

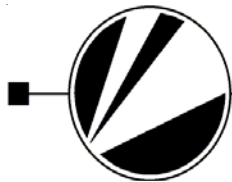
The Consortium on Negotiation and Conflict Resolution

presents the:

Summer Institute on Conflict Management In Higher Education



**Jekyll Island Club Hotel, Jekyll Island, Georgia
June 25 - 29, 2012**



The Consortium on Negotiation and Conflict Resolution

Georgia State University College of Law · P.O. Box 4037 · Atlanta, Georgia 30302-4037

FROM THE CNCR's EXECUTIVE DIRECTOR



The Consortium on Negotiation and Conflict Resolution (CNCR) is pleased to offer its Twelfth 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 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 a decade. 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 35 campuses 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

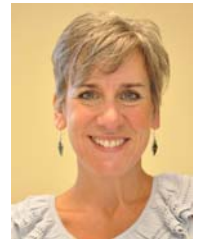
Executive Director, CNCR

CNCR FACULTY



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 35 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, Geneva and Cairo. Recently, Lin developed a Collaborative Interpersonal Competencies™ model for the performance management development system of WHO and trained WHO staff and management in Cairo, Manila, Copenhagen, and Geneva. She has served on several Boards including the Board of Directors for the American Association of University Administrators.

Carolyn Benne is the Director of CNCR. She 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 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; conducted training in conflict management including mediation; designed conflict management systems in higher education and the private sector; and, evaluated conflict management systems.



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.

CNCR FACULTY (continued)



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. Dr. Lineberger has rendered consulting services to a wide array of businesses inclusive of 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 clinical psychology and cognitive behavioral treatment paradigms. Dr. Lineberger is an experienced mediator and facilitator in small and large group conflict.

Tricia Jones is a Professor in the Department of Psychological Studies in the College of Education, Temple University, Philadelphia, PA. Her teaching and research interests are in interpersonal, group and organizational conflict processes with special emphasis on conflict resolution education and social and emotional learning programs in K-16 institutions. She has published over 60 articles and book chapters on conflict and conflict resolution education, and co-edited the volumes, New Directions on Mediation (Sage, 1994) and Does It Work? The Case for Conflict Resolution Education in our Nations Schools (CRENet, 2000), Kids Working It Out: Stories and Strategies for Making Peace in Our Schools (Jossey-Bass, 2003), Interpersonal Communication through the Life Span (Pearson, 2007), Conflict Coaching: Conflict Management Skills and Strategies for the Individual (Sage, 2008) and Intercultural Communication: A Peacebuilding Approach (Wadsworth, 2012). Dr. Jones is the past-President (1996-1997) of the International Association of Conflict Management and served as the Editor-in-Chief (2001-2007) of Conflict Resolution Quarterly, the scholarly journal of the Association for Conflict Resolution. She has consulted with government, higher education and private sector organizations in the areas of conflict and changes processes.



David Smith, Jr., Assistant Director of the Office of African American Student Services and Programs at Georgia State University, has earned six college degrees including a Ph.D. in Higher Education. He is the author of six books including Georgia State University: An Institutional History, 1913-2002; African Wisdom: 365 Days A Year; The First Ten African American Presidents, 1848-1904; The African American Presidents: The Carter Presidential Center Exhibit; Ancestors: An American Journey – The Story of a Family; and The Pyramid of Excellence for Goal Achievement. He has been invited to speak at a number of venues including The Library of Congress on Capitol Hill; The Jimmy Carter Presidential Library and Museum; at National Conferences; Martin Luther King, Jr., Memorial Library in Washington, D.C., and at Presidential Banquets and Programs. Dr. Smith is a recent graduate of the University System of Georgia's Executive Leadership Institute where his Leadership Development Plan included the development of a new model for Conflict Transformation.

Rebecca Murphy is Assistant Director of Human Resources for Employee Development at Valdosta State University. In her current position she oversees professional and organizational development, conflict resolution and campus wellness initiatives. Rebecca has been a member of the Valdosta State University community since January 1994. During her tenure at VSU, she has led several change initiatives involving new technology, customer service and business processes. Rebecca has been a long standing participating member of the Summer Institute and has been serving as the Conflict Resolution Liaison since 2007. Rebecca received her Master of Science degree in Industrial and Organizational Psychology from VSU in 1993 and her Bachelor of Science Degree in Speech Communication/Psychology from Troy State University in 1989. She is a member of the Society for Human Resource Management and is a Certified Professional in Human Resources (PHR).



WORKSHOPS

Mediating Campus Conflict

Instructors: Carolyn Benne, Lin Inlow and Marilyn Hazzard-Lineberger

June 25 - 29, 2012

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 to analytical and communication skills necessary to the mediation process. Experienced mediators from the University System of Georgia serve as coaches during the mediation simulations.

The Other Side of Turbulent Change

Instructor: Marilyn Hazzard Lineberger

June 25, 2012

The only constant factor in life is change. In higher education, change is ongoing and oftentimes manifested in paramount proportions. In fact, higher education has experienced more change in the past decade than many organizations experience in the lifespan of their operations. The effects of change are frequently displayed on a individual and systemic level. Thus, mismanaged change at any level can and does produce negative consequences. This workshop will discuss the stages of change, strategies for conducting a change analysis, how leaders and other staff members can manage change effectively at a personal and organizational level, as well as how leaders can facilitate effective change management in others. Participants will increase their understanding of the dynamics of change and explore mechanisms for responding to change in a more positive, proactive fashion.

Understanding the Value and Dynamics of Conflict from a Co-Authored Perspective

Instructors: Lin Inlow and David Smith

June 26, 2012

In this session you will learn how to develop and use a "System of Paradigms" to transform conflicts that emerge in the workplace, home, or in your community into opportunities for greatness. You will learn to see conflicts from a co-authored perspective in the spirit of collaboration as well as practice the Collaborative Interpersonal Competencies™ that are critical to successful collaborations. This session takes into account the whole person realizing that you have different levels of relationships with people in your workplace, home, and community. How you see yourself, others, and your situations is instrumental in achieving vertical growth and maturity to truly understand the value and dynamics of conflict from a co-authored perspective. **Warning: after this session – you may never be the same! Join us to find out why!**

Coaching People Through Change And Conflict

Instructors: Tricia Jones and Rebecca Murphy

June 27-29, 2012

When change happens, conflict is always present. And these days, in higher education, change is the constant. Leaders in higher education and the conflict management professionals who support them need to have all possible tools on hand to help people deal constructively with the conflicts they are experiencing. Conflict management practitioners commonly work with parties who want help with their conflict but cannot get the other conflict party to participate in a discussion or mediation. Conflict coaching is a process that leaders and conflict managers can use to help the party analyze conflict, decide on a conflict management strategy and develop skills to enact the strategy. In this workshop, the Comprehensive Conflict Coaching model (Jones & Brinkert, 2008) is adapted for specific use in change and conflict situations in higher education. Participants will learn an abbreviated model of conflict coaching with special attention to change analysis and conflict strategies critical for change situations.

June 25-29, 2012

REGISTRATION FORM

Name (please print or type) _____

Organization/Employer/Position _____

Business mailing address or check here if home address

City _____

State _____

Zip _____

Work phone _____

E-mail _____

WORKSHOPS

(Registration fee includes breakfasts, lunches, and materials.)

- **Mediating Campus Conflict, June 25-29, 2012**
\$580 University System of Georgia employees; \$815 all others
Maximum attendance 24.
- **The Other Side of Turbulent Change, June 25, 2012**
\$190 University System of Georgia employees; \$265 all others
- **Understanding the Value and Dynamics of Conflict from a Co-Authored Perspective, June 26, 2012**
\$190 University System of Georgia employees; \$265 all others
- **Coaching People Through Change and Conflict
June 27-29, 2012**
\$520 University System of Georgia employees; \$750 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 (404-413-9054), FAX (404-413-9058) or email (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

Georgia State University College of Law
Consortium on Negotiation and Conflict Resolution/Summer Institute
June 25-29, 2012

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.

ACCOMMODATIONS

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 24, 2012. 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:

Rooms:	Sun-Thur	Fri & Sat
Clubhouse Double	\$149	\$209
Clubhouse King or Twin	\$149	\$209
Traditional King or Double/Double	\$149	\$229
Deluxe Traditional King or Double/Double	\$149	\$229
Annex Suite/Club Suite/King Jacuzzi	\$199	\$309
Deluxe King Suite	\$249	\$314

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

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's 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
711 N. Beachview Dr.
Jekyll Island, GA. 31527
Toll Free Reservations
1-800-841-6262 or 912-635-2521
www.jekyllislandga.com

Days Inn & Suites
60 S. Beachview Dr.
Jekyll Island, GA. 31527
Toll Free Reservations
1-800-329-7466 or 912-635-9800
www.daysinnjekyll.com

Quality Inn & Suites
700 N. Beachview Dr.
Jekyll Island, GA. 31527
Toll Free Reservations
1-800-4CHOICE or 912-635-2202
www.jekyllislandquality.com

The Buccaneer Beach Resort
711 North Beachview Dr.
Jekyll Island, GA. 31527
Toll Free Reservations
1-866-5JEKYL OR 912-635-2111
www.buccaneerbeachresort.com

Jekyll Island Club Hotel, Jekyll Island, Georgia, June 25-29, 2012