



RESOLVING ISSUES

Maryland Council for
Dispute Resolution

August 2006
Volume 5 Issue 7

Resolving Issues
Editors:
Roslyn Zinner
Ramona Buck

Student's Perspective on the University of Baltimore's Conflict Management Program

By Kerry K. Stephen

The University of Baltimore (UB) provides a multi-disciplinary program offering a wide range of courses in conflict management, law, business, social science, and the humanities. It consists of 42-credit hours in core conflict management courses; advanced elective courses where students may tailor their experience to coincide with personal career goals; an internship; as well as a capstone course where students integrate theory and practice through a metaphorical analysis of the field. As their final project, students present their capstone metaphor to faculty and peers at an end of semester celebration hosted by the program's student association. The final project is a creative way to provoke thought development and imagination of our students.

The UB Conflict Negotiations and Conflict Management (CNCM) master's degree program was the first of its kind within the state of Maryland and is now entering into its eighth year. While it does offer a few courses with an international focus, it was primarily developed for those with an interest in domestic conflict, focusing on the spectrum of ADR options.

I came to this program after falling in love with community mediation.

Honestly, in spite of accolades and assurances, I was dumbfounded at the idea that anyone would think I could skillfully practice mediations after completing a mere 40 hour training. I was thirsty for more information.

What I have found so enjoyable about this program is that it provides ample opportunity for me to reflect upon many of the serious debates within our field: mediation styles, certification, job opportunities, etc. I have been exposed to many of the field's leaders through my various academic assignments and challenges. As a community mediator (for CALM in Frederick County, MD) I realize this degree is not critical for the practice of mediation. However, it has afforded me an opportunity to focus on finding answers to the difficult ethical questions I have encountered through my practice. It is my undertaking of this degree *in conjunction with* my practical experience volunteering for CALM that has helped me to develop my skills. Many of the students who come to UB are seeking to complement an existing career. For me, it has been an opportunity to dedicate myself to something I truly love.

Continued on p. 7

ISSUE THEME:

"Learning is not attained by chance; it must be sought for with ardor and attended to with diligence."

— Abigail Adams, 1780.

There are many opportunities for training and education in the field of conflict resolution in Maryland. In this issue, we are not attempting to include a comprehensive listing of all such trainings, but we feature several different kinds of opportunities in order to give you an idea of the scope. We hope this issue will stimulate your desire to continue to learn - and to teach in the field.

The editors

MCDR Quarterly Meeting

**Presentation:
Maryland Mediator
Program for Excellence
(MPME)
Thursday September 21
6-9pm**

County Administration Building
14741 Governor Oden Bowie
Dr.

Upper Marlboro, MD 20772
Sponsor: Community Mediation and Conflict Resolution Collaborative (CMCRC)

**From Nancy
Hirshman
President of MCDR**



Greetings colleagues and friends:

As I write this, the end of July approaches, and I find myself wondering where the first half of 2006 went. The resolutions and projects I intended to finish by mid-year are not yet completed, so where did the time go? Newspaper and television ads already are full of back-to-school stuff, a sure sign of summer's end. Perhaps I need to work on learning new organizational skills. Maybe thinking and planning ahead would be beneficial.

Planning ahead will be easier for those of us who are contemplating taking some additional training, or brushing up on skills we haven't used recently. This issue of our newsletter is all about training and opportunities to enhance our practices. How fortunate we are to have accessible to us the variety and the caliber of trainers featured here.

A couple of decades ago—when some of us first became interested in the new field of mediation—comprehensive training programs were almost non-existent, and skills training was only slightly less difficult to find. Now, signing up for training, either in a brand new area of dispute resolution or just to keep abreast of changes in our evolving field, is pretty easy. And, once you are registered for the course, you may feel confident that it will comply with any applicable court rules or agency regulations, and that your instructor(s) will be experienced and professional.

Happy learning!

Nancy Hirshman, MCDR President

“The Ethics Zone”

Consider these situations:

You're in the midst of a divorce mediation when one of the parents proposes a child support payment lower than that suggested by the guidelines. What is your responsibility in this situation, if any?

You receive an email from one of your clients involved in an ongoing mediation asking for factual input before the next session to help inform their decision-making. How do you respond?

You've been mediating a dispute between a small business owner and customer which seems to be coming to resolution. Then, with apologies, the business owner declares he is out of time and asks you to write up and send out the agreement for signing. What do you say?

Confronted with difficult situations, many mediators experience queasy stomachs, clenched jaws, and avoidance. They know they've entered “the ethics zone.”

Let's face it: mediation is messy. What's more, it is when you least expect it that an ethical fastball flies straight at you from left field. **Learn how to handle these challenging situations in an eight-hour class taught by Barbara Blake Williams, offered at Howard Community College this September 2006: “Developing Ethical Competence as Mediators: Framework and Practice.”**

Tension is inevitable in circumstances which present discomforting questions of the “right” or “best” course of action. Indeed, these questions are encountered in situations which seem to put worthy principles in competition with one another. This course will promote personal and professional growth. It will help mediators chart pathways to ethical competence using awareness of personal values, knowledge of professional standards, and a structured process of analytical decision-making.



Mediation Matters

Parkwood Drive/Bethesda, MD/ 20814

301/581-0330

carl@mediationmatters.com

www.mediationmatters.com

Mediation Matters offers a broad range of mediation training workshops for practitioners who wish to be involved in court-mandated mediations. These workshops meet the various requirements of Rule 17 of the Maryland Court of Appeals and include the 40-Hour Basic Mediation Workshop, as well as the 20-Hour Child Access and 20-Hour Marital Property Workshops. We also offer a 40-hour Divorce Mediation Workshop that trains practitioners to do full divorce mediations in private practice, at the same time that it qualifies to meet Rule 17's Basic Mediation requirement. Finally, we do a 30-Hour Business and Employment Workshop and a Role-Play Workshop. The Basic workshop is also approved for Maryland Category I SW CEUs.

All Mediation Matters workshops are highly interactive and use a wide range of formats including video, demonstrations, lectures, discussions, simulations, story and music. The 40-hour workshops come with a 400-page manual, which covers the basic content areas of mediation. The training presents a six-stage model of the mediation process and focuses on the skills involved in becoming an effective mediator. The 40-Hour workshops include a minimum of six mediation role-plays so that each participant can develop and practice skills. We consider conflicts in a broad range of contexts including health care, disputing neighbors, family conflict, divorcing parents, civil, contract and employment disputes, enabling participants to intervene effectively in conflict in a variety of settings.

The workshops are led by Carl D. Schneider, Ph.D., the director of Mediation Matters and a trainer for more than twenty years. Carl, a registered psychologist and a licensed clinical Marriage and Family Therapist, served for five years as the chair and co-chair of the certification committee for MCDR. Sharon Pickett, M.A., Senior Consultant to the Association for Conflict Resolution and member of the MCDR Certification Committee, is co-trainer. In addition, experienced mediators assist with individual coaching for the 40-hour workshops.

\$1,145.00 (Early Bird Registration)

Basic Mediation Training Workshop 40 – Hour-	<i>August 10-14, 2006 November 9 - 13 April 19—23, 2007</i>	Bethesda, Maryland
Divorce Mediation 40-Hour	<i>Oct. 13 - 17 2006 Dec. 2 - 6 2006 March 1 - 5, '07 June 14 - 18, '07</i>	Bethesda, Maryland
Child Access Mediation 20-Hour	<i>November 17—19, 2006 March 30 – April 1, '07</i>	Bethesda, Maryland
Business and Employment Mediation 30-Hour	<i>April 27—30 , 2007</i>	Bethesda, Maryland



National Institute for Conflict Resolution

<http://www.nicr.ws/>

CALL 800 781-7500 or

Martin Kranitz 410 280-8888 or Trish Miller 410 268 -5771

The National Institute for Conflict Resolution is a training and service organization that specializes in working with business, government and industry on conflict resolution processes. The NICR offers both standard and customized training programs for business, government, trade associations and professionals in private practice. Program duration ranges from three hours to 40 hours depending on topic and goal.

Our goal is to develop skills and procedures that will enhance working relationships and reduce transaction costs associated with unnecessary conflict.

Trish Miller and Martin Kranitz have over 25 years conflict resolution training in many areas. Both are Harvard trained mediators. Their backgrounds of law and psychology complement each other and help one another. Both are Harvard trained mediators. Their backgrounds of law and psychology complement each other and help trainees look at issues from many perspectives.

Elder/disabled Mediation Training

More people are living longer and they are more independent than ever before. This 8 hour interactive workshop, designed for experienced mediators, will cover areas and issues often found when dealing with both the aging population and a younger population with disabilities.

*October 13,
2006*

Managing Conflict in the Workplace: for Women only

Women look at and approach conflict differently than men. Women face special issues when addressing conflict. This interactive course will help women to constructively manage conflict and improve relationships, through exercises in communication and problem-solving, to effect positive change in the workplace.

*November 10,
2006*

Construction Mediation

Every construction job has special issues outside of the contract. This interactive course for experienced mediators, will cover how to help builders, subcontractors, general contractors and buyers resolve issues concerning change orders, work done outside of the contract and dissatisfaction with work performed.

*December 8,
2006*

Child Access Mediation

Parenting and Support are two of the biggest issues in separation and divorce. This 20 hour mediation training program, conforms to the requirements of the Court's rule 17, and will cover helping parents set up a parenting plan, establish budgets and understand the importance of the Maryland child-support guidelines.

*February 2,
2007 to April
2007*



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**Louise Phipps Senft & Associates
Baltimore Mediation Center**

4502 Schenley Road, Baltimore, Maryland 21210 Phone: 443-524-0833, Fax: 443-524-0850

BMC offers three separate interchangeable 20 hour courses. This training was selected for the national pilot program headed by renowned authors in the mediation field, Baruch Bush and Joseph Folger, The Promise of Mediation, 1995 and was part of the national Transformative Mediation Project for trainings across the country and is affiliated with the Institute for the Study of Conflict Transformation.

Taught by

**Louise Phipps Senft, Esq. Founder & Trainer and Conflict Resolution Specialist
Nancy Good Sider, LCSW, Psychotherapist**

Course A listed below emphasizes:

Understanding the mediation process and mediator's role
Hands-on skills necessary to mediate for others
Communication skills and transformation how-to's
Creating parenting plans: psychological and cognitive issues
Individual feedback from trainers

Course B listed below emphasizes:

Understanding the domestic mediation process and mediator's role
Hands-on skills necessary to mediate custody, visitation, and child support issues
Domestic violence and mediation
Communication skills for domestic conflict and conflict transformation how-to's
Creating parenting plans: psychological and cognitive issues
Individual feedback from trainers



A certificate noting 20 hours of attendance will be provided at the end of training approved by Maryland Board of Social Examiners. It may be used to apply for state circuit court rosters of approved mediators and for continuing education credits from the participant's accrediting institution.

Cost is \$695 and includes materials & light meals. Credit cards accepted. Please make checks payable to Baltimore Mediation. Limited enrollment. To guarantee your reservation, Reservation Form and payment must be received by December 29, 2006. Thereafter, call for availability.

A. Mediation and Conflict Transformation Skills Training

Focusing on Legal and Ethical Issues

*Tuesday, February 27
Wednesday, February 28
Thursday, March 1
9:00am – 4:00pm each day*

Johns Hopkins University
Evergreen Carriage House
4545 North Charles Street
Baltimore, Maryland

B. Mediation And Conflict Transformation Skills Training

Focusing On Custody, Visitation, And Child Support

*Tuesday, January 30 5:00pm – 9:00pm
Wednesday, January 31 9:00am – 5:30pm
Thursday, February 1 9:00am – 5:30pm
OR
January 30 – February 1, 2007*

Evergreen Carriage House

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Conferences

Maryland Mediators Convention	Sponsored by MACRO 410-841-2260	<i>Friday, December 1, 2006</i>	The Conference Center at the Maritime Institute Near BWI Air-
The Restorative Justice Conference	Sponsored by the Restorative Justice Section of the Md Chapter of the Association for	<i>November 16 & 17, 2006</i>	Howard Community College
Mediator's Networking Night	Sponsored by MICPEL	<i>February 6, 2007</i>	University of Maryland Law School, Baltimore

Alternative Resolutions**Ellen F. Kandell, Esq.****301-588-5390, ek@alternativeresolutions.net**

Customized training programs, including Listening Styles Profile, Introduction to Conflict Management, Conflict Dynamics Profile, Effective Communication Strategies, Customer Service.

**Are You Artistic?**

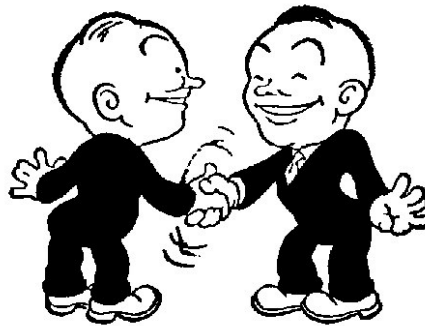
Consider entering a piece of art in "Conflict/Peace: Finding Common Ground," a juried art show with prizes. The show will be held in May 2007 at the Columbia Arts Center in Columbia, Maryland.

In Fall 2006 artists (amateur or professional) will be invited to submit work in any media on the theme of conflict or conflict resolution. Sponsored by the Maryland Council for Dispute Resolution with a grant from the Maryland Mediation and Conflict Resolution Office (MACRO), co-sponsors include: Center for Dispute Resolution at the University of Maryland School of Law (C-Drum), Center for Alternative Dispute Resolution, Humanim, the Maryland Association of Community Mediation Centers (MACMC). Contact Roz Zinner at info@mediate-divorce.com for more information.

(Student's Perspective, Cont. from p. 1)

True to the spirit of collaboration, students are able to transfer credits from other courses offered throughout the University of Maryland school system. For example, many UB students have taken a course on multi-track diplomacy which is currently offered by the University of Maryland at College Park.

In addition to its core courses on conflict theories/ processes, conflict approaches, mediation, arbitration, and negotiations, UB also offers special topic electives such as Organizational Conflict, Field Work, Alternative Dispute Resolution in Maryland, Mediation Skills, and Cultural/Ethnic Factors in Conflict. The school periodically engages in partnerships with organizations such as MACRO, MACMC, and the Maryland State's Attorney's Office possible to expose students to experienced practitioners within the field. The Center for Negotiations and Conflict Management is also set to begin providing mediation services for faculty-student conflicts in the fall of 2006. As an example of the type of learning experience one could expect from UB, an overwhelming number of students touted the Cultural/Ethnic Factors in Conflict course as the best academic experience they had ever had. I am one of many students within that course. We learned as much about ourselves. It was an amazing cultural conflict as we did about



The Center for Dispute Resolution at the University of Maryland (C-DRUM)

**500 W. Baltimore Street
Baltimore, MD 21201**

410-706-3836

fax 410-706-5856

Roger C. Wolf, Law School Professor and Director, Center for Dispute Resolution at the University of Maryland Law School (C-DRUM)

The Center for Dispute Resolution is housed within the law school at the University of Maryland (C-DRUM). C-DRUM works with individuals, groups and institutions "to promote, enhance and teach conflict resolution skills."

On campus, C-DRUM works with the Human Resources Department and the various schools to provide comprehensive ADR services for faculty, staff, administration and students. It also offers ADR courses for students and experiential learning opportunities through externships. Off-campus, C-DRUM provides services to the court system and state agencies, and mediates cases in the District Court as well as community conflicts and conflicts involving businesses, organizations and individuals. It also administers grants to public schools throughout the state for development of ADR programs, and offers, on a fee basis, a variety of training programs including; mediation, communication skills, peer mediation and facilitation.

In addition, C-DRUM presents conferences periodically on special topics, the most recent being on the topic of medical malpractice. C-DRUM is directed by Professor Roger Wolf (rwolf@law.umaryland.edu). Toby Treem Guerin (ttreem@law.umaryland.edu) is the Deputy Director, and Barbara Grochal (bgrochal@law.umaryland.edu) is the Deputy Director for schools projects. For further information see www.cdium.org/.

MICPEL**Maryland Institute for Continuing Professional Education for Lawyers****410-659-6730****<http://www.micpel.edu>**

MICPEL is one of the primary providers of mediator certification training in Maryland. As the continuing education arm of the Maryland State Bar Association and the Law Schools of the University of Baltimore and the University of Maryland. The primary mission for the past 30 years has been to provide the best possible continuing legal education at the most reasonable cost. In the past ten years, MCPEL has also been in the vanguard of agencies seeking to support the expanded use of alternative dispute resolution processes by courts, communities, schools, government agencies, criminal and juvenile justice programs, and businesses. MCPEL has provided mediator training to more than 900 professionals in law, social work, education, mental health, business, government, and other disciplines whose work involves the resolution of disputes in the legal system and in the community at large.

MICPEL also coordinates with the MSBA's ADR Section to offer seminars on the effective use of ADR by lawyers in various areas of practice and to offer specialized advanced training courses in mediation to include: estate and probate disputes; personal injury claim disputes; labor and employment disputes, workers' compensation claim disputes; bankruptcy disputes; and divorce disputes.

Reduced fees for multiple registrants from the same firm/agency/court are available. For more information on MICPEL's mediation offerings, including detailed agendas and registration fees, please contact MICPEL

40-Hour Civil Mediation Training Seminar: 2007

MICPEL's 40-Hour Civil Mediation Seminar is an intensive, hands-on, interactive, skills-based program that uses role-play and ten mediation simulation exercises in which every student participates. Graduates of the training praise its effectiveness: the comprehensive scope, the practical approach, and the step-by-step process that helps them develop confidence and competence as a mediator. In addition to three excellent trainers, a volunteer corps of experienced mediators serves as critiquers for each of the individual/group exercises, giving students valuable feedback.

This seminar qualifies, under MD Rules of Procedure 17-104 for forty (40) hours of mediation training as required for court designated mediators of civil disputes.

Melanie A. Vaughn, Esq., Harry Fox, Esq. & Prof. Roger C. Wolf

MICPEL at 410.659.6730 or e-mail info@micpel.edu.

October 23,
24, 26 & 27,
2006

University of
Baltimore
Business
School
1420 N.
Charles Street
Baltimore, MD

8-Hour Advanced Mediation Skills Seminar: Estate and Probate Disputes

with Melanie A. Vaughn, Esq. and Robert C. Young, Esq. This seminar meets the provision of Rule 17-104 (a)(3) requiring court designated mediators to complete eight (8) hours of continuing mediation-related education every two (2) years to keep current with developments in the field. This advanced seminar will offer participants valuable insight into the mediation practices, techniques and special considerations that are most effective in resolving estate and probate disputes. Registrants for the Advanced Mediation Skills Seminar must have completed a basic 40-Hour

September 26,
2006

8:00 a.m. -
5:30 p.m

MICPEL Office
520 W. Fayette
Street, Suite
300
Baltimore, MD

Center for Alternative Dispute Resolution

For more information on the Center's activities, programs or conferences, visit www.natlctr4adr.org or please call (301) 313-0800

The Center for Alternative Dispute Resolution is a not-for-profit entity that provides education and comprehensive approaches to dispute resolution that constructively serve the needs of our culturally diverse society. With 20 years of experience (more than 100,000 trained individuals through workshops, and seminars), the Center has come to be recognized as an international leader in mediation instruction and conflict resolution. Members of the training team have been recognized by the President of the United States, the United States Secretary of State, the Governor of Maryland, and the Chief Judge of the Maryland Court of Appeals for their dispute resolution expertise and have held leadership roles in national and local dispute resolution organizations including the Society for Dispute Resolution, the Association for Conflict Resolution (ACR), the American Bar Association Section of Dispute Resolution, the International Academy of Mediators, the MD Chapter of ACR and the Maryland Mediation and Conflict Resolution Office.

The Center convenes an annual conference; provides dispute resolution training to individuals, community, business and government; and offers a Certificate Program in Alternative Dispute Resolution.

40-Hour Skill-Based Mediation Training	<i>September 18-22, 2006 November/December</i>	College Park, MD To be determined
Certificate Program in Alternative Dispute Resolution	<i>Fall 2006 – specific courses and dates To be determined</i>	Greenbelt, MD
20th Anniversary Celebration and Annual Conference	<i>June 21-22, 2007</i>	Greenbelt, MD
2008 Annual Conference and Skills Development Sessions	<i>June 19-20, 2008</i>	Greenbelt, MD
Advanced Mediation Training (16 Hours)	<i>To be determined</i>	

University of Maryland School of Social Work

**Office of Continuing Professional Education
525 West Redwood Street, Baltimore, MD 21201-1777
410.706.1839 or 410.706.5004**

Conflict Management in Maryland: Learning the Landscape of Alternative Dispute Resolution

Mediation and other frequently used alternative dispute resolution (ADR) processes have numerous applications to the practice of social work. ADR tools have been successfully used to resolve conflict at the family and community level, as well as to settle civil and some criminal matters within Maryland courts. This half-day workshop provides an overview of alternative dispute resolution processes as they are used in Maryland. The workshop offers an overview of various ADR processes and an opportunity for discussion about the use of ADR tools in clinical and community practice. Participants will be engaged in high-energy and experiential activities to increase their understanding of the ADR field as well as to sharpen their conflict-management skills.

Thursday, Oct. 5, 2006

8:30 a.m. – 12:15 p.m.

\$50, Social Work CEUs: 3,

Teacher:

Lou Gieszl is deputy executive director of the Maryland Mediation and Conflict Resolution Office.

Jonathan S. Rosenthal, Esq., is Court ADR Resources Director at the Maryland Mediation and Conflict Resolution Office.



The Center for Conflict Resolution at Salisbury University

<http://www.conflict-resolution.org/>

1100 Camden Ave. | Salisbury, MD, 21801

Phone: 410-219-2873 | Fax: 410-219-2879

E-mail: conflictresolution@salisbury.edu

The Center for Conflict Resolution (CCR) was established in 1992 as the Center for Teaching Peace. In the mid 1990s the center changed to its current name (CCR) and began to provide more local conflict intervention services, workshops and training for a larger audience. In 2000 the Center underwent a radical transformation under the leadership of the current Executive Director, Dr. Brian Polkinghorn.

The center was restructured into a "teaching hospital" model for students at Salisbury University so that they could take part in supervised field experiences with experienced faculty mediators, conduct research on conflict resolution programs and projects and to generally allow the center to support the practitioner-scholarly development of students. In order to accomplish this mission the center now has four full time staff (including two with master's degrees in conflict resolution and a highly experienced community mediator) that work in unison with members of the teaching team who are mostly SU faculty and two distinguished retired faculty; the research team, composed of faculty from around the world; and the professional practice team which is made up of a retired federal mediator, a federal ADR director and professional ADR consultants, most of whom also have earned graduate degrees in ADR. A number of students also work within these teams on local projects.

The Center is also home to the Conflict Analysis and Dispute Resolution bachelors program. Designed in fall 2000 and launched in fall 2001, it is modeled after a number of graduate program designs and curriculum. The program has shown tremendous growth and as a result the University System of Maryland approved a Master's degree in Conflict Analysis and Dispute Resolution to be tentatively launched in fall 2007.

The Center practice and research teams have worked together on grants and contracts in Maryland, throughout the United States and around the world. Since 2000, we have conducted a number of nationally recognized research projects for the federal government and the state of Maryland. The practice team works primarily in the areas of court reform, civil society, labor law and ethnic conflict. Since 2001, the practice team has worked in over 30 countries.

Check out our website at www.mcdr.org for updated information about MCDR. Special thanks to our web master, Mae Whitehead for all her hard work creating the site and keeping it useful and attractive!



About Community Mediation Center training

The Maryland Association of Community Mediation Centers provides community mediation training through one of the 17 community mediation centers around the state. MACMC training is available to people who will be volunteering for a MACMC center. Each center has its own requirements for participation. You may contact the MACMC member center closest to you to find out when the next available training is and what your local center's requirements for participation are.

For further info, see MACMC's website: <http://www.marylandmediation.org>

MACMC basic mediation trainings consist of the following:

45 hours of initial classroom training

Observation of two mediations

Co-mediation of two mediations

A personal evaluation/strategy session

Five hours of follow up training

A potential trainee must commit to the entire training in order to enroll.

Five of Maryland's seventeen community mediation centers (CMP, CALM, Charles, Calvert and St Mary's) sent in information on various trainings they offer, see below and the next several pages.

CALM - Community Alternative Mediation
723 North Market Street, Frederick, Maryland, USA 21701
301 631-2256 • Fax: 301 620 4224

info@mediationcalm.org

CALM, The Frederick Mediation Center is a non-profit organization providing mediation services free of charge to all Frederick City and County residents. CALM is funded by The Maryland Mediation and Conflict Resolution Office, The Frederick Arts Council, and The Dola Burkentine Nonprofit Marketing Endowment Fund through The Community Foundation of Frederick County. CALM is a member of The Maryland Association of Community Mediation Centers and The Human Services Coalition of Frederick County.

20 hour Elder Care Mediation training	<i>September 2006</i>	Free this time - \$50.00 fee to cover food and hold your space.
Family Dynamics and Cultural Considerations TBA		
40 hour Divorce Mediation Training	<i>Spring 2007</i>	\$400 and 500 depending upon whether CALM has free space or not.
Mediator Refresher	<i>Early Fall 2006</i>	
Bio-ethics/End of Life Considerations and Decisions	<i>TBA</i>	
40 hour Basic Mediation—\$350.00 — includes mentorship. Participants must be willing to volunteer for CALM and sign a Volunteer MOU for one year.	<i>October/November 2006</i>	\$350



**Community Mediation Program
3333 Greenmont Ave.**

Baltimore, MD 21218

410-467-9165

Build Your Own Conflict Resolution Training

**Contact Erricka Bridgeford at EThomas@CommunityMediation.org or
Tracee Ford at TFord@CommunityMediation.org or
Caroline Harmon CHarmon@CommunityMediation.org**

The Community Mediation Program can provide trainings designed to meet the needs of the participants. The following are examples of areas in which the CMP can provide training:

Communication skills ♦ Speaking in a way that your request is heard ♦ Skills to discover and focus on the underlying issues in a conflict ♦ Cooperative conflict resolution processes ♦ Team-building ♦ Conflict intervention skills ♦ Conflict Analysis ♦ Listening ♦ Cooperation skills ♦ Community building ♦ Anger management ♦ Trust issues ♦ Issues relating fear and conflict ♦ Prejudice reduction ♦ Giving and receiving feedback for individuals working in a team setting ♦ Forgiveness ♦ And others...

Enroll in a FREE 50 hour training for Baltimore City Residents who agree to volunteer to mediate 120 hrs over the year following their apprenticeship.

Design a Mediator Training:

If you convene and host a training for your friends, colleagues or classmates in groups of 16 or 20, we will provide a 50-hour mediator training for \$595 per person, including an apprenticeship. For more information about training content, availability and rates,

**The Community Mediation Centers in Calvert,
Charles and St. Mary's Counties**
Contact Sharon Dodgins at ssdodgins@aol.com

2-hour Skills-building Training in
Transformative Framework

Offered twice a month

A. Patuxent Friends
Meetinghouse in Lusby MD

A. 6 - 8 p.m. on the third
Monday of each month

B. Hughesville Baptist
Church

B. Fourth Monday of each
month

Howard Community College in Columbia, Maryland
Continuing Education/Training Opportunities for ADR Practitioners

Basic 40-hour Mediation Training	Gateway Campus	<i>Sept. 16, 23, 30, Oct. 7, 14, 21, 2006</i>	40 CEU's
Power of Storytelling	Gateway Campus	<i>Oct. 18, 7-9PM</i>	2 CEUs),
Deepening Rapport in Mediation	Gateway Campus	<i>Nov. 15, 7-9PM, 2006</i>	2 CEUs
Developing Ethical Competence as Mediators—Barbara Williams	Gateway Campus	<i>Nov. 18, 25, Dec. 2, 2006.</i>	8 CEUs

Howard Community College's AA degree in Conflict Resolution
The following courses are being offered as part of the core curriculum.

Contact Charles Tracy, 410-772-4651

Introduction to Conflict Resolution	Main Campus	<i>Fall 2006</i>	3 credits
Conflict and Process	Main Campus	<i>Fall 2006</i>	3 credits
Dynamics of Social Conflict	Main Campus	<i>Spring 2007</i>	3 credits

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MCDR

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