

Presenters Biographies and Abstracts

Patty Abozaglo, Julie McAuliffe and Delma Sweeney

Patricia (Patty) Abozaglo Biography

Patty works as an Independent consultant, Associate Lecturer at NUI Maynooth - Edward Kennedy Institute for Conflict Intervention, and Trinity College, Irish School of Ecumenics. She leads the Capacitar and Laban Dance* for Peace and Wellness Project in Latin America, assisting Non-Governmental organisations (Colombia) and mining communities (Peru) affected by collective trauma due to violent conflict /political tensions.



Patty has worked with Trócaire as Colombia programme manager, peace building advisor globally and Regional Liaison Officer for East Africa. She is a Peruvian Human Rights Lawyer and has an M.A. in Development Studies. . For the past eight years, Patty has run workshops on innovative approaches for empowerment and wellbeing in Ireland, Africa, Asia and Latin America. Patty is an advisor to the Capacitar International Board and is a Tutor in the Capacitar International Multicultural Wellness and Trauma Healing Programme. She also is a Community Dance Leader with Laban Guild (UK).

Julie McAuliffe Biography

Julie is an accredited family and workplace mediator with the Mediators Institute of Ireland since the late 1990s. She is a mediator with the Family Mediation Service, Legal Aid Board, and has been involved in training mediators to practitioner level in this capacity. Julie has a private practice where she provides conflict coaching, workplace mediation, family mediation and accredited certified mediation training . She lectures to Masters Level in mediation in NUIM and UCD.

Her current interest in mediation training is in exploring how the mediator experiences the embodied conflict dynamic of disputing clients, and using this information to create interventions to help resolve the differences between them.



Delma Sweeney Biography

Delma is the Programme Director of Mediation & Conflict Intervention at the Edward M Kennedy Institute, NUIM which delivers both the Diploma and Masters in Mediation and Conflict Intervention. Her research interests follow from her lifelong professional practice as a mediator having practiced as a mediator and trainer since 1986. She has had extensive experience of working with people and mediating many forms of dispute. She has worked with companies to create dispute resolution systems suitable for the organization's needs and culture. She is also an accredited psychotherapist with the Irish Council of Psychotherapy and an accredited trainer with the European Association of Psychotherapy. She is currently completing doctoral research on the mediator's use of intuition in practice.



Abstract: Body, Mind and Spirit Engagement in Mediation Practice: The Development of Intuitive Practice

This workshop engages participants in a journey of discovery. Experiential exercises unite mind, body and spirit, bringing awareness to the effect others have on our spirit and energy. Presentations, Laban Dance and Body Movement, and Capacitar International Multicultural Wellness and Trauma Healing Programme will heighten awareness of body language and facilitate the embodiment of emotional and intuitive responses to conflict interactions for participants. The workshop also points the way to an increased capacity for intuitive mediation practice.

Stephen Anderson Biography

Stephen G Anderson is an accredited family mediator and professional practice consultant. He was a solicitor for 19 years until October 2013. He runs his own business, Anderson family matters, in Ipswich, Suffolk. Stephen works with individuals, parents and families dealing with intimate relationship breakdown and family transitions generally. He also writes, trains, mentors, blogs and Tweets as @MediationNotWar.© 2013

Abstract: Online Mediation - Emancipation for Those who Cannot Access Regular Services and Greater Choice for Those who Simply Want Help Online

Hundreds of thousands of people are effectively disenfranchised from mediation services. The accepted model requires the physical presence of the mediator and the participants. Yet this excludes hundreds of thousands of individuals who cannot meet or do not want to meet face-to-face, or who would prefer to mediate in a way more convenient for them. With so many services provided online, the internet is the place many are looking to buy. Online mediation provides mediators with real opportunities to improve their target market in challenging times.

The objective of this presentation is to provide an overview of the business opportunities online dispute resolution (ODR) provides for mediators. It will demonstrate the range of potential markets, including very high numbers of people currently excluded from traditional face-to-face by virtue of their locations, disabilities or for reasons related to safeguarding. It will address the practicalities that need to be considered, the necessary additional protocols, and will take a look at what regulations say about online mediation.

Duncan Autrey Biography

Duncan is an independent facilitator, mediator and consultant, based in Argentina and working throughout the Americas. As a Rotary World Peace Fellow he attended the Universidad del Salvador in Buenos Aires, Argentina, where he earned a master's degree in international relations focusing on peace and conflict studies. His undergraduate degree at George Washington University in Washington, DC was in International Relations with a focus on Intercultural Communication. In 2013 Duncan obtained a certificate in Integral Studies at Fielding Graduate University.



Duncan is a leader for the Colombia Project of Mediators Beyond Borders and a trainer for Art of Hosting in Buenos Aires. He has also worked with Fundación Cambio Democrático in Buenos Aires and is fluent in Spanish and English. He has a particular interest in the complex and fractal nature of conflict which is the focus of this presentation.

Abstract: Living at the Creative Edge: A Fractal Approach to Conflict

This presentation focuses on how conflict functions as a complex system that mirrors the mathematical models of systems theory. This perspective opens up a new way of understanding conflict and the potential for change.

The core conflicts of various human systems reflect a dichotomous interaction of two forces — two basic human drives: power (self-manifestation) and love (union of separated). Negative manifestations of conflict are the product of focusing on one drive or the other exclusively. Focusing on the interaction of the two forces shows them to be complementary, mutually arising and interdependent. This framework helps us understand existing popular models for conflict and explain why the work we do as mediators and facilitators functions as it does. On a deeper level, this theory shows how conflict is an ongoing and integral part of humanity and that reaching a perfect solution to any given conflict is

impossible. It offers guidance for how to best respond to conflict and push us beyond polarity. As agents we are in creative control of our conflicts. We construct the world that we live in.

Dale Bagshaw Biography

After 36 years as an academic, Dale is now an adjunct Professor at the University of South Australia (UniSA where previous posts included head of school of Psychology, Social Work and Social Policy; Director of Postgraduate Studies and Director for the Masters/Graduate Diploma in Mediation and Conflict Resolution. Dale was President (2001-2003) and Vice President (for 3 terms) of the World Mediation Forum and has been President of the Asia Pacific Mediation Forum since it began in 2001. She has led many research projects, chaired and participated on three national councils advisory to the Australian Government and has published internationally in many peer reviewed books and journals. Her most recent book is *Mediation in the Asia Pacific. Transforming Conflicts and Building Peace*, Bagshaw, Dale & Porter, Elisabeth (eds), 2009. She is currently researching on **Older Persons Family Mediation Project** collaboration with the Alzheimer's Association and Western Mediation. Dale is the initiator and Chair of the Elder Mediation Australasian Network (EMAN) and is on the Board of the Elder Mediation International Network (EMIN).



Abstract: Elder mediation – challenges and opportunities

Age related issues are steadily finding their way into a variety of fields of service in many countries, including Australia, Canada and Ireland. Increasingly, mediators will be required to become more specialised in their training and practice to meet this burgeoning demand. This paper will examine elder mediation from an international perspective. It will explore how elder mediation differs from other forms of mediation, the special knowledge and skills required and the range of situations and contexts which may require the expertise of an elder mediator. The workshop will address the challenges and opportunities for people wishing to work in this field, and particularly in cases of older people being at risk or experiencing abuse. She has led two large research studies in this field, one for the South Australian Office for Ageing's plan to prevent the abuse of older South Australians, and the other to develop an older person-centred model of elder mediation to prevent the abuse of older people by their family members, the most commonly reported form of elder abuse. Please review this website before the workshop – www.elder-mediation.com.au

Jennifer Beer Biography

Dr. Jennifer Beer runs her own consulting business in Philadelphia, USA. She has mediated conflicts and facilitated meetings in communities and non-profit organizations for 3 decades. Today, Jenny combines her mediation experience and her Ph.D. in cultural anthropology to teach negotiation at Wharton (University of Pennsylvania) and at ALBA business school in Athens, Greece. She offers workshops in mediation, conflict assessment, training design, and cross-cultural communication. She along with Caroline Packard wrote the *Mediator's Handbook* in 1982 with an updated edition published in 2012.



Abstract: The Craftsmanship of Mediation: Micro-Mastery for Mediators and Facilitators

Creativity is most powerful when it combines with craft. Just as musicians practice their arpeggios before they improvise, mediators can benefit from zooming in to notice and improve their own micro-skills. This workshop examines

the fine-grained choices mediators make, touching relevant topics such as reframing, when to direct or when to consult, framing interests and topics etc. To enhance and develop their skills, participants will use exercises, worksheets, partial role-plays and practice some new approaches as laid out in the recent edition of The Mediator's Handbook.

A basic working knowledge of mediation approaches is required. Please bring a tablet or other simple video recording device if you have one. (Videos will only be reviewed in your small groups.)

Anne Marie Blaney Biography

Anne-Marie Blaney is Vice- Chair of the Chartered Institute of Arbitrators Irish Branch, and practices as a Legal Aid Solicitor. Committed to the promotion and development of dispute resolution, she is an Arbitrator, Mediator and Collaborative Practitioner (CI Arb, the MII, Association of Collaborative Practitioners). She joined an expert team delivering dispute resolution training to Malawian Judiciary (International Rule of Law/European Union Democratic Governance Programme, May 2013) and developed training materials on Gender in Mediation (PASI, Malawi, November 2013). She holds an LLM in European Law (Utrecht) and an MA in Ethics (DCU/Mater Dei), is admitted as a solicitor in England and Wales and Northern Ireland and has practiced law for 20 years



Abstract: What does Mandatory Mediation really mean?

This paper analyses the normative meaning of 'voluntary' and 'mandatory' mediation.

These descriptors are in common usage and many Codes of Ethics and definitions of Mediation describe mediation as 'voluntary'. The question arises as to the extent to which mandated attendance at mediation can be considered to interfere with the voluntary nature of mediation.

This question is important to consider when planning mediation policy. In January 2014, the European Parliament [Directorate General for Internal Policies] concluded a major study that engaged with over 816 participants entitled, 'Rebooting' the Mediation Directive: Assessing the Limited Impact of Its implementation and Proposing Measures to Increase the Number of Mediations in the EU.' The EU Parliament Study uses the terms 'mandatory elements' and 'mitigated' forms of mandatory mediation in considering potential approaches. Despite the requirement to implement it in national laws by 21st May 2011, the take up for mediation across the 28 Member States is very low.

This paper analyses the transition from voluntary to mandatory mediation in two steps. The first step is the description of the action that causes increased levels of 'mandatoriness' into mediation. The second step is the recognition of variations in levels of principles of consent and considerations of coercion as a direct result of the way parties arrive into the mediation process. The paper concludes by highlighting the relevance of the normative meaning of 'mandatory' mediation and the principle of consent for future policy development.

Hugh Campbell and Tim Chapman

Hugh Campbell Biography

Hugh Campbell is a Senior Lecturer at the University of Ulster, where he contributes to the teaching on the Post Graduate Diploma in Restorative Practices. He also teaches the Restorative Practice Module on the NUIM Master's Degree in Mediation and Conflict Resolution with Tim Chapman. He has a Masters in Social Work and a Postgraduate diploma in Coaching Psychology. He previously worked as a practitioner and manager for Save the Children, Extern and with Early Years, alternatives to custody. With a lifetime involvement in sport, Hugh has a C.Q.S.W and is the Course Director for the B. Sc. Hons., in Community Youth Work.



Tim Chapman Biography

Tim Chapman organises and teaches on the University of Ulster Restorative Practices Programme to Certificate, Diploma and Masters Level. Along with Hugh Campbell, he teaches the Restorative Practice Module on the NUIM Master's Degree in Mediation and Conflict Resolution. Tim is involved in important research projects into community restorative justice and into the training of legal professionals in restorative justice.

With a prior career as Assistant Chief Probation Officer with the Probation Board in N.I. Tim was also a Criminal Justice Consultant for 9 years. He is a board member of the European Forum for Restorative Justice and chaired the Planning Committee of its Conference in Belfast this June.



Abstract: “A Kind of Paradise was Regained” - The Power of Narrative within Restorative Practices

This workshop will explore the following: The Nature of Narrative - Building Scaffolding to Enable People to Tell their Stories and Moving from 2 “Single Stories” to “Multiple Stories”.

The workshop will be participative. In the course of it participants will have the chance to; Practice Telling and Listening to Stories, Engage in Learning Exercises and Explore Documentary Film Footage containing Restorative Themes. Examine a Classic Story using old Hollywood and British movies to illustrate a Valued Model Used by the Facilitators.

Gene Carolan Biography

Gene Carolan BCL (NUI), LL.M (NUI) is a Ph. D Candidate with the Department of Law at NUI Maynooth. His doctoral thesis critically evaluates the protracted peace processes in Liberia, Sierra Leone, Sudan and the Philippines, with a view to identifying the legal provisions that were central to the stability of the successful agreements, and those provisions that were detrimental to their predecessors. Gene has served as a National Researcher on the “ELSA For Children” Legal Research Group, which investigated the pan-European legal protection of children against sexual violence, and is currently co-authoring a paper with Prof. Sandeep Gopalan of the University of Newcastle, Australia, on contractual approaches to peace agreement design and enforcement. His research interests include conflict resolution, the normative foundations of international law, transitional justice mechanisms, comparative constitutional law and human rights.



Abstract : “Bending the Law, Keeping the Peace: Legal Pragmatism in Conflict Resolution”

In recent years, the international development community “*have started to see reconstructing justice systems and re-establishing the rule of law as the centre piece for making peace work.*” (Abbot et al). International law has traditionally been ‘the great mediator,’ serving as “a basis for a legal order that is ‘neutral’ as between the parties,” and providing for processes of third-party adjudication and enforcement, in a conflict-resolution context. However, traditional concepts of international law tend to restrict the broad spectrum of legal status that exists throughout international law. Only agreements concluded by two or more States are considered treaties at international law, and agreements concluded between states and non-state actors are considered purely political before the International Court of Justice. This is a significant obstacle for processes of conflict resolution that necessitate the involvement of rebel groups, militias and political actors with no legal standing, and greatly undermines the utility of internationally mediated settlements as a device for ending civil strife.

This paper argues for a more pragmatic, utilitarian theoretical framework for legalized peace building instruments. The author demonstrates that international law has proven flexible in this regard on previous occasions, and argues, by reference to case studies in Cambodia, Sudan and the former Yugoslavia, that the international community has created

legal anomalies in the past in order to further processes of peace. It concludes by suggesting a legalization model—as purported by Abbott et al. as a more suitable model of legal definition.

Mary Condell Biography

Mary has her own mediation practice Equitable Solutions and is also a practicing solicitor with Sheil Solicitors in Dublin. Since her initial mediation training in 2007 she has worked as a mediator with a particular interest in internal family disputes in the area of the administration of trusts and estates and vulnerable adults. She has just completed a Master's Degree in Mediation and Conflict Resolution in NUI Maynooth. She lectures regularly for the Law Society and other professional bodies on both legal and mediation issues which includes designing and delivering the first ever module for trainee solicitors in mediation. She is a member and former chair of the Irish branch of the Society of Trusts and Estate practitioners (STEP) for which she prepared a mediation DVD. She is a co-founder and chair of Solicitors for the Elderly (SFE) in Ireland and has given training courses in mediation skills to SFE members in Ireland and the UK. She is a member of the National Financial Abuse of Older People Working Group and of the Law Society's Task Force on Mental Capacity which was established to review and make submissions on new capacity legislation.



Abstract: Capacity to Mediate: The Human Right to Self-determine. The Mediator's Responsibility?

This presentation outlines the various internationally recognised approaches to capacity and issues around determining capacity are discussed.. Are mediators aware of these and of the fluctuating nature of capacity in vulnerable adults? Do mediators have a choice about the approach they take? If so, which approach is most appropriate?

These questions are answered by reference, inter alia, to the article *"From Determining Capacity to Facilitating Competencies; A New Mediation Frame Work* by Crawford et al published in Conflict Resolution Quarterly in 2003.

These findings are then examined in the context of international human rights legislation and the Assisted Decision Making (Capacity) Bill in Ireland obliging all professionals to assume that all parties have the ability to self-determine, and to understand and use the functional test for capacity as a way of maximising that self-determination.

The paper then outlines the nature of the functional test as an issue and time specific test, and goes through the statutory Guiding Principles which it finds equate to "facilitating competencies" as outlined by Crawford et al.

The paper concludes with an examination of the need for enhanced skills in a mediator dealing with vulnerable adults, arguing that where a person is disadvantaged in some way the standard of care required of mediators, as with other professionals, is higher.

Margaret Considine Biography

Margaret Considine is the CEO OF Equita Consulting Limited, a mediator (MII & CEDR), commercial negotiator and management consultant in addition to being a cutting edge executive educationalist. A Harvard, Stanford and North Western trained negotiator, Margaret has conducted hundreds of negotiations working nationally and internationally advising both public and private sector clients on commercial and political negotiations including training some of the top negotiation teams in the world. Margaret applies the skills of negotiation into a very successful mediation practice. Margaret holds four board positions including the MII.



Prior to setting up Equita in 2001, Margaret worked to senior management and directorship positions with a number of bluechip organisations. Margaret lectures on both mediation and negotiation skills to Masters level and holds faculty posts at the IMI, NUIM in addition to UCC and the Law Society.

Abstract: Beyond Winning - Resolving the Negative Consequences of Settlement for All Sides

Did you ever find yourself listening to your clients argue back and forth about their respective positions, interests or needs in a mediation and wonder, could I do more than just paraphrase summarise and detoxify this language to really help them hear each other and better still, to be willing to move in each other's direction? If you do, then an awareness of the art and skills of negotiation can enhance your ethical practice as a professional mediator. Conflict is a growth industry and understanding the principles of negotiation can help steer a course towards a win-win agreement within mediations.

This presentation will provide a toolbox of proven techniques using the basis of the Harvard Model of Negotiation including the Harvard 7 Steps of Negotiation and the Three Tests of Negotiation to facilitate lasting mediations. It also covers what negotiation is and isn't and how to recognise when parties are actively negotiating. The workshop also includes the 10 Tectonic Plates of Negotiation and Negotiating the Whole Story as a Deal. It will help you master when and how to apply the tools and skills of negotiation in a mediation context irrespective of whether it is civil, family, interpersonal, community or commercial.

Geoffrey Corry Biography

Geoffrey Corry has been involved with Glencree Peace and Reconciliation Centre since 1974 when it was formed and was Chairman 1982-87. During the difficult years of the Troubles, his search for interactive approaches led him to dialogue facilitation and mediation. Between 1994 and 2006, he facilitated over 50 Political Dialogue Workshops between politicians from Northern Ireland, Britain and the Republic of Ireland. The leading journal for mediation practitioners, *Conflict Resolution Quarterly*, vol. 30/1 (2012) pp53-80, has published his article "Political Dialogue Workshops: Deepening the Peace Process in Northern Ireland". He has trained peacemakers in Colombia, facilitated workshops between Israelis and Palestinians, and visited Haiti twice to train local gang leaders and the police in conflict resolution.



Abstract: Robert Cooper: EU Peace Mediator at Work on Kosovo Agreement

"History is written always in the middle of the night. And when that happens you are so sick that you could not care less". These are the words of Robert Cooper the EU mediator, after 10 rounds of gruelling talks in the EEAS offices in Brussels. A negotiation breakthrough was achieved on 19th April 2013 when Cooper got a 15 point agreement between Serbia and Kosovo. This landmark Brussels agreement normalised political recognition between the two parts of former Yugoslavia and settled the status of ethnic Serbs living in North Kosovo.

the workshop shows an hour long film documentary **"The Agreement"** produced by Karen Stokkendal Poulsen from Denmark. She was allowed into the negotiation rooms in Brussels with cameras and recorded the drama of the mediation process as it unfolded. Every point of dispute is accompanied by heated emotions. How does the EU mediator eventually succeed in achieving a compromise.

The workshop will be in 3 parts. Geoffrey will introduce the political conflict in Kosovo 1998 – 2013 that led up to the Brussels Agreement. Then the film will be shown and afterwards he will lead a discussion on the use of the shuttle peace mediation process at the high international level by Robert Cooper. To see a trailer of the film, go to www.oneworld.cz.

Geoffrey Corry and Pat Hynes - Geoffrey Corry Biography as Above

Pat Hynes Biography

Pat Hynes has been a member of the Fianna Fail party for over 25 years as a policy adviser and party activist on peace process issues. He was on the National Executive of the party as a youth delegate in the 1990's when the negotiations started that eventually led up to the Good Friday Agreement. He participated in the Glenree Political Dialogue Workshops and played an important role in linking the workshop outcomes to first track policy making. He has contributed to Glenree Middle East projects supported by the Department of Foreign Affairs. Pat has a full time job as a computer network administrator in Dublin.



Abstract: Peacemaking Lessons from the Northern Ireland Peace Process 1985-2007

For the past forty years, the Glenree Centre for Peace and Reconciliation has worked confidentially with people mainly at second track level to bring about a resolution of the Troubles, as they have been called in Northern Ireland. Glenree is now in a position to share their experience of conflict resolution acquired over those years, particularly in how to shift out of political violence into dialogue and negotiation. Pat Hynes will talk about the amount of political effort that has to be put into ensuring that the negotiated agreement gets implemented.

Glenree has learned that when people with strongly held positions are supported to listen to each other, positions can change and relationships transformed in the interests of all parties. Geoffrey Corry will talk about two Glenree projects - the political dialogue programme and the work with victims and ex-combatants. While very different in nature, the interactive work highlighted the power of a storytelling approach in humanising relationships between protagonists

Grace Corrigan Biography

Grace Corrigan has been practicing as a mediator since 1998. She initially trained with Michael Williams former partner with Mc Cann Fitzgerald who was one of the first mediators in Ireland; she completed her training with FMS. Subsequently Grace formed Mediation Solution which provides independent mediation services to couples who have agreed to separate and family mediation to those who contact the company with various types of family disputes. Grace also works in the area of workplace mediation. She provides a service to colleges, universities and schools when conflict occurs within the academic staff.

Mediation Solutions also offer different types of Mediation Skills Training both to selected key personal within organizations and to members of the public, either accredited 8 day courses or shorter ones which develop skills and techniques to manage conflict.

Grace is an advanced practitioner and trainer. She has studied counseling, family law, working with multi-cultural clients, Solution Focus Brief Therapy and CAFCASS How it Looks to Me training (hearing the child's wishes and feelings).

Along with her private practice Grace mediates for the Family Mediation Service at Dolphin House Family Law Court and at one of their community offices in the city. She also acts on a consultancy basis at Clanwilliam Institute Dublin and presents on the Psychotherapy Training Programme at the Institute.

Abstract: Separated Parents Information Programme (SPIP) - A Court Mandated Programme which assists parents decrease high conflict interaction (HCI) with the other parent.

Working with high conflict people is not only challenging but exhausting for the mediator. HCP's are not just difficult; they are very, very difficult. When working with HCP's the mediator may spend a large portion of the session managing the conflict. HCP's will engage in repeated patterns of engagement with the other party with little or no reflection on the role they play in keeping the conflict live. It is possible to work with some HCP's through session work but it takes commitment, energy and unending patience, but with others, additional help may be required. In the UK such help is

available through CAFCASS, and can be Court Ordered when an application has been made for residency, access and other child related issues. This programme is called a SPIP.

The presenter will inform the audience how the programme works and what the benefits can be. She will also speak about the different types of HCP's and the challenges they pose for the mediator.

Deirdre Curran Biography

Deirdre Curran, PhD, has been employed as an academic at NUI Galway for the past fifteen years. Her main areas of teaching and research are employment relations and employment law and Deirdre delivers a range of courses to both undergraduate and postgraduate students.



In 2011 Deirdre completed the Diploma in Mediation and Conflict Resolution at NUI Maynooth. Deirdre believes very strongly that mediation practice in Ireland needs to be based on a solid foundation of empirical research. Her most recent article explored the use of mediation in the resolution of collective industrial disputes. Deirdre is currently working on a research project which explores the factors impacting mediator style and behaviour in different institutional contexts both public and private.

Abstract: Helping Talk Work: An Exploration of State-Funded Mediation Services in Ireland

The Irish State provides two publicly accessible sources of mediation to help deal with disputes arising in the workplace. Under the auspices of the Workplace Relations Commission, the **Equality Tribunal** offers a mandated mediation service as the default process in complaints of discrimination. A public mediation service is also offered, on a voluntary basis, by the **Labour Relations Commission** primarily dealing with cases of individual or small group disputes.

This paper explores both services in detail focusing on; the organisational context within which the service is offered, the characteristics and goals of the mediators, the process, approach and behaviour adopted by the mediators, and the outcomes sought. Detailed structured interviews drawing on key themes from the literature were conducted with the mediators in each context.

While much of the literature presents mediation as a homogenous process, this research establishes that while there are some unifying themes across the two contexts, considerable variation exists in both the process of mediation and the approach adopted by the mediator. The research provides evidence that mediators adapt their strategic approach to suit the exigencies of the situation and the organisational context.

This research contributes to our understanding of State-funded mediation in Ireland. It challenges the assumption that there is a common understanding of, and approach to, mediation as a process of workplace dispute resolution. Finally, the paper presents recommendations on how State-funded mediation services in Ireland could be improved.

Judi Dakin and Fiona McAuslan

Judi Dakin Biography

Judi Dakin is a professional singer, violin and singing coach and Kodaly Trained music teacher. Judi's research has developed the link between music education and language and socio-emotional development in children

Fiona McAuslan Biography

Fiona's first career was as a professional, symphonic violinist and she uses her knowledge of music, violin, and orchestral work to bring innovative ways of working with conflict as a practitioner, trainer and author. Fiona has a Masters Degree in Mediation and Conflict Resolution and is an Author, Mediator, Conflict Resolution Specialist and Trainer. She specialises in Conflict Management in Education and has worked for many years with Drumcondra Education Centre.



Fiona is the Author of SALT Programme developed to align with the Irish and U.K School Curriculum. Through this programme children learn what conflict is, what it feels like to be in conflict and how to negotiate effectively to create a better outcome for themselves and others. The programme focuses on building each child's capacity to develop and access their own skills set when dealing with difficult and sometimes emotional situations

Abstract – Music and Mediation

These two workshops will give participants the opportunity to explore the component parts of the classical musicians practice methods and how they link to artistry of practice. The morning session will focus on adult training and the afternoon will be a workshop on Primary School.

The morning session, facilitated by Fiona McAuslan, will look at how one can utilize music in advanced skills learning for mediators and explore the mediation practice methods Fiona has developed from her violinist past. Based on the daily routine of the violinist, it outlines daily ten minute skills exercises for mediators who wish to advance their own integration of skills. The session will include an overview of the structure of musical practice and how this can be transposed into mediation training, fishbowl demonstrations of how music can be used in advanced skills training and discussion on how one can develop skills practice to our own practice needs.

The afternoon workshop, facilitated by Judi Dakin, draws on the research into musical communication, neuroscience and the place of music in our species development. Participants will learn through the musical games and songs the part music can play in enhancing self confidence and teamwork, as well as developing vocal confidence within a group. The content is inspired by the music educational approach of Zoltan Kodaly. The facilitators will demonstrate how this work is being used in conflict resolution education, through development of the S.A.L.T Process, which focuses on helping an individual produce their best negotiation skills, when needed, in each unique situation. The session will include videos of classroom workshops, case studies, interactive games and discussion. There will an opportunity to discuss how this work is used in special needs learning.

John Deaton - Biography

John Deaton B. Arch. F.R.I.A.I. R.I.B.A Dip. Arb. F.C.I.Arb. is an architect in private practice for over 30 years . He is an accredited mediator conciliator and arbitrator, a fellow of the Chartered Institute of Arbitrators and a certified member of the Member of the Mediators Institute of Ireland. John is a volunteer member of Mediation Northside, a member of the Irish Commercial Mediators Association and is a founder member of the C.I.Arb Special Interest Group for Planning and Environmental Mediators. John is a promoter of ADR in the construction industry and has written on the subject in construction journals.



Abstract: Environmental Conflict - Is mediation the answer?

Ireland seems to be convulsed with planning and environmental conflict. This ranges from disputes within and about the planning system to outrage and protest in respect of large scale infrastructural projects. Public participation and trust seem to be at a low level.

This presentation will examine whether there is a role for the third- party neutral in avoiding and resolving conflict and in consensus building. This will be an interactive presentation where the participants will consider problems and concepts and will be encouraged to share their insights and experience.

Jacinta De Paor Biography

Jacinta De Paor Psychologist and owner of NextPhases: Conflict Exploration, Facilitation & Training, gained her Psychology qualification at NUI Galway with a postgrad at TCD. From 1999 to 2008 she was director of Glenree's LIVE Programme for Dialogue between Combatants and Victims. Past work includes: working with Young Offenders; College counsellor to students with disabilities; Supervisor to Adult Ed Staff, VEC Newbridge. Jacinta advised on Conflict & Trauma with: the Basque Government; Geneva and Leuven Universities. She has presented her work at the US Association for Conflict Resolution (ACR); European Conference on Trauma; & Quinnapiac University.



Jacinta created and developed the programme: 'Making Disagreements Work: A Positive Approach to Conflict'. She also created 'A Question of Conflict: a dialogue model for Difficult and Intractable Conflicts'. Jacinta currently serves on the Management Committee of Facing Forward an organisation working in the area of Restorative Justice.

Abstract: LIVE - A Programme for Dialogue between Victims/Survivors and Ex – Combatants and It's Applications for Today's Conflicts

In 1998 there was a lack of templates for working directly with members of the 30 year conflict in Northern Ireland. From 1999, and over the course of the following nine years, Jacinta developed a programme that would foster dialogue and understanding between former combatants and victim/survivors of that conflict.

In this session we will look at some innovations that arose in creating this programme, as these can have universal application. She will discuss ways that we might transfer my learning to other conflicts.

Jacinta will give a short exercise to demonstrate the programme in action and will conclude with words and testimonials from the programme participants themselves.

Thomas Dorg Biography

For many years Thomas has worked with and facilitated groups in conflict, such as gangs in Oslo, conflict between groups in mosques and churches, conflicts within Asylum Centres etc. Head of the Street Mediation Program he has developed and implemented grassroots mediation and conflict prevention programs on a large scale. Thomas has facilitated reconciliation processes in the Middle East for over ten years. Since 2010 Thomas established Dorg and Remfeldt Consultancy (www.dorgremfeldt.no) with his partner in the field of Conflict Management and Mediation.



Thomas teaches Mediation and Conflict Resolution in several academic institutions including NUIM Maynooth. He is Assistant Professor at Diakonhjemmet University College.

Abstract: Inter Community Mediation: When Local Conflict goes Global and Global Conflicts become Local

The workshop focuses on the interaction of Local and Global conflicts and how they challenge our future. The ways Social Entrepreneurship may assist in the management of these challenges are developed.

A case study of a young man's migration to Syria to take up arms is used. This workshop will examine the complexities of such cases and explore ways to transform negative patterns into more positive ones, to create dialogue where there is none and to build relationships across differences. The question is asked: how can Social Innovation/ Social Entrepreneurship help us find new creative ways to meet these challenges?

This is an interactive workshop that facilitates the participants explore and develop this peace building work. There will be roundtable discussions and the groups will develop ideas together. Small groups will present their work to the others in the workshop.

Helen Fallon and Anne O'Brien

Biography Helen Fallon

Helen Fallon is Deputy Librarian at NUI Maynooth. She has published extensively and recently worked with two colleagues on editing the death row correspondence of Nigerian writer and activist Ken Saro-Wiwa, which was published as "Silence Would be Treason: Last Writings of Ken Saro-Wiwa." With her colleague Dr. Anne O'Brien she created the Ken Saro-Wiwa Audio Archive. She taught librarianship in Sierra Leone for two years, and has carried out a number of consultancies in developing countries.



Biography Anne O'Brien

Dr Anne O'Brien works as a television producer and academic with Kairos Communications Ltd. She coordinates the provision of production modules for NUI Maynooth's degrees in Media Studies, Digital Media and their MA in Radio and Television Production. She has published a number of articles on gender and media as well as a book *The Politics of Tourism Development* with Palgrave. She has produced documentaries for broadcast in Kenya and Sierra Leone and worked on the production of an audio archive on the life of Ken Saro Wiwa and the activist work of Sr Majella McCarron and Owens Wiwa



Abstract: Deepening Understanding of Natural Resource Conflicts: the creation of the Ken Saro-Wiwa Audio Archive

In November 2011, Sister Majella McCarron (OLA) donated 28 letters and 27 poems she received from Nigerian writer and activist Ken Saro-Wiwa to the Library at NUI Maynooth. The letters were written during the two years leading up to his execution in 1995. Saro-Wiwa had been leading a peaceful protest against the environmental destruction of his homeland Ogoni in the Niger Delta, by the international petrochemical industry. Despite widespread international protest, he was executed, along with eight others (the Ogoni Nine), by the then Nigerian military regime. The letters, mostly handwritten, were smuggled out of military detention in food baskets. Subsequently, McCarron donated a collection of photographs relating to the period, other documents such as flyers, articles and ephemera, and artefacts including a cap which had belonged to Ken Saro-Wiwa and a Movement for the Survival of the Ogoni People (MOSOP) flag.

To complement this rich collection the two presenters created the Ken Saro-Wiwa Audio Archive. The archive - a collection of audio recordings - is freely accessible internationally via the web at

<http://library.nuim.ie/electronic-resources/ken-saro-wiwa-audio-archive>

The archive was conceived as a useful learning resource both for those undertaking courses relating to social justice, environmental rights and indigenous people in higher education and those involved in social movements, here in Ireland and internationally. It is a series of 14 recordings of those connected with Saro-Wiwa, particularly Sister Majella McCarron and Dr. Owens Wiwa and seeks to provide an insight into the conflict in the Niger Delta and Sister Majella's work on conflict resolution in Nigeria and Ireland.

Family Mediation Service Biography

The family mediation service is unique in that it is a fully funded state service which was set up in 1986 under the auspices of the Family Support Agency which was under the umbrella of the Department of Social Community and Family Affairs. It has recently been moved to the jurisdiction of the Legal Aid Board and is now involved in a number of projects aimed to increase integration of the courts and mediation. Over the last 30 years, Irish society has undergone radical changes. The family mediation service has expanded and grown in this time but has also had to develop and creatively adapt its mediation model and processes in order to meet the needs and changes in Irish family life. This workshop will be presented by a group of experienced family mediators, currently on the staff of the Family Mediation Service.

Abstract: Crafting the Future – Exploring the Scope for Creative Practice in Family Mediation

This workshop will outline the “all issues model” of family mediation demonstrating for example how the process has been used creatively in order to meet the needs of the Court based mediation services, and the challenges of working with the broader family system.

The Dolphin House mediation initiative aims to offer couples in dispute an alternative to a court determined outcome for the resolution of issues such as custody, access, guardianship and maintenance. The project was initially set up as a pilot for a 12month period and at the end of this period a comprehensive review incorporating an independent evaluation was submitted to the Minister for Justice. Following consideration of the review the Minister said that the Dolphin House project should be extended and put on a permanent footing. A key factor in the success of this project was the tripartite approach of the Courts Service the Legal Aid Board and the Family Mediation Service in meeting the needs of parents in dispute and their children. The workshop will explore the adaptation of the “all issues” model, working with high conflict couples in the environment of the court along with the scope and breadth of the pre-mediation meetings.

Methods include a fish bowl role play of the court based mediation process to include the information/pre-mediation meeting, and a demonstration of a mediation session with a couple. There will be an opportunity for participants to engage in this discussion.

Fergal Fox Biography

Fergal Fox has been working with the Health Services in a Health Promoting capacity with Travellers since 2002. He is currently manager of Health Promotion Services Dublin Mid Leinster. Since its inception in 2009 he has chaired the Midland Traveller Conflict & Mediation Initiative. He is a qualified secondary school teacher with a background in educational disadvantage. He completed his masters in Health Promotion from NUIG in 2010 for which he completed research into the health needs of Traveller men in the midlands

Abstract: Feedback from Stakeholders in relation to an Interagency Initiative targeting Traveller conflict in the Midlands of Ireland.

The Midlands Traveller Conflict and Mediation Initiative (M.T.C.M.I) has since 2009 delivered an Inter-agency response to Traveller conflict, and is funded by Department of Justice (Equality section). To develop and evaluate this initiative the MTCMI spoke to stakeholders including Travellers about their experiences of the initiative. Feedback was also received from local housing authorities, Gardai, Traveller organisations and Health Service staff.

The way the conflict has manifested itself in the midlands has seen serious harm done to property, physical assaults, riots, social media bullying and intimidation. This has had repercussions for Travellers who themselves feel that this fuels further discriminatory practices.

Mediation has been welcomed by Travellers who before may not have felt listened to in the context of a terrible force in their lives – conflict.

'The big thing he did was to get the men involved – to get Traveller men involved isn't an easy thing to do. Just by sitting down and explaining that he wasn't for sides and that he wasn't for the guards, they were able to trust him.'

This presentation will outline how key stakeholders and Travellers feel about the initiative and how interagency partnership can be successful in addressing Traveller conflict.

Janine Geske Biography

Justice Janine P. Geske (ret.) recently retired as a Distinguished Professor of Law at Marquette University Law School and Director of the Law School's Restorative Justice Initiative. She continues to do consulting and training in restorative justice.

Following her appointment to the Wisconsin Supreme Court by Governor Tommy Thompson, Justice Geske won statewide election, serving in that position from 1993-98. Justice Geske has also been active in alternative dispute resolution, and maintains a private alternative dispute resolution/litigation consulting practice. She is recognized as one of the Best Lawyers in America for her mediation work.

Justice Geske is Past Dean of the Wisconsin Judicial College, and provides restorative justice training both nationally and internationally. She has trained judges, lawyers and other professionals in Turkey, Ireland, Canada, Peru and Belgium. In 2011, she was a visiting professor at Catholic University of Leuven (Belgium) Law School Institute of Criminology (in restorative justice).

Marquette University Law School established the Restorative Justice Initiative in 2004 under the leadership of Janine. She trains law students and others in restorative practices and runs restorative projects in Milwaukee, Wisconsin. In order to help support all those impacted by crime in their process of healing she developed a three day Restorative Justice Workshop at Green Bay Maximum Security Prison. This has been running twice yearly for fourteen years



Abstract: Making Restorative Circles Work: An Experiential Workshop

Janine's workshop on restorative justice circles can be applied to many situations, allowing people have opportunities for transformative dialogue with each other. It is a process that has been used by Native Americans and many other indigenous people for a long time. The idea is that we are all equal; we are all part of the same human community, we are all family, and we are all connected. What one of us does impacts many other people. The circle gives everyone an equal voice. Through sharing stories, we come to know our common human connections. This workshop will focus on sharing the elements crucial to facilitating safe, powerful and possible transformative circles.

Jane Gunn Biography

Edward M. Kennedy Institute for Conflict Intervention, National University of Ireland Maynooth, Ireland
Tel: + 353 01 708 6629, Email: kennedyinstitute@nuim.ie Web: www.kennedyinstitute.nuim.ie



Jane Gunn, the Corporate Peacemaker, specializes in collaboration, dynamic dialogue and transforming business relationships. She has helped numerous companies to move from deadlock situations to opening new streams of revenue, a vibrant corporate culture and saving her clients' money, lawsuits, disputes and ruined relationships. As one of the leading Mediators in the UK, she has over 16 years' experience, and has mediated a wide variety of disputes including, business, partnership, employment, property and construction, personal injury and clinical negligence, trusts and family disputes. Accredited by CEDR in 1996 she is a Mediator Fellow of the Chartered Institute of Arbitrators and an International Mediation Institute (IMI) Certified International Mediator. Jane is also the author of the recently published book on conflict management *"How to Beat Bedlam in the Boardroom and Boredom in the Bedroom"*

Abstract: The Magic of Conflict and the Secrets of Collaboration: Collaboration, Dynamic Dialogue and Transforming Business Relationships

What if you could transform conflict into an opportunity to create new outcomes that add value rather than create loss? Imagine the benefits if you could capture the energy and dynamism that different personalities and approaches bring as opposed to the clashes that often cost time, productivity and money?

By gaining a deeper understanding of the dynamics of conflict and collaboration you will be better equipped to help your clients and to strengthen your own relationships with your partners and colleagues.

Gary Haliday Biography

Having qualified as a Community Youth Worker in 1999 Gary Halliday was engaged in detached youth work in various interface communities in greater Belfast before becoming Education Welfare Project Director with Belfast Education and Library Board. For the past eight Years he has been a Youth Conference Co-ordinator with the Youth Justice Agency and has facilitated some 350 restorative youth conferences. Throughout this time Gary has primarily focused on applying restorative practices to complex and high risk young people within the criminal justice system and has developed an active interest in exploring the application of restorative practices in cases involving harmful sexual behaviours.



Abstract: Working Restoratively with High Risk young People

This presentation will provide an overview of the methodology, ethos and guiding principles of the Youth Justice Agency Intensive Support and Supervision programme. An interactive discussion of a case study will be used to demonstrate the work in practice.

This programme has been developed in response to the individual needs of high risk young people whose offending is persistent as a result of the chaotic nature of their lives. It seeks to provide structure and support to these young people either in the community or upon their release from custody using circles of support and accountability for all areas of their lives. Close co-operation between all agencies involved with the young person, acting together with friends and family members is needed to support and manage aspects of a young person's life and enable them to develop resilience and promote desistance in their everyday life.

There will be a focus on how the Balanced Approach model of restorative practice underpins the intensive support and supervision programme to provide a flexible and holistic approach to those who commit serious and persistent crime in a community. The case study element also highlights the tension involved in dealing with harm caused and the challenges in keeping victims involved in a process that is often derailed and delayed by the actions of a young person who is struggling with issues not necessarily understood by those they have harmed

Jim Halley Biography

Jim Halley delivers a comprehensive portfolio of complementary alternative dispute services, with the majority of the workplace disputes referred being resolved in just one day. In today's challenging environment there are substantial benefits and cost savings to be made for employers by ensuring that any conflict in the workplace is resolved. His focus is not only on contractual issues in a dispute but also on helping build the relationship between the parties. All his expertise and efforts are built upon the sound principles of social psychology and an understanding of individuals, groups and their productive development.



Jim has carried out over 450 workplace mediations and has gained an excellent reputation for successful outcomes in direct mediation interventions across a wide selection of workplace settings. He is fully accredited with the Chartered Institute of Arbitrators and the International Mediation Institute (IMI). Jim has holds an advanced diploma in mediation studies and is on the Mediation Committee of the CI Arb. He is also a member of the faculty of the Institute of Public Administration (IPA) where he lectures on the mediation and conflict resolution studies programme, certified by the Mediators Institute of Ireland (MII).

Abstract: The Straw that Broke the Camel's Back: An Examination of Good Faith Mediation Practices in the Workplace

In workplace mediation, mediators often mediate conflict that appears to be related to a single incident. Once the mediator becomes aware of further details of the conflict, he/she realises that the circumstances typically involve a threat that if certain behaviour/a certain situation happens again, a formal complaint will be made. The mediator must initially deal with the complaint. However, the mediator must also be conscious of the substantial conflict history which tends to underlie the complaint.

It is also important for the mediator to be aware of tensions in the workplace dynamic between engaged and disengaged staff. Often issues are raised in mediation about an employee's performance and/or commitment. The mediator needs to use appropriate discussion to find out why the employee is disengaged. Where appropriate, the mediator may make reference to potential indicators of disengagement: such as a breakdown in trust, self imposed isolation, exclusion by others and/or staff moving from commitment to compliance. All of the above feed into a vacuum which may be called the "entitlement culture".

Jeanette Batiste Hernandez Biography

Jeanette has an M.A. in Psychological Foundations of Education, is a Doctoral candidate in a Women and Gender Studies Programme, is a licensed psychologist and is a coordinator, professor and researcher of the Women's Integral Development Master Program at Universidad Centroccidental Lisandro Alvarado UCLA. Jeanette has 41 years of professional practice, 20,000 hours of teaching and training courses and is coo-author of books and academic material related to gender perspective and culture of peace. Jeanette is an academic adviser to Master's candidates in Peace Education and Gender Perspective and is a certified mediator. Jeanette is co-founder and on the Board of Directors of the first Conflict Resolution Centre created in Venezuela, at Lara State Bar Association Jeanette is on its Board of Directors and Professor of its



ADR 120 hours Course. Memberships include the International Association for Conflict Resolution ACR (2000) and World Mediation Forum WMF (2005).

Abstract: From Bullets to Books to Ballots

This presentation will analyse the conflict situation in Venezuela from a variety of perspectives including Conflict Theory and Basic Human Needs. Means of changing the confrontational atmosphere will be explored using tools of conflict management science, Edgar Morin's Complex Thought Paradigm and Culture of Peace.

The significance of this presentation lies in its potential to analyse the Venezuelan conflict from a comprehensive perspective within a socio-anthropological viewpoint as far as democratic consciousness is concerned, on the one hand, and the long-standing ways to manage conflict throughout the wider span at the interpersonal level, intergroup level, and across the political divide -societal level-. Systems Theory, Johan Galtung's approach and Spiral Dynamic Integral Theory, in their systemic relevance, provide the conceptual framework to present an encompassing understanding of Venezuela present-day struggle. Venezuela has the real possibility to go from bullets -verbal and physical- to books - study, knowledge and daily practice of pacific conflict resolution/contention/transformation- to ballots -democratic consciousness and electoral outcomes by truthful means- to reach a sustainable culture of peace, contributing with the aims of the theme of the Conference

Garry Keegan Biography

Garry is one of Ireland's leading conflict intervention experts. The majority of his work is in the area of energy and transport infrastructure development. Apart from his environmental mediation and multi-party public policy work, Garry also lectures extensively and conducts training courses.



Garry holds an MBS in Marketing from University College Dublin and an MA in Mediation from the National University of Ireland Maynooth. He is currently researching a PhD at the National University of Ireland Galway on Community Benefit Agreements and siting Electricity Transmission Lines

Abstract: Multi - Party Public Policy Mediation

In Ireland, over the past few decades, there have been numerous disputes related to public policy infrastructure projects leading to acrimonious public debate, project delays and considerably increased costs. These major infrastructure public policy projects are drawn into the political arena, where projects become the subject of election manifestos with the various political parties emphasising different public policy issues. Hence, major difficulties arise when governments change and the 'inherited' infrastructure projects go against the new government's espoused policy

How to learn from past mistakes? What measures minimise conflict while also respecting stakeholders' varying perspectives? Interest has grown in consensus building, facilitation, mediation, and other forms of resolving conflict through assisted negotiation and voluntary settlement. The concept of early intervention, preceded by an 'assessment' stage, is seen as important in achieving ultimate mediation success in environmental disputes.

An introduction will be presented to the literature concerning policy and theoretical considerations in the challenging environment of siting electricity transmission lines in local communities. Taking a distributional justice perspective, the author's exploratory research, will concentrate on identifying the micro-foundations of host community benefit agreements (HCBAs) in siting high-voltage overhead transmission lines (HVOTLs). This research area is underdeveloped with few practical manifestations of the concept. While there is evidence of high levels of public resistance to the siting of overhead lines, there is a gap regarding initiatives to help them become more socially acceptable.

It is intended this research will assist stakeholders with the difficulties associated with controversial HVOTL projects.

Frank Kennefick Biography

Inspector Frank Kennefick joined An Garda Síochána in 1978, was promoted to Sergeant in 1986 and Inspector in 2000. He was appointed as Inspector in charge of Ronanstown Garda Station in 2003 and has served three one year missions with the United Nations in Namibia, Former Yugoslavia and Cyprus.

He has served in a voluntary capacity as an Election Observer on six occasions in Bosnia-Herzegovina, Kosovo (2), Moldova(2) and Ukraine and was awarded a BA (Hons) Degree in Police Management in 2009.



Michael Kenny Biography

Michael Kenny, MAgrSc, PGDHE, MIITD is a lecturer at the Department of Adult and Community Education, National University of Ireland, Maynooth, Co Kildare. He is Director and lectures on the Higher Diploma in Further Education. He also lectures on community development and rural development outreach courses and of the BA degree in Community Studies for mature students and the BSc Degree in Rural Development by Blended Learning. Michael is an executive member of Aontas and National Treasurer/Board member of IRL (Irish Rural Link). At community level Michael is a former member of the Trim Town Council, a member of the Louth/Meath Education and Training Board (LMETB), and former Vice Chairperson of the Joint Policing Committee.



Abstract: The Local Policing Forum - A Model for Sharing Responsibility in Local Policing

The GARDÁ SÍOCHÁNA ACT 2005 introduced Joint Policing Committees (JPCs) and Local Policing Forums (LPFs) as a model to strengthen policing especially in difficult to service geographic and population areas. The JPPC/LPF model seeks to provide ongoing engagement with community-based stakeholders to enhance crime prevention and detection. Within the context of a uniformed disciplined and strictly hierarchical agency, the Garda Síochána, this model challenges the traditional control model. It seeks a model where the citizen, community organisations/groups, and the local authority would work hand-in-glove with the local Garda Síochána. It is envisaged that through this structure (JPPC/LPF) the Gardaí, in conjunction with community activists and the local authority, will identify instances where crime and risk-behaviour is more likely to happen, would plan with the stakeholders to limit the potential for crime in these areas, and would allocate resources to more rapidly respond to instances of local crime.

This presentation will report on the experience of participation in a peri-urban Local Policing Forum over a period of three years where the local authority, voluntary local action groups, local residents associations, and the local Garda Síochána management met on a monthly basis to respond in a timely way to community issues of crime, antisocial behaviour, and community safety. The presentation, made by Michael Kenny and Garda Inspector Frank Kennefick, argues that this model has not received adequate attention from policymakers and senior Garda management to the extent that this model could become tokenistic and/or defunct. Examples are given of significant local impact and in particular instances of successful prevention. The presentation will argue that when a model of community safety is successful in prevention there is in danger of being labelled as being ineffective because the instance it has prevented cannot be recorded as having happened.

Treasa Kenny Biography

Treasa Kenny has worked within and with organizations for 30 years Her portfolio includes co-creating positive working environments, developing conflict competence, coaching in constructive communication, facilitating conversations, mediation, investigation, appeals and external adjudication processes. Treasa is a Partner in Burtenshaw Kenny Associates. She is a Practitioner member of the



Mediators' Institute of Ireland and served on Council for seven years. Treasa has a Masters Degree in Education, Training and Development and a Masters in Conflict Intervention and Mediation. She is currently undertaking a PhD (part-time) and her research interest is workplace mediation. She is a Module Coordinator for the NUI Maynooth Postgraduate Diploma for Organisation and Workplace, and works as a lecturer on programmes in NUI Maynooth and University College Dublin.

Abstract - Creating a shared understanding in relation to Workplace Mediation – early stage PhD research in Ireland

This short overview of “work in progress” research being undertaken through a PhD programme will briefly outline the story in the literature and the lull in the academic conversation until recent times. Then I will outline how the reality of practice in workplace mediation in Ireland may converge with academic research to inform theoretical development, practice development and organizational development.

Abstract: Co-creating a Positive Workplace Environment – A Meta- Mediation Perspective

Work environments will always be prone to conflict because of the differences in goals and values that may exist, the different understandings of what needs to be done, how best to do things and who ought to be doing what's needed. Organizations may choose to engage constructively with that reality or to wait for it to manifest more negatively or destructively – and then seek to resolve or manage it.

The purpose of this workshop is to look at two case studies where organizations engaged in co-creating a positive working environment. One organization is medium-sized, diverse in the mix of staff that needs to support each other in delivering the service, and continuing on a journey of change while facing increasing demand for the service and limited resources. The second is a small company which has continued to grow through a period of economic challenge. The owner-managers have an expanded management team, an articulate staff and a pre-dominant young, culturally diverse population of customers.

Co-creating positive working environments requires engagement and conversation. Some of that engagement and conversation is uncomfortable for people to consider – and uncomfortable for them to enter directly into. Co-creating the map of the current territory of the working environment, visioning the working environment that will be most positive to the different needs that will exist, planning for what will have to be done as well as agreeing the stopping points along the way to check in on

Rob Kevlihan Biography

Rob Kevlihan has worked as a practitioner and scholar in the fields of development, humanitarian and international relations for the past 15 years with extensive experience working in both Africa and Asia. He has an MA in International Relations from DCU and a Ph.D. in IR from The American University, Washington, D.C.

Rob has published single and co-authored articles in a number of scholarly journals. He is the author of the book *“Aid, Insurgencies and Conflict Transformation, When Greed is Good”*.

In January 2014, Rob took up the role as Executive Director with the Kimmage Development Studies Centre. Prior to that he had taught as part of the faculty of international studies, Ha Noi University, and as a visiting lecturer at the University of Social Sciences and Humanities, Vietnam National University. As part of his role as Executive Director at KDSC, Rob is Head of the International Development programme at NUIM, as part of a strategic partnership between the two institutions.



Abstract: Structural Conditions for Conflict Mediation in Civil Wars - The Role of Aid and Social Service Provision

Rob's research examines the nexus of conflict, development and security, with a particular focus on state building, conflict management and complex humanitarian emergencies.

Despite a considerable body of knowledge that examines the negative effects of aid and related social services during civil wars, the role of these same services to contribute to conflict management and transformation is less well understood. This presentation will examine this question through a comparison based on field research, of experiences with respect to social service provision in three very different conflicts – Northern Ireland, Tajikistan and Sudan. The presentation will discuss the mechanisms through which aid and social service provision can change structural conditions, making mediation efforts more likely and the limitations of aid's effectiveness in this regard. The presentation will be of interest to those involved in international peace building during conflicts and in post-conflict periods.

Michael Lang Biography

Michael Lang: Editor-in-Chief of Mediation Quarterly from 1995-2001, and a member of its editorial board from 1988-2007. He has authored numerous articles on mediation practice and is co-author of the book *The Making of a Mediator: Developing Artistry in Practice*. In academic positions, Michael was Director of the Master of Arts Program in Conflict Resolution at Antioch University and was Professor in the Master of Science in Dispute Resolution Program at Royal Roads University. He is a practicing mediator and has delivered mediation training courses throughout the U.S., Canada and internationally.



Abstract - Creativity: The 9 Attributes of Artistry

This workshop considers how holding true to basic notions about mediation practice are at the heart of creativity in practice. Discussions about creativity in conflict intervention frequently focus on imaginative, unique and inspired outcomes, or the adroit application of clever interventions that caused a shift in the disputants' attitudes toward one another and toward settlement. In this workshop the focus is less on results or acquiring special techniques. It focuses more on the fundamental principles of mediation, the roots of our profession that are the ingredients for creativity and competence in practice. Practicing the 9 Attributes of Artistry is the foundation for achieving success for ourselves and for our clients.

Michelle Le Baron Biography

Michelle Le Baron is Professor of Law and Director of the Program on Dispute Resolution at the University of British Columbia in Canada. Previously Professor LeBaron taught conflict resolution and women's studies at George Mason University in Virginia. She has written extensively on creative approaches to intercultural conflict. Her current research focuses on using expressive arts practices.



Abstract: Choreography of Resolution

Conflicts always have physical dimensions, yet many approaches to intervention and pedagogy focus primarily on mental, analytic dynamics. Kinaesthetic or physical strategies foster awareness, flexibility and creativity. They shift negative perceptions and intractability. When the body is understood as the site of conflict, the findings of neuroscience directly inform intervention. Physical exploration and training assist with integrating understandings of mirror-neurons and neuroplasticity as they enhance conflict-handling capacities.

Participants in the session will learn how to implement a range of physical tools to enhance their practices. They will experience ways that physical/expressive approaches can deepen understandings of complex disputes, enhance third party effectiveness, and catalyze positive turning points.

Presentation Outline

Participants will leave with new: body-based tools for educating dispute resolvers or working with parties and understandings of how to discern and manage their own physiological responses to diverse disputes. They will develop sensory acuity for noticing physiological changes in parties that signal internal changes and new methods for working with strong emotions so that they can be expressed safely and constructively. Participants will increase their repertoires of body-based practices to promote physical flexibility that manifest in behavioural flexibility.

Gary Mason

Biography

Rev. Dr. Gary Mason from July 2014 has been working with the Northern Ireland Association of Mental Health (NIAMH) as the Director of a programme called Journey Towards Healing which is a psychologically informed approach to conflict transformation in a local, national and international context. Prior to this appointment Gary spent 27 years as a Methodist clergy person in Belfast and has played an integral role in the Northern Irish peace process. He played a key role in establishing the Skainos project which is a world class urban centre developed in a post conflict society as a model of co existence and shared space. Mason is a close advisor to Protestant ex-combatants on the civilianisation efforts of paramilitaries. He was instrumental in facilitating negotiations with paramilitaries and government officials, and in 2007 his contribution was formally recognised by the Queen. In 2009, Mason's church was the stage from which Loyalist paramilitaries announced their weapons decommissioning. Mason has lectured in political and academic forums throughout Europe, South Africa, the Middle East and the U.S.A. on lessons from the Irish peace process. He has been interviewed on CNN, BBC, ITV and various radio programs. He holds a PhD in Psychology from the University of Ulster, a graduate degree in Theology from Queens University, and a Bachelor's in Business Studies from the University of Ulster.



Abstract

From Violent Conflict to Non-Violent Engagement: Building Support for Peace amongst Combatants in Northern Ireland.

The presentation/workshop focuses on a research paper written by Benedetta Berti, PhD and Ariel Heifetz Knobel MA and Gary Mason.

This study examines the internal process that led Northern Irish combatant groups, focusing on the Loyalist camp, to relinquish armed struggle as a viable strategy to accomplish their political goals. Rather than looking at the content of the peace agreement or at the negotiation and reconciliation processes between Loyalists and Republicans, the authors focus on internal dynamics, i.e. intra-group negotiations and consensus-building mechanisms that Loyalist paramilitaries employed to switch from violence to non-violence and from confrontation to engagement with their enemies. The paper underlines how the consensus-building process was multi-layered and included a combination of carefully structured internal consultations amongst combatants, together with the crafting and implementation of targeted programs to empower and transform paramilitary communities and their role within society. The chapter also focuses on the specific roles both ex-prisoners and key faith leaders played in shaping this monumental transformation.

Finally, the authors examine the main lessons that can be learned from the consensus-building process among Northern Irish Loyalist combatants and discuss its relevance to other intractable conflicts, including the Israeli-Palestinian one.

Fiona McAuslan and Dr Eileen O'Connor

Biography Fiona McAuslan

Fiona's first career was as a musician and she uses her knowledge of music, violin, and orchestral work to bring innovative ways of working with conflict as a practitioner, trainer and author. Fiona has a Masters Degree in Mediation and Conflict Resolution and is an Author, Mediator, Conflict Resolution Specialist and Trainer. She specialises in Conflict Management in Education and has worked for many years with Drumcondra Education Centre.



Fiona is the Author of SALT Programme developed to align with the Irish and U.K School Curriculum. Through this programme children learn what conflict is, what it feels like to be in conflict and how to negotiate effectively to create a better outcome for themselves and others.

Biography Dr Eileen O'Connor

Dr. Eileen O'Connor, EdD, is the Director at the Drumcondra Education Centre, Drumcondra, Dublin 9 since September 2003. She worked formerly as Deputy Principal of Greendale Community School, Kilbarrack, Dublin 13. Since the mid 90s she has been actively involved both nationally and internationally in the provision of professional development for teachers and the promotion of the participation of women in educational leadership. Her doctoral studies focused on 'the teacher as a professional learner' with specific interest in middle leaders in Irish post-primary schools. Eileen is especially focused on developing Women in leadership roles and managing conflict effectively in schools and education centres.



Abstract: Drumcondra Education Centre and Conflict Resolution Education

The key to resolving conflict is to understand and acknowledge that rather than being 'behaviour' based, conflict issues are fundamentally 'relational' and that our social and emotional intelligence skills play a significant role in its positive resolution. 'Difficult behaviour' is then a symptom of a deeper and more complex 'relational issue' which must be addressed if the behaviour is to change. This perspective challenges educators to find new skills which assist an understanding of the systemic nature of the school and classroom 'discipline' issues that face them. It requires from all a sense of personal responsibility and a relational perspective to the behavioral issues that face schools.

Based on a perceived need for a new approach in our schools, the Drumcondra Education Centre has been working for a number of years in collaboration with Ms Fiona McAuslan, conflict resolution expert and mediator, in developing a range of responses to the discipline and behavior issues that are part and parcel of everyday life in schools. These involve up-skilling teachers and students in this complex area of the positive resolution of conflict issues.

The centre will present the CRE Drumcondra project with a comprehensive look at how the various programmes were developed and why. There will be a strong emphasis on Continued Professional Development and skills training for teachers including the Mediation Training Course and how it uses performance methodology to enhance skills learning.

Margaret McGarrigle and Paddy O'Connor

Biography Margaret McGarrigle

Margaret McGarrigle is a former school principal who is passionate about Restorative Practices, working as both practitioner and trainer. In recent years, Margaret has worked throughout Ireland in Schools, Education Organisations, Youth Groups and communities – training in either Restorative Practices /Conflict Management /Mediation. She is involved in delivery of modules on Restorative Practice in Schools and on NUIM Masters programmes in Mediation and Conflict Intervention. Margaret is passionate about the potential for a transformation in School/Youth Communities using a Restorative Approach



Biography Paddy O'Connor

Having worked in education, Paddy O'Connor is convinced of the benefits of managing conflicts by supporting people in their journey towards devising their own resolutions. He believes in the potential of a restorative approach to build strong connections between people, and to contribute to the growth of supportive communities be they schools, neighbourhoods, workplaces or families. Paddy's experiences rang across the practitioner (Northwest Mediation Services) and academia, through his experiences as a school principal and lecturer in NUIM.



Abstract: Restorative Schools as Creative Communities of well-being.

This workshop is open to all who are interested in exploring the potential of Restorative Practices to create education communities of social connection, and a relational culture of well-being and belonging, in contrast to institutions of authority, rules and fear.

Circles, stories, questions and processes inspired by the restorative way of being will be used throughout the day. Margaret and Paddy will lead out a critical discussion on the progress so far in Ireland, the impact of Irish and international developments and the potential for mediators and others in related fields to connect effectively to this emerging field.

Jim McGrath Biography

Jim founded NetCare in 2000 as a response to the growing influences of Family Group Conferences and Restorative Approaches on practice with; children and young people at risk, families and communities. NetCare are now the largest independent providers in Ireland and the UK of accredited Family Group Conference training and Restorative Approaches training combined. They have worked with Statutory and Voluntary organisations throughout the UK and Ireland.



Recognised internationally, Jim has published several papers in professional journals and has given keynote speeches and seminars in Norway, Hungary, Ireland and the UK on the topic of Family Group Conference and Restorative Practices. He is a member of the All Ireland Strategic Forum for Restorative Practices and Quality Assurance sub group

Abstract: Restorative Parenting – Developing Restorative Practices from the Heart of the Community

Restorative Practices has been used in various settings over the past 20 years and is designed to help all those involved understand at a deeper level the impact of their behaviour on those affected and to repair harm caused. For those affected it serves to help them understand the context in which the incident happened and to have a voice and some say in the outcomes. Restorative Parenting brings the practices to the very heart of the community. Its aims are to skill up parents in this approach so that they can use it in the home and with their children as well as becoming active advocates of the practices in the community.

Based on three years of parents' experiences using Restorative approaches in the home, this workshop will highlight the importance of parents' as potential peace builders in their community and active role models for their children in conflict resolution. It will also explore the wider implications of the programme on relationships between parents and outside agencies such as schools, Councils etc. This w/shop will conclude with the future direction of the programme and possible impact it will have on families and communities it is being used in based on present data gleaned over the past 3 years.

Luke Monaghan Biography

Luke Monahan is the director of the Mediation Foundation of Ireland (www.mfi.ie) and director of Curam – supporting Schools, Boards and Trusts - www.curam.ie. He is the author of over a dozen practical publications on education and social issues. Luke is an Associate Faculty member of the Irish Management Institute and IBEC, the Irish Business and Employers Confederation. Luke is an accredited mediator, nationally and internationally, with expertise in workplace conflict and is accredited with the Mediation Institute of Ireland and the Mediation Training Institute in the USA. He is an executive coach and certified in emotional intelligence measurement. Luke has two masters' degrees in leadership and has specialisations in change management, leadership excellence, conflict, mediation, and in mentoring and coaching leaders, boards and senior management teams.



Abstract: Multi-Party Mediation – a Framework for Workplace and Intercultural Contexts

This workshop will explore a framework to aid mediators approach, in an effective manner, a multi-party mediation in the workplace – it will also examine the implications for cross cultural contexts.

Participants will examine how the many dimensions involved in multi-party mediation interact in potentially destructive or constructive ways. Skills and tools to aid the mediator manage the process, the relationships and the content in a multi-party context will be explored. The specific challenges of the intercultural dimension will be outlined with practical strategies offered to progress positively through these challenges and indeed to enable them become a resource to the mediation process.

The workshop will involve presentation, interactive engagement, skill exercise and open forum for dialogue. The 12 Step Framework based on the presenter's Diagnose, Design, Deliver© Model for multi-party mediation will be examined. Real life case studies will be examined to amplify the learning for participants.

John Mulligan Biography

John Mulligan: Conflict management specialist John Mulligan creates productive and profitable organizations by strategically managing workplace conflict and improving communication and leadership. As an experienced mediator, conflict coach and trainer, he assists people resolve their own conflicts, build individual and collective conflict capability and mediate differences between disputing parties. He draws on a wide range of methods drawn from 'Processwork', community dialogue, non-violent communication, restorative justice and peace building, as well as mediation and conflict coaching. John has helped facilitate the Political programme at Glencree for several years and works with the Traveller community in Ireland on issues of conflict transformation and community development. He has facilitated peace building and reconciliation events in the U.S., Israel, Palestine, South Africa and Poland.



Abstract

This experiential workshop will draw on the work of Dr. Arnold Mindell (Processwork) to unfold and amplify role and rank awareness and its application to mediation and conflict facilitation. A practitioner's awareness of multi-dimensional roles and rank dynamics in intense conflict can mean the difference between escalation and transformation. The mediator role is a constellation of roles rather than a single one and that's just counting our official roles such as pre-mediation investigator, contractor, educator and facilitator to mention just a few. Likewise the parties themselves may occupy several roles which may be unacknowledged but which can become problematic in the course of the mediation. Mindfulness of different kinds of rank such as social, psychological, local and economic rank, together with their associated power and privileges and their impact on the process of mediation, can illuminate and help alleviate much of the friction involved in conflict.

Attending this workshop will enhance your awareness of high and low rank signals and power differences and their potentially disturbing impact. It will help you assist parties be more aware of their relationship dynamics and how these help or hinder the process of resolving or transforming the conflict. The workshop will help participants develop awareness of how role identification and dynamics can support or impede positive relationships and conflict transformation and allow mediators be more transparent about the multiple roles they occupy

Sean O'Baoil and Alan Ruddock

Sean O'Baoil Biography

Sean O'Baoil is a full time Mediator and Trainer for TIDES. Sean studied Youth & Community Work at UJJ, graduating in 1992 and has been working in the field of conflict resolution ever since. He has been involved in Community Relations work for over twenty five years, working with Corrymeela, Peace People, Kilcranny House, Mediation Northern Ireland and various other peace and reconciliation groups.



Alan Ruddock Biography

Alan Ruddock is the Manager of Mediation Services for TIDES Training. He previously worked for twenty three years as a Scientific Officer for the Department of Agriculture and more recently for six years as an Associate with Tides training and ten years as an Associate with Mediation Northern Ireland. He has ten years' experience practicing mediation and delivering training in Conflict Management. He has vast mediation experience in neighbour/ neighbour disputes, work place disputes and has particular experience and expertise working with statutory agencies and communities and mediating in inter and intra community conflicts within NI



Abstract: The Role of Mediation in Inter-Community Peacebuilding in Northern Ireland.

This workshop will explore the roles of the mediator and the different forms of mediation that TIDES Training have used in inter-community Peacebuilding in N. Ireland. The Northern Ireland conflict and the work TIDES have done nationally and internationally will be overviewed along with examining the mediation theories and models used by TIDES and their application in practice.

Specific examples are used to demonstrate how peacebuilding theory interconnects with practice. How TIDES specific models and ideology sits within the wider peacebuilding community and how it seeks to support and empower local communities to move beyond a perceived "negative" peace will be explored. Discussion with those from the Catholic

Nationalist Republican (CNR) and Protestant Unionist Loyalist (PUL) communities along with PSNI and Statutory Reps who will tell of their experiences and contributions to peace building processes in Northern Ireland may be available. Finally a discussion on the challenges faced and ways of addressing them will take place.

In keeping with the ethos of TIDES, the format is experiential and interactive. Large and small group discussions, experiential learning activities and visual media tools will be used.

Catherine O'Connell Biography

Catherine is an experienced and accredited Mediator, CINERGY™ Conflict Management Coach and Trainer and is a communications and conflict management consultant. With qualifications in HR Management, Psychology and an M.A. in Mediation and Conflict Resolution, she is also a Restorative Processes practitioner. Catherine offers a hybrid of conflict management coaching and facilitation or mediation to groups and couples in conflict and relationship difficulties in various settings including adult family disputes, marital separation and workplace conflicts.



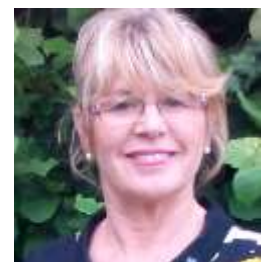
Catherine is a part time lecturer in mediation to Masters and Diploma students at National University of Ireland Maynooth. She is a trainer, volunteer mediator, conflict management coach and mentor for Mediation Northside and is the Training Co-Ordinator for the Restorative Practices organisation Facing Forward.

Abstract: Creative Responses to Conflict with Conflict Management Coaching

Conflict Management Coaching (CMC) is a creative dynamic process designed to fill a gap in the field of conflict resolution. It is a one on one process where a coach works with a client who wants help with a particular situation or a number of situations. It is uniquely designed to help clients strengthen their conflict management intelligence and confidence in dealing with a situation at any stage in the process, before escalation, during the conflict proper or afterwards when there is some residual aftermath. This 90 minute workshop will introduce participants to the basic tenets of CINERGY™ Conflict Management Coaching including its Philosophy, Pillars and the Construct of Conflict which is used to explore the situation in a deep way. Participants will be asked to do exercises on their own and in small groups in using part of this construct and a short demonstration of some of the techniques used in this process will be given. Applications of CMC will be given and the participants will be invited to actively participate during the presentation

Clare O'Keeffe Biography

Clare O'Keeffe is a farmer and a mediator from Mallow in County Cork. She has a B.A Degree in Economics and a diploma in Rural Isolation and Counselling skills. She was awarded funding from a Nuffield Award scholarship in enterprise and innovation in 2007. She used this funding in an ambitious project to better the farming community in Ireland.



This project culminated in the establishment of the mediation service called Succession Ireland. Succession Ireland mediates the intergenerational conversation about succession and facilitates generations of good and safe familial relations.

Abstract - Mediation: The pathway to Success(ion).

Succession Ireland has single-handedly brought the issue of mediation into the minds of thousands of farmsteads and homes across Ireland. This presentation follows how Clare used the Nuffield Scholarship to embark on international research and a feasibility study which culminated in her qualifying as an MII Certified Mediator and founding Succession Ireland. It will also outline how Clare's initiative made national and international best practice in mediation available to the farming industry in Ireland.

The family farm as an indigenous industry is a considerable source of direct employment in Ireland. Succession Ireland recognised that the greatest source of tension and dispute that can arise in these essential units of enterprise in our economy is the issue of succession. Poor communication surrounding the often difficult conversation of transition of assets from one generation to the next has left many such enterprises unviable and families damaged. Succession Ireland mediates this intergenerational conversation and facilitates generations of good and safe familial relations. Such mediations are the perfect forum for the skills of an able family and workplace mediator to combine!

In her talk Clare will outline how the idea she had to help the farming community has turned into the successful business she now runs called Succession Ireland.

Anne O’Kelly Biography

Anne O’ Kelly is a mediator with the Family Mediation Service, Legal Aid Board and is currently a Doctoral Fellow in the UNESCO Child & Family Research Centre, NUI Galway. Ms Ann O’Kelly B.A., M.A. is a family mediator, trainer and researcher with a particular interest in the effects of family conflict, separation and divorce on children. Ann consults regularly with children during their parents’ mediation and has recently conducted research with children and young people on their experiences of parental separation as part of her doctoral studies. She is a mediator with the Family Mediation Service, Legal Aid Board and is currently a Doctoral Fellow in the UNESCO Child and Family Research Centre, NUI Galway.



Abstract

Is it time, and timely, for Services, including mediation services, to develop Child Participation Policies as well as Child Protection Policies in order to give full recognition to children and to fulfil their obligations under the UN Convention on the Rights of the Child? *‘It is not only a matter of asking the child; we must question ourselves’ (Paulo Friere, 1987).*

The 1989 United Nations Convention on the Rights of the Child (UNCRC) has undoubtedly been instrumental in changing the status of children (persons under 18 years of age) and has given them recognition as rights bearers. There is evidence in Ireland of policy decisions influenced by the UNCRC; the National Children’s Strategy (2002); the establishment of the Ombudsman for Children’s Office (2004) and the establishment of the Department of Children and Youth Affairs (2011) to mention but a few. There is also evidence of increased participation by children as members of various groups such as Comhairle na n-Óg, Dáil na n-Óg, and as members of Youth and School Councils. There is little evidence of the participation of children at a policy level in private matters, such as the family justice system, family mediation services and social work services.

Drawing upon Anne’s recent research, this paper will explore practical ways of including children in the development of participation policies. The paper will argue that it is inadequate just to consult with children provided all gatekeepers agree and will argue that by employing child-centred participatory methodologies, that adhere to the principles of the UNCRC, providers of services for children can develop policies that will provide protection for children while truly recognising the value of their experiences. This will ensure that participation becomes an *‘ongoing process, which include information sharing and dialogue between children and adults based on mutual respect and in which children can learn how their views and those of adults are taken into account and shape the outcome of such processes’* (The Committee on the Rights of the Child, 2009, p.3).

Abstract - Child Inclusive Mediation in Family Dispute Resolution: Enhancing Family Mediation through the Recognition of Children's and Young people's experiences.

This workshop will introduce participants to the model of Child Inclusive Practice (CIP) in Family Mediation developed by Dr Jennifer McIntosh and the Children-in-Focus Programme in Australia in the early years of this century. Using material from the Children-in-Focus programme the opportunities and challenges for mediation services and individual practitioners inherent in adapting their practice towards child-inclusion will be discussed while emphasizing the framework provided by the United Nations Convention on the Rights of the Child (UNCRC, 1989) to enable this.

As well as discussing research findings from the UK, Norway and Australia, Anne will draw on her experience of child inclusive work over the past 2-3 years as a mediator, trainer and researcher. She will provide an overview of parents' and children's responses to participating in the process and will detail preliminary results from her recent research with children and young people in Ireland on their experiences of parental separation and divorce and the family re-ordering that follows.

Paul Pierse Biography

Paul Pierse (Dip. Ed., B.Comm. (Int)) is a solicitor, law lecturer and is a practising mediator, certified by the Mediators Institute of Ireland. From Listowel in County Kerry, Paul began mediating farming families through succession and inheritance issues with Succession Ireland in 2012. On top of his experience of succession issues from working as a solicitor, Paul lectures in land and succession law with Griffith College Cork.



Paul spearheaded the development of the MII recognised Certificate in Mediation that has been approved by Quality and Qualifications Ireland (QQI – formerly HETAC) in 2014. He is now a lecturer on the Regulation and Ethics module of this programme and was instrumental in the successful inclusion of Mediation as a separate module on the new Griffith College LLB (Honours) in Irish Law. As a law lecturer, Paul has delivered seminars to both lawyers and mediation students on regulatory aspects of mediation and has recently appeared on Ear to the Ground and the Irish Independent as well as the MII's eZine on legal and mediation matters.

Abstract: Rule Number One - Know the Rules

This presentation is born out of a desire to promote understanding of the benefits of engagement with, rather than hiding or disassociating from, regulatory aspects of our work as mediators. Concepts such as mediator ethics, legislation in mediation, the enforceability of mediated agreements and the attitudes of the Irish courts to mediation are all ones that can be so easily ignored by practicing mediators. This, the presenter contends, is not in the best interests of the profession or the individual mediator.

Within the time confines allowed it is sought to present an overview of the existing and proposed regulatory and legislative schemes pertaining to mediation in Ireland. This presentation will also seek audience engagement on practical questions about the effect of ethical misconduct. The presenter will outline the findings of recent cases relating to mediation that have been decided in Irish courts to members.

Paul Randolph Biography

Paul Randolph is a leading British barrister, mediator, trainer and writer. Since 1999 Paul has been Course Leader of the Mediation Skills Course at the School of Psychotherapy and Counselling at Regent's University London. Here he co-designed the course in collaboration with Dr Freddie Strasser,



the late eminent psychotherapist and with him co-wrote *Mediation - A Psychological Insight into Conflict Resolution (2004)*.

Paul is a Board member of the UK Bar Council ADR Committee and the UK Civil Mediation Council and many other organisations related to ADR. He is on the Professional Standards Committee of the College of Mediators and is an External Examiner for Mediation on the LLM at Kingston University.

Paul has given presentations on the application of psychology in mediation and in conflict management to professional and official organisations in the UK and in countries throughout Europe, as well as in China, India, South Africa, America, Russia, Turkey and Jordan.

Abstract: Applying Psychology to Mediation and Conflict Resolution

The first lesson to be learned by anyone who has to deal with or manage conflict is that when parties are in a dispute, they *appear* to behave neither rationally nor commercially. Instead, defying economic logic or rational analysis, they seem propelled by emotional and psychological factors that drive them into deeply entrenched positions.

So what is it that prevents parties from resolving their disputes swiftly, reasonably, rationally and amicably? What strategies do they adopt when in such conflict situations? Why do these strategies so often generate obstacles and blockages to settlement?

This presentation will examine and explain this ‘irrational’ human behaviour through both a theoretical and a very practical approach. The session will seek to provide some psychological insights into such behaviour, based upon Existential philosophies, as well as outlining ways of dealing with them so as to overcome the emotional obstacles to the rational and commercial resolution of disputes. Issues such as the roles that self esteem, our value systems, our assumptions and perceptions and our need for control and need to be heard impinge on our conflict behaviour.

Mary Robinson Biography

Mary Robinson, the first woman President of Ireland (1990-1997), former United Nations High Commissioner for Human Rights (1997-2002), and founder and President of Realizing Rights: The Ethical Globalization Initiative (2002-2010), has spent most of her life as a human rights advocate. As an academic (Trinity College Law Faculty 1968-90), legislator (Member of the Irish Senate 1969-89) and barrister (Irish Bar 1967-90, Senior Counsel 1980; called to the English Bar 1973) she sought to use law as an instrument for social change, arguing landmark cases before the European Court of Human Rights and the European Court in Luxembourg as well as in the Irish courts. A committed European, she also served on expert European Community and Irish parliamentary committees. In 1988 she founded the Irish Centre for European Law at Trinity College and in 2008 was elected Chancellor of the University. The recipient of numerous honours and awards throughout the world including the Presidential Medal of Freedom from President Obama, Mary Robinson is a member of the Elders, former Chair of the Council of Women World Leaders and a member of the Club of Madrid. She serves on several boards including the European Climate Foundation, the Mo Ibrahim Foundation, and is a member of the Royal Irish Academy and the American Philosophical Society. Mary Robinson returned to live in Ireland, following the planned end of Realizing Rights: The Ethical Globalization Initiative, in December 2010. She now serves as President of the Mary Robinson Foundation – Climate Justice. In March 2013, she also took up the role of Special Envoy of the UN Secretary General to the Great Lakes region of Africa.



Brendan Schutte Biography

One of the early pioneers in workplace mediation, Brendan has a background in human resource



management and development and has worked and consulted across many sectors. He now works between Ireland and the U.K. and is very involved in the training of professional mediators and others who use these skills at work. He is the author of 'Fixing the Fighting' (Oak Tree Press,2003) and has recorded a CD on Active Listening (2014).

Qualifications include B.Comm, PDip in Mediation Studies, PDip Industrial Relations, MSc in Human Resource Leadership, as well as being a Fellow of The Chartered Institute of Personnel and Development.

Abstract

Creative Approaches to Understanding and Practicing Reframing for Workplace Mediators

The workshop will attempt to make delegates sit up and take notice of reframing – something talked about by workplace mediators but something which they often find difficult to do in practice. It will work at three different levels of competency; knowledge, skills, attitude.

Knowledge: Through pictorial, verbal definition, Jokes, video clips and other approaches including 'magic eye' Brendan will help to provide a rich understanding of what reframing is about.

Skills : Delegates get involved and practice in the room going from basic reframes through definitional reframes and to the use of metaphors as a way of reframing. They will learn about removing toxicity through switching the lens. Other analogues will also be used.

Attitude: The workshop will try to get delegates thinking in a more broader and playful way about reframing.

Jean Rene Semucyo Biography

Jean-René Semucyo, born August 1982 in Kigali, Rwanda. Raised in Rwanda until fled to Congo towards end 1994, and have since then live in 7 countries.

Jean Rene did his undergraduate degree in Kingston University London and graduated in Psychology in 2010.

He is currently living in Ireland and working in an online payment multinational company as a fraud-prevention officer.



In September 2013, Jean Rene's life's quest to understand the love-hate relationship between people and conflict, lead him to do a master in Mediation and Conflict Intervention at the National University of Ireland, in Maynooth.

This course has opened his eyes to the anatomy and physiology of conflict; he is grateful for those questions that were answered and those yet to be answered.

Abstract -Conflict: A Great Teacher of Fleeting Wisdoms

This presentation will analyse the causes of real-life conflicts.

Regardless of the type of conflict, they all share common-denominators, namely, interests and needs. This presentation will examine the causes of conflict and theories of conflict intervention and conflict resolution. Finally, the tools necessary to prevent conflict and to create more collaborative societies will be discussed.

Each point made will be supported by real-life examples as experienced by the presenter, quotes of passed/present thinkers or academic papers.

Professor Jim Sheehan Biography

Jim Sheehan is a Social Worker and Family Therapist. He held senior social work positions in Child Protection (ISPCC, Dublin) and Child and Adolescent Mental Health (Mater Hospital, Dublin) before being appointed Director of Family Therapy Training at the Mater Hospital from 1991 until 2012. From 2005 on Jim is Professor of Family Therapy and Systemic Practice in Diakonhjemmet University College Oslo (part-time where he teaches and supervises post-graduate student clinical practice and research. He also holds a position as Adjunct Senior Lecturer in the School of Medicine, University College Dublin. Throughout his career he has worked extensively with individuals, couples, families and children presenting with a wide range of difficulties in public and private practice. Since 1979 he has provided frequent assistance as an expert witness to the Irish Courts in both Child Care and Family Law proceedings



Abstract; Children in the Mediation Process

This Institute will consider the implications for children of a range of different parental 'positioning' around the question of child participation in mediation processes. It will also examine the implications for parents and mediators of a range of different child positioning's around their own participation in mediation. Mediators are required to think about the protection of children in mediation but how this can be achieved at the same time as ensuring their entitlement to participate meaningfully is often far from clear. Institute participants will be invited to dialogue about the challenges for mediators in achieving a reasonable balance in the process between the goals of task achievement, meaningful child participation and protection, and constructive familial transformation.

Joan Smith Biography

Joan Smith has been an employee of the Irish Health Services for over 17 years, 13 of which have been in the Human Resource area. She has an M.A. in Mediation and Conflict Resolution (UCD 2005) and is a Practitioner Mediator with the Mediator's Institute of Ireland. Joan offers mediation in Organisational, Workplace and Family settings.



In 2006, Joan set up the Internal Mediation Service in the Dublin North East Region of the Health Service Executive. To date she has mediated in over 200 cases within the service, involving cases of alleged bullying or harassment, interpersonal disputes, manager/staff difficulties, breakdown in working relationships and issues arising from grievance procedures.

Outside of her work within the Health Service Joan has also mediated in the Family and Separating Couples area.

Abstract: Expanding the Potential of an Internal Workplace Mediation Service by the creative use of the workplace mediation process to support staff and service users,

This Presentation will outline how a case, outside the normal parameters of workplace mediation, was mediated by the Internal Mediation Service of the Health Service Executive, Dublin North East.

The case involved the breakdown in the relationship of Foster parents and the birth mother of an 11 year old child in their care, which had resulted in the child refusing access visits with her mother for almost two years despite attempts by the social worker involved. In early 2014 a court order put an access plan in place. However, the breakdown in the

foster parents/birth mother relationship threatened to undermine any progress that would be made in the best interest of the child. The case was referred by a Social Worker who previously had engaged in a mediation process with a successful outcome.

This case needed careful consideration as to its appropriateness for the mediation service and the approach to be taken, as it was outside the criteria of 'normal' workplace mediation. The potential of what the mediation process could achieve in particular for the child in this case made it a very interesting and challenging case to become involved in. The presentation will outline the process based on the standard workplace mediation model, including separate pre-mediation meetings with the Birth Mother and Foster parents, how these as well as the joint meetings were set up and how an agreement was reached to the satisfaction of all the parties involved.

Austin Stack Biography

Austin Stack is an Assistant Governor in the Irish Prison Service. He is a practicing Restorative Justice facilitator and has a degree in Social Policy and Criminology. Austin is a campaigner for a Restorative Commission to deal with the legacy of the Northern Ireland conflict and is a regular contributor to this debate in the print, radio and TV media.



Abstract - Beyond the Bitterness; Building Peace with the Enemy

This paper is a case study of the only time since the Northern Ireland ceasefire that former members of the IRA have met with a family to discuss an unsolved case. Austin's father Brian Stack was Chief Prison Officer in Portlaoise Prison when he was shot by the IRA in 1983. In August 2013, Austin and his brother Oliver met with a former IRA leader at a secret location to discuss the case. This meeting had been arranged by Gerry Adams as the end piece of a process which had taken place over the previous three months. At the meeting the IRA admitted responsibility, explained why they had carried out this act and expressed sorrow for their actions.

This case study shows that organisations such as the IRA are prepared to engage in a Restorative process, that trust must be established between both parties, that the victims must approach the process with clearly defined objectives and be able to set aside their bitterness, that organisations such as the IRA must be sensitive to the victims and that the harms caused can be healed. The process that the Stack family and former IRA members went through offers a viable template for future such engagements and may open the door for other similar unsolved cases to be dealt with restoratively.

Michelle Stowe Biography

Michelle is a post primary school teacher of English and Spanish working in Tallaght West. She is very interested in Restorative Practice both as a teacher and as a person as it has much to offer to all.

Michelle has been an active champion of RP since 2010 in her school and in the community it serves. She is a Trainer in RP and completed her thesis on R.P. for a Master in Education. This work involved working with teachers to help them breathe life into Restorative Practices and the work she initiated is alive and still evolving today.



Abstract : The Implementation of Restorative Practices using a Professional Learning Community in a Post Primary School.

The intention of this action project was to set up a Professional Learning Community (PLC) in a school with teachers who were interested in inculcating the practices and principles of Restorative Practice (RP) in their classrooms in order to

establish, explore, evaluate and maximise the use of R.P in participant’s classrooms. The impact of such engagement on relationships, teaching practices, approaches and how it could offer a stimulus for whole school change was investigated. This action research strategy involved twelve actions, many of which evolved iteratively over two cycles.

The investigation found that the implementation of RP did improve relationships. It promoted empathy and encouraged teachers and students to work together. It developed emotional literacy skills among the participants. Participants gained a sense of ownership over behaviour. There was a change in approach to misbehaviour that had a positive effect on learning and on teachers’ feeling of well-being. The evidence shows that improved relationships often had a positive impact on the work ethic within the classroom. Teachers enjoyed working as a solution focused community of teachers, it helped to reinvent and enhance their best practice through the sharing of ideas. The evidence also showed that the implementation and positive impact of RP is process. It is something that requires repeated, structured and reflective engagement, such as that offered by the PLC.

Timea Tallodi Biography

Timea Tallodi graduated in law at ELTE Budapest Law Faculty in 2000 and was employed as a lawyer subsequently. She gained a master’s degree in social psychology at Vrije Universiteit Amsterdam in 2007. Back in Budapest in 2007 Timea trained as a mediator with further training in Mediation, Negotiation and Arbitration in 2010 at University of New Mexico Albuquerque, USA where Timea learned mediation, negotiation and arbitration. She mediated at the Albuquerque Metropolitan Court and subsequently in Budapest in cooperation with the Family, Child, Youth Association. Since 2007 Timea has been involved with the practice and research of mediation, coaching, and teaching at Peter Pazmany Catholic University Faculty of Psychology in Budapest. In 2012 Timea started her PhD in mediation at Hull University, UK under the joint supervision of the law school and the psychology department. Her research explores the lived experiences of parties to workplace mediation investigating the effects of conflict and the change processes that mediation may elicit from the individual’s perspective. Timea’s current academic interests include the exploration of mediation and conflict from a psychological angle and mediation’s impact on occupational stress.



Abstract

Where next? Creative Insights into Workplace Mediation Exploring Parties’ Lived Experiences

The literature suggests that mediation has wide-ranging benefits across situations. Workplace mediation is likely to result in increased understanding of a situation, agreements that hold and improved relationships. However, these claims tend to remain unsupported by evidence and especially lacking are qualitative studies. Since very few academic research studies rely on the analysis of interviews with parties to mediation there is a lack of in-depth explorations of parties’ personal experiences of the process. This paper aims to address this gap by presenting an on-going academic study being undertaken at Hull University, UK using in-depth interviews with parties to workplace mediation.

The paper will explore how individuals involved in workplace mediation make sense of conflict, the dynamics taking place in mediation and meanings attributed to these. Overarching main themes from the interview analysis will be presented. First, the manifestation of conflict as a “force” and conflict lived as a “barrier” will be described. Second, the paper will address the potential of mediation to elicit change: mediation as stage for “learning” about the self, the other, and the situation prompting self-awareness as key to self-improvement and relationship development, as well as mediation as an opportunity to overcome barriers will be explored. Finally, the paper will illustrate prerequisites to the success of these processes, as highlighted by participants, with special emphasis on the importance and potential of intake conversations and the active, encouraging stance of the mediator prior to and during mediation. Findings will be

supported by detailed interview extracts. Although centring on workplace mediation, the themes offer creative responses and have the potential to be transferable to a range of conflicted situations. Thus, the paper will be of benefit to professionals and academics dealing with and seeking new insights into conflict and its resolution in various areas.

Sabine Walsh Biography

Sabine Walsh, a former solicitor, an experienced mediator, trainer and lecturer and is designer and Programme Director of the new Postgraduate Certificate in Mediation and Conflict Resolution at St. Angela's College Sligo (NUI). She holds qualifications in law (LLB (TCD) & LLM (NUIG), general and separating couple's mediation, International Family Mediation and a Postgraduate Certificate in Learning, Teaching and Assessment (DIT). She is a trained Professional Practice Consultant and the Family Sector Liaison Officer for the Mediator's Institute of Ireland.



Sabine writes regularly for Kluwer International's Mediation Blog and is co-editing their EU Mediation Handbook with Professor Nadja Alexander, publication of which is pending in early 2015. She has presented at conferences in Ireland, the UK, Germany and Belgium and is a certified member of the Mediator's Institute of Ireland, a registered International Family Mediator and a member of the EU Network of International Family Mediators.

Abstract: Beyond the Role Play – Rethinking Mediator Education

The focus of much of the current discourse on mediator training is on requirements for recognition or accreditation, rather than the content and quality of the teaching and learning itself.

This presentation will focus on what happens during mediator training and how mediators are taught to practice their craft. It will summarise some of the recent research on professional education in general, and mediator education specifically, with a view to identifying some key trends in mediator training. Drawing on the presenters own experience of mediation training in both professional and academic settings, questions will be asked about what teaching methodologies are most appropriate to mediator education, and why.

The presentation will compare different settings and contexts for mediator training, take a fresh look at the main methodologies currently used in such training and proposes a fresh approach to both curriculum design and learning and assessment strategies. Discussion will include the role of mindfulness and reflection in training and practice, the usefulness of delivery mechanisms such as interactive technology and other new media and the influence of other disciplines. The aim of this interactive participatory presentation is to challenge traditional thinking on mediator education, and to encourage instead a more creative, innovative, and satisfying approach for both educator and mediator.
