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# Tennessee Supreme Court

**ALTERNATIVE DISPUTE RESOLUTION COMMISSION**

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Hon. Sharon G. Lee

## Rule 31 Continuing Mediation Education Accreditation Request Form

**Provider Name:** Lipscomb University  
**Address:** 1 University Park Dr, Nashville, TN 37204  
**Telephone/Fax:** 615-966-5085  
**E-Mail Address:** brian.bailey@lipscomb.edu

**Course Title:** Southeast Conference on Conflict Management  
**Date(s) Held:** Wednesday, April 6, 2016 - 8:00 AM - 4:30 PM  
**Location(s):** Lipscomb University  
**Fee for Members/Non-Members:** \$299.00 for general community; special rates include \$149.00 alumni rate and \$49.00 student/faculty rate.  
**Does this course have CLE Commission Approval?** Yes

Session Description	Type of Credit Requested (General Continuing Education, General Mediation Issues, Mediation Ethics, or Family Law)	Start Time	End Time	Credit Approval (Office Use Only)
International Conflict Management	GME	9 am	12pm	3.0 Hrs General Mediation Issues
Leadership in the Time of Crisis*	GME	9am	4:30 *	6.0 Hours General Mediation Issues
Insights for Helping Divorcing Couples	GME	9am	12pm	3.0 Hours General Mediation Issues
Insights for Helping Divorcing Couples	GME	1:30p	4:30p	3.0 Hours General Mediation Issues
Effective Mediators & Nonverbal Communication	GME	9am	12pm	3.0 Hours General Mediation

				<b>Issues</b>
Leading Under Pressure: Challenge and Change in Congregations	<b>GME</b>	<b>1:30p</b>	<b>4:30p</b>	<b>3.0 Hours General Mediation Issues</b>
Crisis & Hostage Negotiation	<b>GME</b>	<b>1:30p</b>	<b>4:30p</b>	<b>3.0 Hours General Mediation Issues</b>

\* This is a 6 hour class.

<b>OFFICE USE ONLY</b>
<b>Total Approved CME: 6.0 Hours Date Approved: March 3, 2016</b>

## **Southeast Conference on Conflict Management**

**Wednesday, April 6, 2016 - 8:00 AM – 4:30 PM**

Sponsored by: Lipscomb University Institute for Conflict Management, Lipscomb University College of Leadership & Public Service and the Don R. Elliott Distinguished Presidential Lecture Fund.

The annual Southeast Conference on Conflict Management in 2016 features six nationally-recognized breakout session presenters along with a keynote luncheon address entitled **"Making a Difference: Stories of Vision and Courage from America's Leaders" from Capt. Chesley "Sully" Sullenberger**. This event is the only one of its type in the region, drawing participants from across sectors of government, business, legal, nonprofit and education. The subject matter of all presentations is related to the field of conflict management, dispute resolution and leadership in critical moments.

125-200 attendees participate each year, comprised of human resources, law, medicine, commercial real estate, psychology, compliance, education, consultancy, mediation, special education, social work, counseling, ethics, consumer research, and business. The graduate and undergraduate level presentations include topics such as business, civic leadership science.

<b>OFFICE USE ONLY</b>
<b>Total Approved CME: 6.0 Hours Date Approved: January 27, 2014</b>

## **Keynote Speaker and Guest of Honor, Captain Chesley "Sully" Sullenberger**

Chesley B. "Sully" Sullenberger, III has been dedicated to the pursuit of safety for his entire adult life. While he is best known for serving as Captain during what has been called the "Miracle on the Hudson," Sullenberger is an aviation safety expert and accident investigator, serves as the CBS News Aviation and Safety Expert, and is the founder and chief executive officer of Safety Reliability Methods, Inc., a company dedicated to management, safety, performance and reliability consulting.

After logging more than 20,000 hours of flight time Sullenberger became internationally renowned on January 15, 2009 when he and his crew safely guided US Airways Flight 1549 to an emergency water landing in New York City's frigid Hudson River. The Airbus A320's two engines had lost thrust following a bird strike. Sullenberger and his crew received international acclaim for their actions that day, including the passage of a Congressional resolution recognizing their bravery. Sullenberger was ranked second in TIME's "Top 100 Most Influential Heroes

and Icons of 2009” and was awarded the French Legion of Honor.

Previous keynote speakers for this conference have included Anders Rasmussen (former Secretary General of NATO), Terry Waite (former Hezbollah hostage and British diplomat), Ken Starr (former U.S. Solicitor General for President George H.W. Bush and Federal Appeals Court Judge), Tammy Lenski (author and noted conflict consultant), and Neil Lavine (USAID Conflict Management & Mitigation Office).

*2016 Southeastern Conference on Conflict Management:* The SCCM offers a luncheon keynote address, as well as morning and afternoon breakout lectures with varied presentations and nationally-renowned speakers on societal conflicts and business negotiation tactics to personal leadership strategies and community facilitation skills. **REGISTRATION IS OPEN: \$299.00 for general community; special rates include \$149.00 alumni rate and \$49.00 student/faculty rate. Limited seating is available to register for lunch only at a per-person or per-table rate.**

### **Location / Conference Schedule**

All Conference Events will be held in Ezell Center at Lipscomb University, Belmont Boulevard in Nashville, TN

#### **MORNING SESSIONS\*:**

**Samar Ali** – "International Conflict Management: The Syrian Conflict from a Personal Perspective"

**Tracy Allen & Eric Galton** – "Leadership in the Time of Crisis: Deterring Negotiation Impasse" (PART 1 of 2)

**Cynthia Greer** - "Insights for Helping Divorcing Couples in Negotiating New Relationships for Their Families and Getting On with Their Lives"

**Jeff Thompson** - "Effective Mediators & Nonverbal Communication"

#### **AFTERNOON SESSIONS\*:**

Tracy Allen & Eric Galton – "Leadership in the Time of Crisis: Deterring Negotiation Impasse" (PART 2 of 2)

Cynthia Greer - "Insights for Helping Divorcing Couples in Negotiating New Relationships for Their Families and Getting On with Their Lives"

Barry Stephens - "Leading Under Pressure: Challenge and Change in Congregations"

Jeff Thompson - "Crisis & Hostage Negotiation: Learn Skills Used By Law Enforcement & Apply It To Your Practice"

\*Continuing Legal Education credits (CLE) and Continuing Mediation Education credits (CME) will be available.

**SOUTHEAST MEDIATORS CONFERENCE  
INSTITUTE FOR CONFLICT MANAGEMENT  
LIPSCOMB UNIVERSITY  
APRIL 6, 2016**

**Class Title: *International Conflict Management – The Syrian Conflict from a personal perspective.***

**Presenter: Samar Ali (3 hour seminar)**

#### **Description of course:**

As one who mediates in the Middle East, Samar Ali will give an overview of the past five years of the Syrian Conflict and explain the evolution of the conflict from March 2011-March 2016. In this course offering, Samar will also focus on the different public and private diplomatic initiatives that have attempted to resolve this conflict, including Geneva I, Geneva II and Geneva I while discussing the field of international mediation in her experience.

#### **Bio:**

Samar Ali's career has taken her across the globe through her work at the White House, the South African Constitutional Court, the State of Tennessee, and at a multi-national corporation and law firm.

A White House Fellow, Mrs. Ali worked closely with US Homeland Security focused on policy issues related to national security. Following this appointment, Samar joined President Jimmy Carter on an International Election Monitor Delegation to the 2012 Egyptian Presidential Elections.

After Mrs. Ali's time working in the federal government, she returned home to serve as Assistant Commissioner for International Affairs managing Tennessee's global relations.

In late 2013, Samar returned to the private sector and co-founded Lodestone Advisory Group. Through

Lodestone, she also serves as Senior Advisor to GSIS in Washington D.C., and as a mediator on the Syrian conflict through her law practice.

**Titles: Session #1 - *Effective Mediators & Nonverbal Communication (3 hours)***

**Session #2 - *Session #2 - Crisis & Hostage Negotiation: Learn The Skills Used By Law Enforcement & Apply It To Your Practice (3 hours)***

**Presenter: Dr. Jeff Thompson – NYPD Hostage Negotiator and Mediator**

**Bio:** Jeff Thompson, Ph.D., is a law enforcement detective and hostage negotiator, crisis communication trainer, and certified international mediator. His law enforcement work currently includes being part of the NYPD Hostage Negotiation Team and he is a communication and conflict specialist, where he develops and oversees digital and social media initiatives, and he creates training programs.

Jeff has presented and trained on the topic of conflict, mediation, (crisis and hostage) negotiation, communication and nonverbal communication internationally for a variety of audiences including police personnel, government officials, judges, attorneys, physicians, sales people, business professionals, and both graduate and undergraduate students. He has also been published in numerous professional and academic publications. He was a recent Research Scholar at Columbia University researching crisis negotiation during terrorist incidents.

Jeff received his doctorate from Griffith University Law School (Brisbane, Australia) in conflict resolution. He also received his MS in Negotiation and Dispute Resolution from the Creighton University School of Law.

**Session #1 - *Effective Mediators & Nonverbal Communication (3 hours)***

What really makes a mediator effective? Are the skills you use as a mediator the same that other people use? Do you try to specifically do certain actions while also avoiding others? Drawing on his doctoral research, Jeff Thompson addresses the complexity of these questions.

Central to his work is understanding the development of rapport, building trust, and the display of professionalism. Each is examined through nonverbal communication, and is observable through the mediator's actions during his or her introduction. The complexity of mediation, the existence of various mediation models, and the vast number of personal styles of individual mediators all contribute to the challenges experienced by a researcher who attempts to identify specific actions, verbal or nonverbal, used by mediators.

The building blocks of effective mediators are offered through three studies Jeff conducted. First, a survey of almost 400 mediators worldwide provided both quantitative and qualitative data, giving insight into a variety of topics related to nonverbal communication. Second, ethnographic interviews of mediation trainers and professors were conducted to find out how mediators are being taught nonverbal communication, rapport, trust, and professionalism. Third, observation of mediators should understand what they actually do, with specific emphasis on the mediator's introduction. In his presentation, Jeff will discuss the interplay of all this research, and explain not only what actually works in mediation, but also how much of what ADR professionals accomplish is done through nonverbal communication.

**Session #2 - *Crisis & Hostage Negotiation: Learn The Skills Used By Law Enforcement & Apply It To Your Practice (3 hours)***

During this session you will learn about the various communication and de-escalation techniques that are used by law enforcement crisis/hostage negotiators and have the opportunity to practice specific skills. Reflecting on what these negotiation experts have done effectively can allow you to apply it to situations you are involved in ranging from misunderstandings, business/work disputes, and personal conflicts. During this presentation you will learn about specific skills that crisis negotiators have used to de-escalate tense situations, demonstrate empathy, build rapport and trust, and be able to successfully influence others. Although you might not be engaged in these types of crisis situations, you will learn how the skills can be applied to your conflict resolution practice.

**Title: *Leadership in the Time of Crisis-Deterring Negotiation Impasse***

**Presenters: Tracy Allen and Eric Galton (6 hour seminar)CLE/CME**

**Course Description:** This course is targeted toward those who engage in negotiations aimed to resolving underlying conflict. We will consider the "entry" points of the negotiation and what North American culture predominately expects at the outset of a negotiation. We will then talk about opening proposals, demands, offers, responses- from the strategic perspective of the offering parties as well as the mediator's perspective of how to manage proposals, the ethics of how much the mediator inserts himself/herself into the negotiations, and what to

do with difficult proposals.

**Bios:** Tracy and Eric are internationally recognized mediators and trainers. Tracy is the former Executive Director of the International Association of Mediators. She and Eric teach at the University of Michigan Law School, Pepperdine University School of Law in the Straus Institute and at Lipscomb University's Institute for Conflict Management. They have also trained on three different continents and are some of the most in-demand trainers on mediation in the country.

**Class Title:** *Leading Under Pressure: Challenge and Change in Congregations*

**Presenter:** *Dr. Barry Stephens (3 hour seminar)*

**Bio:** Barry has served as the Senior Minister for the Monterey Church of Christ in Lubbock, Texas for the past 16 years. He teaches graduate courses in church leadership and congregational conflict at Lubbock Christian University, and the Institute for Conflict Management. His work includes consulting with congregations throughout the country who are experiencing conflict and tension in moments of change.

**Course Description:**

Church leaders in the 21<sup>st</sup> century face numerous challenges and pressures given the political, social, spiritual and theological dynamics of today's world. This class will offer an analysis of current challenges, and will include segments on the theological foundations, leadership and conflict management principles and its application in church settings.

**Class Title:** *Insights for Helping Divorcing Couples in Negotiating New Relationships for Their Families and Getting On with Their Lives*

**Presenter:** *Dr. Cynthia Greer (3 hour session) CLE/CME*

**Bio:** Cynthia is one of the most respected instructors in conflict management in divorce and marital settings in the country. She has taught at multiple universities, including the Straus Institute at Pepperdine University School of Law and at the Institute for Conflict Management at Lipscomb University in Nashville. Cynthia's mediation work and teaching specialization is in helping couples walk the multi-level conflict of divorce mediation.

**Brief Summary:** This course explores conflicts that arise in the context of families experiencing the challenges and adjustments to divorce. It is designed to equip mediators with the skills and sensitivity needed to help divorcing couples through the often-acrimonious process avoiding incalculable psychological and emotional toll. Relevant emotional concerns are examined along with techniques to address them. Special considerations surrounding high-conflict families are also covered. Some of the specific topics include: Emotional Intelligence, Destructive Stages of Divorce, Stages of Adjusting to Loss, Reducing Resistance, Tools for the New Family Dynamic, Inhibitors to and Facilitators for Effective Communication, Steps to Letting Go and Moving On, How to Avoid Using the Children as Weapons, and Techniques to Deal With Difficult Parents.