



2019 ANNUAL CONFERENCE

Thur.-Fri., April 11-12, Overland Park, KS
University of Kansas, Edwards Campus

Conflict Coaching

BENEFITS FOR MEDIATION AND COMMUNICATION

with

Dr. Tricia S. Jones

Continuing
Education Hours:

KANSAS—13 CME hours; 13 CLE hours, 1 Ethics hour
MISSOURI—13.4 Civil Mediation hours, 13.4 CLE hours, 2.4 Professional hours
NEBRASKA—11 Mediation hours, 2 Ethics hours

DAY & TIME	CONFERENCE AT A GLANCE
Thursday, Noon-12:30	Registration
Thursday, 12:30-2:40	Conflict Coaching Practices—emphasis on current practices
Thursday, 2:55-3:55	Ethics of Conflict Coaching
Thursday, 3:55-4:55	Ethical Questions of Conflict Coaching
Thursday, 5:00-7:30	Evening with Tricia Jones
Friday, 8:30-10:30	Conflict Coaching—review main elements, delve into techniques
Friday, 10:30-12:45	Communication Skills Development
Friday, 12:45-2:00	HMA Annual Meeting & Awards Ceremony— <i>Lunch provided</i>
Friday, 2:00-4:00	Workplace: Coaching High-Conflict Employees
Friday, 4:00-5:00	WATNA & BATNA in Conflict Coaching



Professionals in Conflict Resolution

CONFLICT COACHING—APRIL 11-12

with Tricia S. Jones, PhD, author of *seven books on conflict management*, most recently, *The Heart of Conflict*.

Dr. Tricia S. Jones is CEO/Owner of Conflict Coaching Matters, LLC. She is a leader in the field of dispute resolution and a leading conflict scholar.

Dr. Jones is a professor at Temple University (Philadelphia, PA), teaching and researching in conflict processes, conflict resolution education, negotiation and mediation, interpersonal communication, and organizational communication with emphasis on organizational dispute system design. She currently serves as Faculty Senate President for the 2,500 full-time Temple faculty.

She is a board member for the Association for Conflict Resolution, a member of the Peace Education Reference Group for the Global Partnership for the Prevention of Armed Conflict (GPPAC), Past-President of the International Association for Conflict Management (IACM) and a member of the IACM Advisory Board.

Her conflict coaching and conflict consulting work has focused on training programs for government agencies, higher education, health care and state offices of dispute resolution. In 2009-2011, she designed and implemented the Department of Veterans

Affairs' conflict coaching program as a component of the VA ADR systems nationwide through the Office of Resolution Management. She is developing educational webinars for Department of Defense Educational Administration's Conflict Education and Dispute Resolution program, and is helping deliver ADR training through the VA.

Dr. Jones has consulted with government, corporate and non-profit organizations such as the Organization of American States, the Global Partnership for the Prevention of Armed Conflict, Georgia State University system, the American Occupational Therapy Association, American Baptist Churches – USA, Merrill-Lynch, AT&T, and General Electric.

Her conflict scholarship has been funded with more than \$3,000,000.00 in external funding from federal and state agencies and private foundations. She has authored 7 books and over 65 articles and book chapters on conflict management and has given more than 250 presentations at national and international conferences. She last presented to HMA on Conflict Coaching in 2012.



REGISTRATION FEES	Early Bird (to April 4)	Last Minute (April 5+)
FULL CONFERENCE		
Member	\$145	\$185
Non-member (includes 1-year HMA membership)	\$210	\$250
Student (full-time, CME only)	\$80	\$100
THURSDAY ONLY		
Member	\$100	\$140
Non-member (includes 1-year HMA membership)	\$165	\$205
Student (full-time, CME only)	\$50	\$60
FRIDAY ONLY		
Member	\$120	\$160
Non-member (includes 1-year HMA membership)	\$185	\$225
Student (full-time, CME only)	\$70	\$80

LOCATION: KU Edwards Campus, BEST Conference Center
(use north entrance)
 12600 Quivira Rd., Overland Park, Kansas, 66213, 913-897-8400



Attendees who must make last-minute cancellations may, at HMA discretion, receive a refund on their registration less an administrative fee.

CONFLICT COACHING

DETAILED SCHEDULE

THURSDAY, APRIL 11:

NOON-12:30: REGISTRATION

12:30-2:40: CONFLICT COACHING -- EMPHASIS ON CURRENT PRACTICE

- Benefits of conflict coaching
- Concerns and issues
- Research findings and conclusions
- Video and discussion

2:40-2:55 BREAK

2:55-3:55: ETHICS OF CONFLICT COACHING—Larry Rute & Art Thompson

- Statutory requirements
- Case law
- Ethical rules

3:55-4:55: ETHICAL QUESTIONS— Tricia Jones, Larry Rute & Art Thompson

- How to stay impartial
- How to insure confidentiality
- How to insure the quality of the process

FRIDAY, APRIL 12:

8:00-8:30: REGISTRATION (Friday-only attendees)

8:30-10:30: CONFLICT COACHING— The Main Elements

- Power Imbalance, Identity, Emotion—different perspectives
- Storytelling
- Conflict analysis
- Brainstorming

10:30-10:45 BREAK

10:45-12:45 COMMUNICATION SKILLS

- Communication Strategy Development
- Restatement of the conflict handling plan
- Fishbowl exercises and video

12:45-2:00: HMA Annual Meeting & Lunch

2:00-4:00: WORKPLACE— Coaching High-Conflict Employees

- How to collect information (statutory, regulatory, in-house)
- How to improve communication
- How to reduce emotion
- How to create brainstorm options

4:00-5:00: WATNA & BATNA in Conflict Coaching—Discussion & Questions

- Appreciative Inquiry and visioning
- Conflict Styles • Negotiation • Enacting the best story

WHAT IS CONFLICT COACHING?

CONFLICT COACHING is the fastest growing area in the dispute resolution/conflict management field. **Conflict Coaching** is a one-on-one process in which a coach works with a client to help the client gain a better understanding of the conflict and to identify and develop strategic options. Many people stay stuck in their conflicts because they haven't figured out what they really want or how to move toward it. An important part of **Conflict Coaching** is to help clients see that "best story" or desired future and then realize what strategic and tactical action will help them achieve it.

This advanced 1.5 day training for attorneys, attorney-mediators, and mediators will focus on helping practitioners to utilize **Conflict Coaching** techniques to make mediations more efficient and effective. The presenter will highlight research that shows the efficacy of helping parties to view their conflict through three lenses: identity, emotion, and power. This insight will help them to more effectively manage their conflict and move forward. The discussion will explore these perspectives and how they interact and participants will be invited to engage in short activities that will help them to understand how a conflict coach works with clients on these issues.

Many conflicts are created and made worse by poor **communication skills**. Conflict coaches often help clients to improve their **communication skills**, focusing on two basic skill areas: nonverbal social skills and the ability to

constructively engage someone else in a perceived conflict. Participants will learn to assess and develop skills in each area. Skills learned in this training may also be applied to other areas of business or client interaction.

THURSDAY'S SESSION will include a discussion of ethics: how **Conflict Coaching** is currently being used by practitioners and the ethical requirements of those who utilize the techniques. Local trainers Larry Rute and Art Thompson will present the ethics portion and spend an additional hour taking questions on how **Conflict Coaching** ethically fits with clients and associates.

FRIDAY'S SESSION will begin with a review and include a fishbowl exercise cementing the **Conflict Coaching** information that participants learned on Thursday. The process of vision and using asset-based planning will be discussed and related to the earlier parts of the **Comprehensive Conflict Coaching model**, including the link between the completed vision and the skills development needed to help the client make changes.

This workshop will include the modalities of **discussion, video, role-play, and fishbowl exercises** to help attorneys, attorney/mediators, and mediators to achieve meaningful improvement in their interactions with clients and success in their practices.

MORE USEFUL INFORMATION

CONTINUING EDUCATION: HMA has received approval for the following hours.

- **KANSAS**—13 CME hours; 13 CLE hours, 1 Ethics hour
- **MISSOURI**—13.4 Civil Mediation hours, 13.4 CLE hours, 2.4 Professional hours
- **NEBRASKA**—11 Mediation hours, 2 Ethics hours

PARKING: Parking is plentiful around the BEST Center.

WHAT TO WEAR, WHAT TO BRING: Expect others to wear business casual attire; consider layering for temperature variations; bring business cards.

HOTEL NEAR CONFERENCE

Hawthorn Suites by Wyndham Overland Park

11400 College Blvd.

Overland Park, KS 66210

Main Hotel: (913) 344-8100

For conference rate:

Book before April 1 and mention

Heartland Mediators Association

Room Block Code : CG10HE Block ID: 401916

King Standard Room: \$79 + taxes

Double Standard Room: \$89 + taxes

Suite: \$89 + taxes

Free wifi, free hot breakfast included

Heartland Mediators Association



Professionals in Conflict Resolution

2018-2019
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REGISTRATION FORM

Price list on page 2. Mail to HMA, PO Box 14971, Lenexa, KS 66285,
or register online: www.heartlandmediators.org.

Name: _____

Company: _____

Address1: _____

Address2: _____

City: _____

State: _____ Zip: _____

Cell #: _____

Home Phone #: _____

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Email: _____

HMA Member

Non-Member

Student (full-time)

Dietary restrictions? _____

Comments: _____

Payment options:

Pay by Credit Card:

Card # _____

Expiration Date: _____

Pay through PayPal on Web Site

Pay by Check, # _____

Pay at the Door

Plan to attend:

Full conference

Thursday only

Friday only

Early bird registration (up to April 4)

April 5 or after

TOTAL AMOUNT OWED: \$ _____

(prices on p. 2)