

***Conflict Coaching:  
Benefits for Mediation and Communication***

**2019 Heartland Mediators Association Conference**

**April 11-12, 2019  
KU Edwards Campus, BEST Center  
12600 Quivira Rd., Overland Park, KS  
913-897-8400  
Overland Park, Kansas  
Trainer: Tricia S. Jones Ph.D.**

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**PROGRAM DESCRIPTION**

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, roleplay, and fishbowl exercises to help attorneys, attorney/mediators, and mediators to achieve meaningful improvement in their interactions with clients and success in their practices.

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### **DAY ONE**

12:00pm – 12:30pm      Registration

12:30pm – 2:40pm      **Conflict Coaching Process - Emphasis on Current Practice**

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

2:40pm – 2:55pm      Break

2:55pm – 3:55pm      **Larry Rute and Art Thompson - Ethics of  
Conflict Coaching**

- Statutory requirements
- Case law
- Ethical rules

3:55pm - 4:55pm      **Larry Rute, Art Thompson, and Tricia Jones – Ethical  
Questions of Conflict Coaching**

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

5:00pm to 7:30 pm Evening with Tricia Jones

## DAY TWO

### Friday:

8:00am - 8:30am                      Registration

8:30am - 10:30am                      **Conflict Coaching - Presenter Tricia Jones, Ph.D. will briefly review the main elements before delving into the specific techniques of Conflict Coaching.**

- Power Imbalance, Identity, Emotion - helping clients view different perspectives
- Story telling
- Conflict analysis
- Brain storming

10:30am - 10:45am                      Break

10:45am - 12:45pm                      **Communication Skill Development**

- Communication strategy development
- Restatement of the conflict handling plan
- Fishbowl exercises and video

12:45pm - 2:00pm                      Lunch (HMA Annual Meeting & Lunch)

2:00pm - 4:00pm                      **Workplace – Coaching High Conflict Employees**

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

4:00pm - 5:00pm                      **Watna & Batna in Conflict Coaching:  
Discussion and Question**

- Appreciative Inquiry and visioning
- Conflict styles
- Negotiation
- Enacting the best story

## **TRICIA S. JONES Ph.D.**

### **Bio**

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

Dr. Jones is a Full 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). An esteemed member of the Temple University faculty since 1990, she currently serves as elected President of the Faculty Senate, representing the 2,500 full-time faculty members of this Research I University.

She serves as a member of the Board of Directors for the Association for Conflict Resolution and is a member of the Peace Education Reference Group for the Global Partnership for the Prevention of Armed Conflict (GPPAC). Dr. Jones is 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 under the auspices of the Office of Resolution Management. She is currently working on development of educational webinars for Department of Defense Educational Administration's Conflict Education and Dispute Resolution program and is partnering on the delivery of ADR training through the Department of Veterans Affairs. 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.

**Approved: 13 KS CME Hours**  
**Approved: 13 KS CLE Hours Including 1 KS Ethics Hours**  
**Approved: 13.4 MO CLE & 2.4 Professionalism Hours**  
**Approved: 13.4 MO Hours for Civil Mediation Hours**  
**Approved: 11 NE Mediation Hours plus 2 Ethics CME Hours**

*Early Bird Registration  
(Ends April 4)*

*Late Registration (is \$40 extra)  
(April 5 to April 12)*

**Full Conference:**

**Member: .....\$145 .....\$185**  
**\*Non-Member ..... \$210 ..... \$250**  
**\*Non-Member Receives 1 year HMA Membership**  
**Student (full time)....\$ 80 .....\$100 (CME Only)**

**Thursday Only**

**Members: .....\$100 .....\$140**  
**\*Non-member .....\$165 .....\$205**  
**\*Non-Member Receives 1 year HMA Membership**  
**Student (full time).....\$50.....\$60 (CME Only)**

**Friday Only**

**Members: .....\$120 .....\$160**  
**\*Non-member: .....\$185 .....\$225**  
**\*Non-Member Receives 1 year HMA Membership**  
**Student (full time).....\$70 .....\$80 (CME Only)**

**HOTEL NEAR CONFERENCE**

**Hawthorn Suites by Windham 11400**

College Blvd.

Overland Park, KS 66210 Main

Hotel # 913.344.8100 **Book**

**before April 1 & mention:**

**Heartland Mediators Association**

**Room Block Code: CG10HE BLOCK ID: 401916**

King Standard: \$79 + taxes

Double Standard Room: \$89 + taxes / Suites: \$89 + taxes Free

hot breakfast and wifi Included.