



## CONFLICT RESOLUTION SKILLS

The Conflict Resolution Skills Certificate is a series of courses designed to provide participants an understanding of conflict dynamics that arise at home, at work, and in the community, as well as skills to respond to those situations constructively.

**Who should attend?** Individuals seeking to expand their conflict resolution skills to better manage conflict in all areas of their lives - personal and professional.

*Conflict Resolution Basics is a prerequisite for all other courses. The rest of the courses can be completed in any order. Certificates must be completed within two years of initial enrollment.*

### REQUIREMENTS

Course	Course Objectives	Course Length	Cost
<b>Core Requirements</b>			
<b>Conflict Resolution Basics</b> <b>Must be completed first</b>  <i>April 14-15, 2020</i> <i>November 12-13, 2020</i> <i>8:30am-5pm both days</i>	<ul style="list-style-type: none"> <li>● Define conflict</li> <li>● Identify the sources of conflict and strategies for resolution</li> <li>● Develop awareness of individual responses to conflict</li> <li>● Develop basic conflict mapping skills.</li> </ul>	2 days	\$875
<b>Culture and Conflict</b>  <i>July 23, 2020</i> <i>8:30am-5pm</i>	<ul style="list-style-type: none"> <li>● Describe the influence of culture in conflict</li> <li>● Identify characteristics that shape identity and its impact</li> <li>● Develop strategies that demonstrate cultural competence</li> </ul>	1 day	\$450
<b>Nonviolent Communication</b>  <i>April 28, 2020</i> <i>8:30am-5pm</i>	<ul style="list-style-type: none"> <li>● Define the non-violent communication framework for understanding conflict</li> <li>● Develop communication skills that enhance mutual respect and strengthen relationships.</li> </ul>	1 day	\$450
<b>Mindful Decision-Making</b>  <i>TBD 2020</i>	<ul style="list-style-type: none"> <li>● Experience a framework for using right-brain intuitive knowing to</li> </ul>	Half-day	\$265



9-1pm	support and complement left-brain, logical “analysis”.		
<b>Managing Emotions in Conflict</b>  <i>May 15, 2020</i> <i>9am-1pm</i>	<ul style="list-style-type: none"> <li>• Use somatic skills - breath, posture, and vision - to manage your response to conflict and high emotion situations.</li> <li>• Practice managing high emotions when working through conflict with others.</li> </ul>	Half-day	\$265
<b>Negotiation Skills</b>  <i>August 30, 2020</i> <i>8:30am-5pm</i>	<ul style="list-style-type: none"> <li>• Consider the benefits of interest-based negotiation.</li> <li>• Demonstrate interest-based negotiation skills.</li> </ul>	1 day	\$450
<b>Total Cost</b>	<b>\$2,755</b>		
<b>Total Time Commitment</b>	<b>6 days</b>		

### PROGRAM INSTRUCTORS

Program instructors bring extensive experience in conflict resolution and they combine theory and practice to create an engaging learning experience.

#### Tracey Pilkerton Cairnie, MA, PCC

Tracey Pilkerton Cairnie is a court certified mentor mediator, ICF certified coach, facilitator, and trainer. Mrs. Cairnie holds an advanced degree in Conflict Analysis and Resolution and an undergraduate degree in Public Administration. She specializes in relationship and group dynamics, as well as management and leadership optimization, and she mediates resolutions and provides coaching to individuals and teams. Mrs. Cairnie works closely with her clients to clearly articulate the issues, interests, and desired outcomes. Dispute resolution services include issues in the workplace (EEO, interpersonal relations, intra-agency dynamics), community (land use, tenant/landlord, public policies, HOAs), families (property distribution, parenting plans, custody, visitation, adoptions), business (management/labor, contracts, generational planning, change management, strategic planning), and other services as required. Mrs. Cairnie is an adjunct-professor at George Mason University where she teaches collaborative communication, mediation, and negotiation skills as well as conflict theory and alternative dispute resolution.

#### Alma Abdul-Hadi Jadallah, PhD

Dr. Alma Abdul-hadi Jadallah has advised and worked on strategic projects related to conflict prevention and mitigation, training and education, and capacity building on the national and international levels. She has participated in a number of global conferences on Conflict Resolution, International Women’s Leadership Development, and has been a speaker and participant at various national and international forums. Dr. Abdul Hadi-Jadallah earned her Ph.D. from the Institute for Conflict Analysis and Resolution at George Mason University. Her dissertation research titled “Reflections on Practice: The Impact of 9/11 on Conflict Resolvers”



focused on the impact of a critical event – 9/11 – on the practice of conflict resolvers. As a scholar / practitioner, she teaches graduate level courses in conflict resolution practice and theory at leading academic institutions such as the Institute for Conflict Analysis and Resolution at George Mason University, Summer Peace Institute at Eastern Mennonite University, American University School of International Service / International Peace and Conflict Resolution Program, Georgetown University School of Government / M.A. Program in Conflict Resolution, affiliate faculty at the Women’s Center at George Mason University, and a Visiting Scholar at the Center for Global Peace at American University.

### **Stephen Kotev, MA**

Stephen Kotev has been a conflict resolution consultant offering mediation, negotiation and facilitation services, conflict coaching, training, and somatic education to private and government clients since 2009. He specializes in training conflict resolvers on how to maintain their calm in the most stressful of situations and teaches graduate and undergraduate courses on this topic for George Mason University. Mr. Kotev has successfully mediated over one hundred workplace and EEO disputes for the Department of Veterans Affairs, Department of the Navy, Department of Interior, the Department of Homeland Security, the Social Security Administration, the EEOC, the United Parcel Service, and the District of Columbia Office of Human Rights, and other organizations. For the past seven years, he has served as adjunct faculty at George Mason University’s School for Conflict Analysis and Resolution in Arlington, Virginia. He holds a Masters degree from George Mason University’s School for Conflict Analysis and Resolution and certificates in leadership coaching and conflict coaching from Georgetown University and Dr. Tricia Jones of Conflict Coaching Matters LLC. He is Chair of the Association for Conflict Resolution Task Force on Safety in ADR and holds rank in the Japanese martial art of Aikido and Brazilian Jiu-Jitsu.

### **Mary Elizabeth Lynch, MA, JD**

Mary Elizabeth Lynch is a co-founders and president of the Personal Transformation and Courage Institute, where she serves as one of its principal course leaders. She is also a Senior Fellow at George Mason University’s Center for the Advancement of Well-Being. Mary Elizabeth holds a master’s degree in philosophy and is a graduate of the University of Virginia School of Law. Before becoming PTCI’s president she practiced law for 15 years, specializing in family law, employment law, and mediated settlements. In addition to her skills in issue-spotting and the transformation of inner and outer conflict, she brings to her PTCI course leadership 40 years of personal application of mindfulness and meditation practices. She believes mindful awareness training creates the foundation for sustainable change – building personal and professional well-being, strengthening analytical and intuitive reasoning skills, and fostering enhanced capacity for resilience. Mary Elizabeth has created a novel format for helping participants work constructively with their talents, gifts, and values, as well as their growing edges, attitudinal and emotional blocks. Mary Elizabeth’s innovative “Energy Constellation” technique taps into and powerfully integrates one’s somatic, intuitive, and intellectual resources. In so doing, it brings a deeper understanding and healing to physical, emotional, and mental patterns that stand in the way of fully expressing and living one’s talents in the world.

### **Julia Morelli, MA**

Julia Morelli has over twenty-five years of experience as a mediator, facilitator, manager and consultant. She is the President of the George Mason University (GMU) Instructional Foundation. Mrs. Morelli provides facilitation and organizational development services, and training in dispute resolution, cultural issues and diversity, the use of technology in conflict management, and stress management. Her client list includes government



agencies, schools, corporations, associations and nonprofit organizations. Her training includes work with the Center for Mind-Body Medicine, she teaches yoga and qigong, and whenever it is appropriate, she incorporates these techniques into her practice. She is co-author of “Culture and Breaking Impasse in Dispute Resolution,” published in *Definitive Creative Impasse-Breaking Techniques in Mediation*, (New York A.B.A., 2011); and “Developing Embodied Awareness and Action in Conflict Resolution,” in *Faith and Practice in Conflict Resolution: Toward a Multidimensional Approach* (2016, edited by Rachel Goldberg). Mrs. Morelli is a recurring presenter at various mediation and dispute resolution conferences, regularly attends the International Conference on Online Dispute Resolution, and is a regular guest lecturer at George Mason University.

### **James Q. Pope, MSW, JD**

James Q. Pope is an attorney, mediator, and consultant in conflict management and subjects related to workplace conflict, employee relations, civil disputes and divorce. Mr. Pope has conducted U.S. Department of State sponsored mediation trainings for the governments of Israel and Palestine, and has mediated and conducted conflict management, mediation and negotiation trainings for numerous public and private agencies and organizations, including the U.S. Postal Service, the U.S.D.A., the Department of the Navy, N.O.A.A., NASA, NEA, the F.A.A., the Air Force, the U.S. Forest Service, the World Bank and the Arkansas Supreme Court. Jim is currently an adjunct professor at the Catholic University Columbus School of Law and at George Mason University School of Law where he teaches mediation and arbitration. He was a founder of the Fairfax County General District Court Small Claims mediation program, and of the Alternative Dispute Resolution Section of the Fairfax County Bar Association.

### **John (Norval) Settle, MPA, JD**

John Settle has over twenty years of experience as a mediator and trainer. He is certified as a mediator and Mentor Mediator by the Supreme Court of Virginia, and he holds Advanced Workplace Mediator status from the Association for Conflict Resolution. He heads his own mediation and consulting firm (SETTLEMENT Associates, LLC) and is among the cadre of consultants for several national firms providing ADR services. He has been a trainer and mediator with the Northern Virginia Mediation Service since 1998. He is a contract mediator for three offices of EEOC (including EEOC’s internal “Resolve” program) and has mediated and trained for many federal agencies. He served as the contract Ombudsman for the U.S. Architect of the Capitol. Mr. Settle is on the faculty of George Washington University’s Center for Excellence in Public Administration, teaching conflict management and negotiation skills, and has taught negotiation skills at GWU Law School. He is a retired member of the Virginia Bar. Mr. Settle formerly held senior federal management positions, and he received the Presidential Award of Meritorious Executive in the Senior Executive Service.

### **Nathalie Thompson, MA**

Nathalie Thompson is a Virginia Supreme Court certified mentor mediator and professional facilitator specializing in mediation, conflict resolution, leadership coaching and development, and meeting facilitation. She serves as a mentor to mediators seeking Virginia certification. Mrs. Thompson is a member of Restorative Justice (RJ) leadership team for Northern Virginia Mediation Service (NVMS) working to implement RJ in Fairfax County, VA School and juvenile justice systems. Her expertise includes: leadership and management development; executive leadership and team coaching; conflict prevention and resolution, mediation, conflict coaching; Restorative Justice practices; building and restoring working relationships; facilitation of meetings,



strategic planning sessions, team retreats; building teams and enhancing teamwork; leadership and management development; career coaching and facilitator training and coaching. Mrs. Thompson has mediated over 100 cases in the workplace, court and school systems. She has also developed and designed conflict resolution course such as: CourageUS Dialogue®, Preventing And Resolving Workplace Conflict, Managing Emotions in Conflict, Mediating In The Workplace, Mediating your own conflicts, and Civility In The Workplace. Her training sessions are hands on, interactive, and incorporate: adult learning principles, experiential exercises, case studies and application planning. She has designed and delivered leadership training programs for thousands of managers and executives in the Communications, Hospitality, Government, Outplacement and other industries. International facilitation experience includes: China, Armenia, Thailand, Australia, United Kingdom, Germany, Mexico and the Caribbean.