



## 12<sup>th</sup> Annual Conflict Resolution Conference Agenda

### *“Make Peace with Conflict: The Radical Results of Well Managed Conflict”*

**8:15-8:45 a.m. Check-In** (Continental breakfast served)

**8:45 Welcome and Overview of a Dynamic Collaborative Conflict Resolution Model & Process** (Monica Lichtenberger, MA, Phoenix Strategies Dispute Resolution Trainer and Certified Collaborative Mediator®)

**9:15 Access to Justice-** Sharon Sturges, J.D., M.P.A., Director, Colorado Office of Dispute Resolution, Court Services Division, State Court Administrator’s Office

Sharon will present on how alternative dispute resolution can help address the access to justice needs now facing Colorado. Learn about the services and initiatives the Colorado Judicial Branch has made to address this pressing need!

**10:30 Break**

**10:45 Break-out session – (choose one)**

**Relational Resolve** – Presented by Jan Rodgers, Phoenix Strategies, MA Conflict Resolution, Trainer, Certified Collaborative Mediator®

Jan will present strategies on how to strengthen relationships in conflict to more effectively work toward resolution

-Or-

**What Do Judges Want from Mediators?** - Presented by Sharon Sturges

Sharon will present on how mediators can improve the drafting of memorandum of understanding (MOU) for parties and the courts. You will learn about judicial expectations for mediators, as well as receive tips and a checklist for quality MOU drafting.

**12:00-1:00 Lunch (provided)**

**1:00-1:15 Book Drawing, Difficult Conversations** (Stone, Patton and Heen)

**1:15-2:15 Difficult Conversations** - Presented by Carol Hess, Founder of Hess Gehris Solutions, Mediator, Coach & Attorney

Carol will explore some key concepts contained in the groundbreaking book Difficult Conversations. Learn why some conversations are inherently difficult; how to analyze what is at stake for the participants; how to turn conflicts into learning opportunities; when it is non-productive to engage in a difficult conversation

**2:15-2:30 Break**

**2:30- 3:30 Help Can Hurt** – Presented by Annie Cohen, M.Ed., Arc Mediation, Certified Collaborative Mediator®

Annie will discuss the negative consequences of evaluative/directive behaviors and explore strategies that can transform these behaviors into effective empowerment.

**SPONSORED BY:**

