring trust building strategies, negotiating power imbalances, and moving beyond impasse. Participants examine and practice different models of mediation with reflective exercises that encourage the discovery of best practices. Case studies, demonstration and role playing also enable the acquisition of new knowledge and skills.

Building, Restoring and Sustaining Trust in the Workplace  
Instructor: Jenna Brown  
June 13-14, 2013

The modern workplace relies on an old-fashioned concept: trust. Trust is a key ingredient in improving worker productivity and performance, and makes an organization more flexible to meet changing conditions and uncertainty. Drawing on real life and recent research, we explore the different types and dynamics of trust, principles and techniques to establish and nurture trust, and strategies to consider when trust has been broken in the workplace, at the individual, supervisory, and organizational level.
Name (please print or type) ____________________________ Organization/Employer ____________________________

Business mailing address __________________________
City __________________________ State __________________________ Zip __________________________

Work phone __________________________ E-mail __________________________

WORKSHOPS

Registration fee includes breakfasts, lunches, and materials.

Mediating Campus Conflict, June 10-14, 2013
$640 University System of Georgia employees; $1100 all others
Maximum attendance 28.

$210 University System of Georgia employees; $370 all others

Advance Mediation, June 11-12, 2013
$370 University System of Georgia employees
$840 all others

Building, Restoring, and Sustaining Trust in the Workplace
June 13-14, 2013
$370 University System of Georgia employees; $840 all others

Program Cancellation Policies: Cancellation must be made at least 3 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, FAX 404-413-9058 or email at ddorsey4@gsu.edu at least three working days before the course begins. Substitutions will not be granted within three working days of the course starting date and no refund will be given.

Total Amount Due: __________________________

PAYMENT

Consortium on Negotiation and Conflict Resolution/Summer Institute
June 10-14, 2013

Name: ____________________________________________
Check # __________________________
Organization/University ____________________________________________
Street: ____________________________________________
City: __________________________ State: __________________________ Zip: __________________________
Email: ____________________________________________
Phone Number: ____________________________________________

Please make your check payable to Georgia State University-CNCR. Mail to: Georgia State University, P.O. Box 4037, Atlanta, GA. 30302-4037. Our Federal ID # is 58-6002050.
A block of rooms has been reserved under CNCR at a special rate for participants of this conference. In order to receive these rates, reservations must be made by May 9, 2013. Also a daily resort fee of $10 per room per day, plus sales tax will be applied to each room to cover items that would normally have additional charges associated individually. Please call the hotel for details if you have questions about this fee. Room options are:

<table>
<thead>
<tr>
<th>Rooms</th>
<th>Sun-Thur</th>
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<tbody>
<tr>
<td>Clubhouse Double</td>
<td>$155</td>
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<tr>
<td>Clubhouse King or Twin</td>
<td>$155</td>
</tr>
<tr>
<td>Traditional King or Double</td>
<td>$155</td>
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<tr>
<td>Deluxe Traditional King or</td>
<td>$155</td>
</tr>
<tr>
<td>Double/Double</td>
<td></td>
</tr>
<tr>
<td>Annex Suite/Club Suite/King</td>
<td>$205</td>
</tr>
<tr>
<td>Jacuzzi</td>
<td></td>
</tr>
<tr>
<td>Deluxe King Suite</td>
<td>$255</td>
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</tbody>
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Check in 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 12%. Rates are quoted single or double occupancy. $25.00 per person above two adults per room. Rollaways are $25.00 each. Early arrival rooms on Friday and Saturday nights at regular rack rates. Please call hotel for those 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.villabythesea.com

- **Days Inn & Suites**
  - 60 S. Beachview Drive
  - Jekyll Island, GA. 31527
  - Toll Free Reservations: 1-800-225-3297 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.qualityinn.com

**Jekyll Island Club Hotel, Jekyll Island, Georgia, June 10-14, 2013**