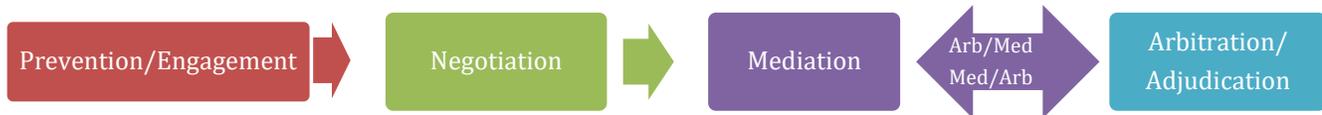


Welcome to The **CCCM Summer Institute**

Queen's University, Kingston, Ontario

July 29th – August 2nd, 2019

Community Engagement & Conflict Management Summer Institute



Interested in building new or enhancing your existing skills in community engagement and effective conflict management? The Canadian Centre for Conflict Management extends a warm invitation for you to join us at Queen's University this summer – July 29th – August 2nd, 2019 with a choice of three exceptional courses:

Stakeholder & Community Engagement
<ul style="list-style-type: none">• 2 Days• Aug 1 - 2

Foundational Conflict Management & Mediation
<ul style="list-style-type: none">• 5 Days• July 29 - Aug 2

Med-Arbitration
<ul style="list-style-type: none">• 2 Days• July 30 & 31

All workshop sessions include short lectures, small group discussions, and practice exercises that will provide participants with practical and pragmatic skills for success. Held on the beautiful Queen's University campus in Kingston, there will be abundant opportunities to hold informal out-of-class discussions with faculty, and to network with other workshop participants. Premium residence accommodations are available at Brant House, Queen's University for the very affordable rate of \$109.00/night. More information about The Summer Institute and the course offerings may be found at www.cc4cm.ca.

**Find Your Place in the Sun this Summer...
Join Us at the CCCM Summer Institute**

5 Day Foundational Conflict Management & Mediation

This mediation workshop, delivered by Richard Moore, a highly-experienced mediator, is an intensive five-day immersion in the knowledge and competencies required to be an effective mediator and conflict management practitioner.

This workshop will be of interest to people with a serious interest in working with people in conflict and in becoming a mediator either on a full-time basis, or as an adjunct to other professional services. Participants will generally have post-secondary education and/or significant life experience.

Topics covered include the nature of disputes and how disputes are resolved, the relationship of power, rights and interests, managing anger, the mediation process from preparation and screening through to agreement writing and follow-up, the functions of a mediator, essential skills and strategies of the mediator, co-mediation, caucusing, the effects of power, culture and trust in disputes, conflict analysis of a complex situation, convening a mediation, basic group intervention design, professional mediation ethics, and practical aspects of operating a conflict management and mediation practice. Participants will explore where mediation fits in to the overall ADR continuum, how it compares to both rights-based and other ADR processes, and when its use is appropriate.

Generous opportunity for self-reflection is given and participants are encouraged to draw on their own experiences, and the experiences of the other participants, in the positive and supportive learning environment created by our trainers and coaches.

The goal is to provide participants with a solid theoretical understanding of conflict management and interests-based mediation and the practical skills to allow them to conduct mediation with self-assurance and comfort. Participants will also gain an awareness of various other approaches to conflict management and mediation and will develop a solid foundation to integrate other approaches and tools into their conflict management practice.

Learning will take place through a combination of interactive adult teaching methods including short lectures, panels, case studies, videos, demonstrations, small group discussions, interactive exercises, simulations, practice drills, and role plays. All participants will be given generous opportunity to practice as a mediator.

Constructive feedback is given throughout the course and participants are encouraged to take advantage of an opportunity for a confidential review of their learning objectives, personal progress and skill development needs with their coaches and trainers.

Participants should be prepared for some work during the evenings to prepare for exercises and simulations the following day.

This course will be of particular interest to HR professionals, managers, supervisors, union representatives, lawyers, diversity consultants, ombudsmen, conflict management professionals, and anyone wanting to seriously improve their conflict management and mediation skills.

****This program has been evaluated and approved by the Education Committee of the ADR Institute of Ontario. Completion of this program meets the educational criteria towards the Chartered Mediator designation of the Institute.***



Registration Form

5-Day Foundational Conflict Management & Mediation Workshop

DATE and TIME: July 29 – August 2, 2019; 8:30 a.m. – 4:30 p.m.

LOCATION: Queen’s University - School of Kinesiology & Health Studies
28 Division Street, Kingston, ON (Division Street, north of Union Street)

REGISTRATION INFORMATION:

NAME: _____

EMPLOYER: _____

POSITION: _____

ADDRESS: _____

TELEPHONE (Office): _____ TELEPHONE (Home): _____

EMAIL: _____

REGISTRATION DETAILS: Please note registration is only complete when payment has been received. You will receive a confirmation email once registration is complete.

1. Mail this form and payment (cheque payable to MDR Associates Conflict Resolution Inc.) to 138 Flora Street, Ottawa, Ontario K1R 5R5; or
2. Complete and forward this form via email to moore@mdrassociates.ca and mail payment to MDR Associates Conflict Resolution Inc., 138 Flora Street, Ottawa, Ontario K1R 5R5; or
3. Contact Richard Moore at (613) 230-8671 to register and discuss other methods of payment. Group rates available for three or more individuals attending from the same organization (15% group discount will apply.)

WORKSHOP COST PER APPLICANT:

Five day Workshop: \$2,850.00 + \$370.50 HST = \$3,220.50.

(Includes morning and afternoon refreshments and snacks. Accommodations and meals not included.)

Please call MDR Associates Conflict Resolution Inc. for more information (613-230-8671). Please make cheque payable to MDR Associates Conflict Resolution Inc. Further information will be forwarded to each registrant by email prior to the workshop.

2 Day Med-Arbitration Workshop

Med-arbitration is becoming an increasingly popular way to resolve disputes. It can be designed to efficiently, effectively and fairly resolve disputes most typically encountered in everyday personal and commercial matters including disputes involving both lower and higher monetary amounts and disputes where relationships are of lesser or greater importance. It can be used in family disputes, commercial disputes, partnership disputes, landlord and tenant disputes, condominium disputes, and many others.

If designed and conducted appropriately, med-arbitration can be highly client-centric, fair, effective and satisfying. On the other hand, if it is inappropriately designed or conducted, it can lead to confusion, frustration and on-going dissatisfaction.

This med-arbitration workshop, delivered by highly experienced dispute resolution professionals, is an intensive two-day practical immersion in the knowledge and competencies required to run a fair, effective and efficient med-arbitration process in any type of dispute.

This workshop will be of interest to people with a wide variation in subject matter expertise including mediators, lawyers, arbitrators, tribunal members and those supporting them, internal conflict management program participants, and anyone wanting to seriously enhance their conflict management and med-arbitration knowledge and skills.

Participants will explore where med-arbitration fits in to the overall conflict management continuum, how it compares to other dispute resolution processes such as mediation, arbitration, and litigation, and when its use is appropriate.

Participants will be given a solid theoretical understanding of med-arbitration and the practical skills and tools to confidently conduct efficient, effective and fair med-arbitration hearings.

Topics covered include: an overview of the med-arbitration process, the benefits, challenges and pitfalls of the process, standards of conduct and ethical issues related to the process, the negotiation and drafting of the med-arbitration agreement, developing a reflective practice, transitioning from mediation to arbitration, how arbitrators decide, award writing, and practical professional considerations for the med-arbitrator.

The workshop will take place in a positive and supportive learning environment using interactive adult teaching methods. All participants will be given opportunities to practice as a med-arbitrator at various stages throughout the med-arbitration process. Teaching methodologies include short lectures, case studies, demonstrations, small group discussions, interactive exercises, and role plays followed by constructive feedback.

Registration Form

2-Day Med-Arbitration Workshop

DATE and TIME: July 30 & July 31, 2019; 8:30 a.m. – 4:30 p.m.

LOCATION: Queen's University - School of Kinesiology & Health Studies
28 Division Street, Kingston, ON (Division Street, north of Union Street)

REGISTRATION INFORMATION:

NAME: _____

EMPLOYER: _____

POSITION: _____

ADDRESS: _____

TELEPHONE (Office): _____ TELEPHONE (Home): _____

EMAIL: _____

REGISTRATION DETAILS: Please note registration is only complete when payment has been received. You will receive a confirmation email once registration is complete.

4. Mail this form and payment (cheque payable to Mediate.ca – Brannigan ADR) to 400-2 County Court Blvd., Brampton, Ontario L6W 3W8; or
5. Complete and forward this form via email to ursula@mediate.ca and mail payment to 400-2 County Court Blvd., Brampton, Ontario L6W 3W8; or
Contact Ursula McMurdo at (905) 840-9882 to register and discuss other methods of payment. Group rates available for three or more individuals attending from the same organization (15% group discount will apply.)

WORKSHOP COST PER APPLICANT:

Two Day Workshop: \$1,200.00 + \$156.00 HST = \$1,356.00

(Includes morning and afternoon refreshments and snacks. Accommodations and meals not included.)

Please make cheque payable to Mediate.ca – Brannigan ADR.
Further information will be forwarded to each registrant by email prior to the workshop.
For further information about this workshop, please contact Colm Brannigan at colm@mediate.ca or by phone at (905) 840-9882.

**“Building Social Capital Through Community & Stakeholder Engagement”
2 Day Foundational Engagement Workshop
The CCCM Summer Institute - Queen’s University
Dates: Thursday, August 1st & Friday, August 2nd, 2019**

This two-day Workshop, delivered by Karen Wianecki, a professional planner, mediator and community/stakeholder engagement specialist, is an intensive two-day immersion in the knowledge and competencies required to engage with government at all levels, industry, community groups and organized stakeholders.

There are many compelling reasons why individuals and organizations would be interested in securing training in community and stakeholder engagement and collaboration. The ability to participate fully and in a meaningful way begins with a concrete understanding of engagement theory, principles and skills building. This foundational course will allow participants to develop collaboration capacity, and a robust understanding of engagement theory and practice.

Engagement creates buy in. It generates understanding, it creates collective perspective and it generates what is frequently referred to as ‘social capital.’ John Helliwell, Canada’s economist of happiness and Robert Putnam, a well-known U.S. counterpart suggest that when people feel connected, there is a greater trust in the decisions that are made. This trust, in turn, has a significant impact on personal well-being and happiness. On the other side, when decision makers find ways to involve their constituents, the quality of the decisions can improve; they can have greater depth and increased durability.

Topics to be covered include the rudiments of engagement, an overview of the compelling business drivers behind engagement, the range of approaches for working together as well as the benefits and mistakes that organizations can make. Participants will learn about different types of networks, the tools used to analyze networks and build stakeholder analysis skills. Importantly, participants will learn how to pick the right tools for working together as well as tips, tools and techniques for managing challenging behaviour and difficult conversations. This workshop will invite participants to draw on their own experiences as well as the experiences of other participants in a positive and supportive learning environment. Learning will take place through a combination of interactive adult teaching methodologies including short lectures, case studies, videos, demonstrations, small group discussions and interactive exercises.

This workshop will be of interest to those who wish to develop their engagement skills. It will be of particular interest to government, industry, individuals, communities and organizations who are committed to building relationships, collaborating and moving beyond consultation. If you are committed to meaningful and authentic engagement and are interested in developing your skills in this area, this workshop is for you. The goal of the workshop is to provide participants with a solid theoretical understanding of community and stakeholder engagement and to support the development of practical skills that will allow delegates to apply the learnings in both practical and pragmatic ways.

Registration Form

Two Day Community & Stakeholder Engagement Foundational Workshop “Building Social Capital Through Community & Stakeholder Engagement”

DATE and TIME: August 1st & 2nd, 2019 [8:30 a.m. – 4:30 p.m.]

LOCATION: Queen's University - School of Kinesiology & Health Studies
28 Division Street, Kingston, ON (Division Street, north of Union Street)

REGISTRATION INFORMATION:

NAME: _____

EMPLOYER: _____

POSITION: _____

ADDRESS: _____

TELEPHONE (Office): _____ TELEPHONE (Home): _____

EMAIL: _____

REGISTRATION DETAILS: Please note registration is only complete when payment has been received. You will receive a confirmation email once registration is complete.

6. Complete the registration form and return via email to karen.wianecki@sympatico.ca, by fax to (905) 428-6113 or via regular mail to Planning Solutions Inc., 8 Buggie Lane, Ajax, Ontario L1Z 1X4.
7. Forward payment in the form of a cheque or money order payable to Planning Solutions Inc. via regular mail to Planning Solutions Inc., 8 Buggie Lane, Ajax, Ontario L1Z 1X4 or by e-transfer to karen.wianecki@sympatico.ca.

WORKSHOP COST:

\$600.00/day. Two-day course = \$1200.00 + \$156.00 HST = \$1,356.00.

(Includes morning and afternoon refreshments and snacks. Accommodations and meals not included.)

Group rates available for three or more individuals attending from the same organization.

Please call Planning Solutions Inc. for more information (905-428-6113).

Please make cheque payable to Planning Solutions Inc.

Further information will be forwarded to each registrant by email prior to the workshop.

FOR ADDITIONAL INFORMATION:

Please contact Karen Wianecki, Director of Practice, Planning Solutions Inc. at karen.wianecki@sympatico.ca or by phone at (905) 706-0492.