



LEADERS MANAGING CONFLICT

The Leaders Managing Conflict Certificate is a series of courses designed for individuals who lead teams or projects. Participants will learn to 1) be more adept at identifying conflicts as they arise, 2) addressing tensions before they escalate, and 3) forging stronger team relationships to prevent future issues.

Who should attend? Individuals in supervisory positions at all levels in the workplace or community groups.

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
Core Requirements			
Conflict Resolution Basics Must be completed first <i>April 14-15, 2020 November 12-13, 2020 8:30am-5pm both days</i>	<ul style="list-style-type: none"> ● Define conflict ● Identify the sources of conflict and strategies for resolution ● Develop awareness of individual responses to conflict ● Develop basic conflict mapping skills. 	2 days	\$875
Managing Difficult Conversations for Supervisors <i>May 7, 2020 8:30am-5pm</i>	<ul style="list-style-type: none"> ● Identify key elements of difficult conversations. ● Effectively plan and prepare to hold a difficult conversation. ● Reflect on your own behaviors and responses to conflict and difficult conversations. ● Practice applying communication techniques such as asking questions to de-escalate tense situations and transition them into constructive opportunities for improvement and relationship building. 	1 day	\$450
Building Trust and Overcoming Distrust <i>May 14, 2020 8:30am-5pm</i>	<ul style="list-style-type: none"> ● Define trust. ● Identify trust-building strategies and behaviors. ● Identify strategies to rebuild trust when it is broken. 	1 day	\$450



Building Civility <i>July 16, 2020</i> <i>8:30am-5pm</i>	<ul style="list-style-type: none"> ● Define civility. ● Identify behaviors that build a culture of shared trust and respect. ● Explore strategies to prevent and deal with uncivil behaviors. 	1 day	\$450
Powerful Coaching <i>August 7, 2020</i> <i>8:30am-5pm</i>	<ul style="list-style-type: none"> ● Practice a four-step model of coaching focused on problem-solving. ● Develop strategies to provide constructive feedback. 	1 day	\$450
Solution Focused Problem Solving <i>October 1, 2020</i> <i>8:30am-5pm</i>	<ul style="list-style-type: none"> ● Learn a framework for assessing organizational conflict. ● Recognize the difference between a problem-focused and a solution-focused approach. ● Learn the FORWARD model. ● Understand the power of stories to shift the conversation and move it forward. ● Practice solution-focused techniques. 	1 day	\$450
Electives (Complete a minimum of 16 hours)			
Mindful Decision-Making <i>TBA</i> <i>9am-1pm</i>	<ul style="list-style-type: none"> ● Experience a framework for using right-brain intuitive knowing to support and complement left-brain, logical “analysis”. 	Half-day	\$265
Managing Emotions in Conflict <i>May 15, 2020</i> <i>9am-1pm</i>	<ul style="list-style-type: none"> ● Use somatic skills - breath, posture, and vision - to manage your response to conflict and high emotion situations. ● Practice managing high emotions when working through conflict with others. 	Half-day	\$265
Facilitation and Group Consensus Building <i>April 21-22, 2020</i> <i>8:30am-5pm both days</i>	<ul style="list-style-type: none"> ● Understand group dynamics. ● Practice a framework for constructive group dialogue. ● Identify decision-making models. ● Use communication skills to increase understanding of different perspectives. ● Use techniques to build consensus for decision-making. 	2 days	\$875
Negotiation Skills	<ul style="list-style-type: none"> ● Consider the benefits of interest-based negotiation. 	1 day	\$450



<i>August 30, 2020</i> <i>8:30am-5pm</i>	<ul style="list-style-type: none"> • Demonstrate interest-based negotiation skills. 		
Mediation Skills and Process <i>March 10-13, 2020</i> <i>June 2-5, 2020</i> <i>August 18-21, 2020</i> <i>Days 1-3: 8:30am-5pm</i> <i>Day 4: 8:30am-1pm</i>	<ul style="list-style-type: none"> • Apply the fundamental principles of mediation - self-determination, voluntary nature, and confidentiality. • Demonstrate the process knowledge and communication skills needed to mediate disputes between parties in the federal government. 	3.5 days	\$1,290
Total Cost	\$4,110 - \$4,420		
Total Time Commitment	9 - 10.5 days		

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.

Cynthia Mazur, PhD, LLM, JD, M Div, PCC

Cynthia Mazur is the Alternative Dispute Resolution Director for the Federal Emergency Management Agency for 19 years. Ms. Mazur earned her PhD from George Mason University at the School for Conflict Analysis and Resolution (SCAR) in crisis management, conflict resolution, and communication. She is an experienced executive/leadership coach who is involved in OPM's federal executive/leadership coaching program and is a mentor coach in three coach training programs. She has written several articles on ADR for educational textbooks. Ms. Mazur is a professional facilitator, trainer, and mentor-mediator and teaches Facilitation, Conflict Coaching, Organizational Conflict, and Conflict Resolution in Humanitarian Crises at SCAR. She has taught ADR for George Mason's Law School. In 2016, she received FEMA's highest Chief Counsel Award for Leadership and the DC Bar's Distinguished Service Award for arbitration. She has worked for more than twenty years as a part-time mediator for the D.C. Superior Court. Ms. Mazur is Chair of Workplace Conflict Management Section of the presidentially created federal Inter-agency ADR Working Group since 2003. Ms. Mazur sponsors a bi-monthly ADR Lunchtime Series for ADR practitioners and administrators. She is listed as the POC on ADR.Gov for federal workplace conflict management expertise. Ms. Mazur was a Mentor/Mediator in the Federal Shared Neutrals Program, mediating employment disputes for other Federal agencies since 2002 and she was a DHS Taskforce Member to design a DHS Mediation Program for 22 components.

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.

Jeannette Twomey, JD

Jeannette Twomey is an experienced mediator, consultant, facilitator, and trainer in the field of conflict management and resolution. She has provided alternative dispute resolution (ADR) services since 1992, focusing on workplace, family, and elder issues. She has been certified since 1993 by the Judicial Council of Virginia to mediate court-referred cases and to deliver training required for the court system's mediator certification program. Ms. Twomey has provided training and facilitation to private organizations and government agencies including the U.S. Department of the Air Force, U.S. Department of the Navy, the U.S. Department of Interior, the Federal Aviation Administration, and Fairfax County's Department of Human Services. She has successfully mediated and facilitated resolution in hundreds of two-party and multi-party disputes. Ms. Twomey participated in the EEOC Washington Field Office's pilot mediation program in the early 1990's and has mediated EEO and workplace disputes for government agencies including The Corporation for National Service, The Central Intelligence Agency, The National Science Foundation, The World Bank, and the Washington Metropolitan Airports Authority. Ms. Twomey has been a leader in the dispute resolution field, serving on governing boards of ADR organizations in both Virginia and the District of Columbia. She was instrumental in designing the mediation program for Arlington County's General District Court and has partnered with George Mason University's Institute of Conflict Analysis and Resolution to design and deliver training and facilitation services to public and private clients.