



Centre for Conflict Education and Research



Ontario Association  
for Family Mediation  
accredited family mediators



Family Mediation Canada  
Médiation Familiale Canada  
Helping Families Succeed Since 1985



FMC 25th Anniversary  
Conference and AGM

In Partnership with

Centre for Conflict Education and Research, Ontario Association for Family Mediation and Family Mediation Canada:

We are proud to offer a two day intensive conference with Kenneth Cloke and an opportunity to Network with Colleagues on Thursday, November 18, 2010 & Friday, November 19, 2010 along with FMC's Annual General Meeting on Saturday, November 20, 2010 at The Centurion Conference & Event Center, Agora Hall 3 & Adriatic Hall 4, 170 Colonnade Rd. South in Ottawa, Ontario.

Presenting  
Kenneth Cloke

Two Day Conference Topic: *The Crossroads of Conflict: A Journey into the Heart of Dispute Resolution*



### Kenneth Cloke - Biographical Information

Kenneth Cloke is Director of the Center for Dispute Resolution and a mediator, arbitrator, attorney, coach, consultant, and trainer, specializing in communication, negotiation, and resolving complex multi-party conflicts, including community, grievance and workplace disputes, collective bargaining negotiations, organizational and school conflicts, sexual harassment and discrimination lawsuits, and public policy disputes, and in designing preventative conflict resolution systems for organizations.

He is a nationally recognized speaker and author of many journal articles and books, including *Mediation: Revenge and the Magic of Forgiveness*; *Mediating Dangerously: The Frontiers of Conflict Resolution*; *The Crossroads of Conflict: A Journey into the Heart of Dispute Resolution*; and *Conflict Revolution: Mediating Evil, War, Injustice, and Terrorism*. He is co-author with Joan Goldsmith of *Thank God It's Monday! 14 Values We Need to Humanize the Way We Work, Resolving Conflicts at Work: 8 Strategies for Everyone on the Job (2<sup>nd</sup> Edition)*; *Resolving Personal and Organizational Conflict: Stories of Transformation and Forgiveness*; *The End of Management and the Rise of Organizational Democracy*, and *The Art of Waking People Up: Cultivating Awareness and Authenticity at Work*.

His coaching, consulting, facilitation, and training practice includes work with leaders of public, private and non-profit organizations on effective communications, collaborative negotiation, relationship building, conflict resolution, leadership development, strategic planning, team building, and organizational change.

## Day 1 Agenda

### *The Crossroads of Conflict: 14 Innovations in Dispute Resolution*

**November 18, 2010**

- 8:30 Registration and Continental Breakfast Buffet
- 9:00 Welcome, Overview of the Conference and Introductions
- 9:30 Overview of the Nature and Elements of Conflict
- #1: The Dimensions and Locations of Conflict
  - #2: The Crossroads of Conflict and the Evolution of Conflict and Resolution
- 10:30 Break
- 10:45 Levels and Dimensions of Resolution
- #3: The Neurophysiology of Conflict
  - #4: The Language of Conflict
  - #5: The Narrative Structure of Conflict Stories
  - Discussion
- 12:00 Lunch
- 1:00 #6: Responding to Intense Emotions
- Myths and Assumptions about Emotions
  - Handling Anger, Fear, Pain, Guilt, and Grief
  - Building Bridges between Psychology and Mediation
  - Discussion
- 2:15 Break
- 2:30 #7: Transformation, Spirituality and Heart
- Clues People Drop to Request Deeper Conversations
  - Open-Hearted Interventions
  - #8: Marital & Relational Mediation
- 3:15 Role Play – Conflict Exploration Exercise
- 4:00 Discussion
- 4:30 Adjourn

## Day 2 Agenda

**November 19, 2010**

- 8:30 Coffee & Muffins
- 9:00 Welcome, Overview of Day Two, Questions from Day One
- 9:30 #9: Conflict Coaching
- Connecting Conflict Resolution and Coaching
  - Steps in Transformational Coaching
  - #10: Coaching and Strategic Planning
  - Discussion
- 10:30 Break
- 10:45 Resolving Conflicts in Organizations
- The Meta-Sources of Chronic Conflict in Organizations
  - #11: Shifting Organizational Structures, Systems, Processes and Relationships
  - #12: Conflict Resolution Systems Design
  - Discussion
- 12:00 Lunch
- 1:00 #13: From Settlement and Resolution to Forgiveness and Reconciliation
- Steps to Forgiveness
  - Responding to Catastrophic Loss
  - Getting to Reconciliation
  - Discussion
- 2:15 Break
- 2:30 Role Play - Forgiveness Exercise
- 3:15 The Future of Dispute Resolution
- #14: Mediating Social, Economic, Political and Environmental Disputes
  - The Crossroads of Conflict – Inner and Outer Resolutions
  - #15: Global Capacity Building - Mediators Beyond Borders
  - The Mongrel Profession
  - Conflict Revolution – Dreaming the Impossible Dream
  - Mediation and the Butterfly Effect
- 4:00 Discussion
- 4:30 Adjourn

**2010 FMC Annual General Meeting**

**November 20, 2010**

**For Members of Family Mediation Canada**

Saturday, November 20, 2010 at 1:00 P.M. Eastern Time.

To Call in to the AGM please dial our FMC conference line at: **1-866-210-4643 and then enter 430559#**. Please be sure to call in no later than 1:15 P.M. Eastern Time to ensure attendance.

No connections will be made after 1:15 P.M.

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**Cost:**

**DON'T MISS THE EARLY BIRD RATE, REGISTER BY SEPTEMBER 30, 2010!**

Early Bird Rate: \$400.00

Early Bird *Student* Rate: \$300.00

**RATES AS OF OCTOBER 1, 2010:**

Regular Rate: \$450.00

Regular *Student* Rate: \$350.00

**Travel and Accommodations**

**The Centurion Conference & Event Center Map & Directions:**

[http://www.centurioncenter.com/ottawa\\_banquets.html](http://www.centurioncenter.com/ottawa_banquets.html)

FREE PARKING is available on site.

**Taxi Cab Service:**

[consultant@taxitab.com](mailto:consultant@taxitab.com)

613 866 5231

**Public Transit:**

<http://www.octranspo1.com/splash>

**Accommodations:**

A room block has been made at The Albert at Bay Suite Hotel <http://www.albertatbay.com/>

The room block consists of Standard One Bedroom Suites for a total cost of \$132/night.

[http://www.albertatbay.com/guest\\_suites/one\\_bedroom\\_suite.php](http://www.albertatbay.com/guest_suites/one_bedroom_suite.php)

Please mention Family Mediation Canada to take advantage of the room block rate.

Transportation arrangements have been made by The Albert at Bay Suite Hotel to and from The Centurion Conference & Event Center. If you require this shuttle service please indicate this on your registration form included below. The shuttle bus will depart from the hotel at 8:00 A.M. and depart from the venue at 5:00 P.M. returning to the hotel.

**CCER, OAFM AND FMC**  
*The Crossroads of Conflict*  
**FMC 25TH ANNIVERSARY**  
**CONFERENCE & AGM REGISTRATION FORM**

<b>INFORMATION</b>		
First Name:	Last Name:	
Organization:		
Street Address:		
City:	Province:	Postal Code:
Phone:	Fax:	
Email:		
<b>EVENTS</b>	<b>COST</b>	
<input type="checkbox"/> Early Bird Conference Registration: (Register by September 30, 2010)	\$400.00	
<input type="checkbox"/> Early Bird <i>Student</i> Conference Registration: (Register by September 30, 2010)	\$300.00	
<input type="checkbox"/> Conference Registration: (After October 1, 2010)	\$450.00	
<input type="checkbox"/> Conference <i>Student</i> Registration: (After October 1, 2010)	\$350.00	
<input type="checkbox"/> I am attending FMC`s Annual General Meeting on Saturday, November 20, 2010		
<input type="checkbox"/> I require transportation to and from The Centurion Conference & Event Center from the Albert at Bay Suite Hotel		
<input type="checkbox"/> I have special dietary requirements. Please specify:		
<b>A Certificate of Attendance will be provided to all participants.</b>		
		<b>Total Paid:</b>

To Register for this conference, please submit this form to Carrie Cekerevac, FMC's Operations Manager.  
 Telephone: (519) 585-3118 or 1-877-362-2005 Fax: (416) 849-0643 Email: [carrie@fmc.ca](mailto:carrie@fmc.ca)

Mailing Address:  
 Family Mediation Canada  
 55 Northfield Dr. E , Suite 180  
 Waterloo, ON N2K 3T6

Payment Method:  CHEQUE     VISA     MasterCard     AMEX

Credit Card #: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

\_\_\_\_\_  
 Signature

\_\_\_\_\_  
 Date