



UNIVERSITY OF  
BALTIMORE

# CNCM News

Co-editors: Amy Okoth & Authea Speaks

CNCM NEWSLETTER

FALL 2007

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## From the Desk of the Director

From the Program Director:

The changes to the Program on Negotiations and Conflict Management's (CNCM) current curriculum have just been approved by UB's governance system. Consequently, you are all soon entering the final semester in which the CNCM Program will exist in its current form. Not that any of this really impacts current students; students who registered for the Program prior to the fall of 2008 will finish their studies and graduate under the existing program requirements.

As you all know, the changes to the Program were made as a result of the state-required Program Review and Self-Study that the faculty undertook during the past two years. During that review, CNCM faculty, surveyed students, and external reviewers collectively identified a need to increase the number of core, required courses in the program's curriculum. Specifically, the review identified two needs relating to the program's curriculum: a required course that provides an overview of the conflict management profession and a sequence of courses that move through multiple levels of conflict.

The new introductory course on the conflict management profession is offered as an elective during this academic year and

will be known as CNCM 504 in the fall of 2008. The CNCM program already has a required core course that looks at the micro-level of human conflict (CNCM 508). In the new cur-



**Dr. Johannes Botes**  
Program Director

riculum, however, CNCM 730 is added as a required core course that looks at the meso-level of human conflict (organizational conflict) and CNCM 740 as a required core course that looks at the macro-level of human conflict (ethnic and cultural international conflicts). Both courses are currently offered as electives.

Finally, in examining courses to add to the required curriculum, we also considered which required courses might be dropped or shifted to electives. The Program Review and Self-Report, as well the program's student survey, identified CNCM 517 (Arbitration) as a required class that would better fit in the program of study as an optional elective. As a result, there is a net increase of two required courses in the Negotiations and

Conflict Management MS degree. It does, however, also imply that the number of required elective course credits will decrease from 18 to 12 hours. A comparison of the current and soon-to-be-new requirements of the Program is provided on page 4 of this newsletter.

I trust that you will also be glad to know that we are also offering two CNCM summer courses next year; CNCM 730 will be a one-time summer offering as well as a course on environmental conflict that will be taught by Prof. Kevin DeBell who has joined our program as an adjunct faculty member this semester.

In the mean time, I would like to remind you of the Capstone presentations that have now become a fixture of our Program at the end of each academic semester. We have a large graduating class this time and the presentations will occur on December 3, 11, and 13. Although these proceedings are technically exams, they are also somewhat festive and celebratory events. So please attend them in this spirit.

The fact that I will be on sabbatical year of academic leave during the whole of 2008 is, I believe, no longer news. In case you wondered, I will be working on a number of academic articles and hope to get properly underway on

a long-standing book project, in addition to taking a few short overseas trips. Dr. Windmueller has kindly agreed to serve as the Acting Program Director in my absence, so please approach him and our wonderfully capable Academic Resource Specialist, Ms. Toni Martsoukos, with your academic needs and questions as of January 1. Most of my regular courses will be taught by Prof. DeBell during my absence.

Finally, we are also soon saying “fare thee well” to the

CNCM Program’s originator and first Program Director. Prof. Don Mulcahey will be leaving UB in May 2008 after more than 30 years of dedicated serve to the University. Our Program exists mainly because of his foresight in creating what was to become the first program of its kind in the State of Maryland and in stewarding it through considerable growth through its first seven years. Prof. Mulcahey’s steady leadership as a senior faculty member, his every day wisdom, not to talk about his institutional knowledge of UB

will be sorely missed. Please join me in wishing him all the best and as much golf as he cares to play!

Till January 2009.

Dr. Johannes (Jannie) Botes  
CNCM Program Director

## University Conflict Management Service

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S

Kerry K. Stephen Interview:

The University Conflict Management Service (UCMS) opened its doors on July 11, 2007. With a primary goal of prevention, this Mediation and Conflict Resolution Office (MACRO) funded service partners with external community agencies that provide 3<sup>rd</sup> party intervention services. With a very modest core staff, the UCMS offers a broad scope of services. Kerry heads the service as director, reporting to Ellen Wayne with the Center for Negotiation and Conflict Management. Both of which operate with the aid of valuable volunteers from the UB faculty/staff and a long list of certified volunteer mediators.

To provide services to the UB community, the UCMS receives referrals from various sources within UB and, if neutrality becomes an issue, may refer cases to the Community Mediation Program of Baltimore, UMBC or other external partners depending on the nature of the conflict. The internal referral sources include Student Affairs, CSI, college deans, Human Resources and the Law School ADR program; these departments have been identified as most likely to receive conflict complaints. Prior to the establishment of the UCMS there were limited formal approaches for students and faculty/staff to address conflict. Faculty/Staff would have no option but to follow the grievance procedures, ultimately bringing the conflict to Human Resources, risking exposure of confidential matters. Likewise students experiencing conflict with faculty/staff or other students would have to initiate direct confrontation and bring the issue to the attention of Student Affairs. The University of Baltimore now has another excellent option for managing internal conflicts! The UCMS is listed in the Student Academic Integrity Policy as an option for handling conflicts. This is an outstanding resource for students to address any conflict outside of negotiating grades.

The UCMS recently co-sponsored, with the Office of Diversity, a 90 minute workshop entitled “Responding to Bias.” This event received rave reviews from students. As a result it will be repeated during the spring 2008 term. In addition, the “Conflict Styles” workshop co-sponsored by Human Resources was filled to capacity and, given the presence of a waiting list, it will likely be offered again in the spring 2008. Stay Tuned for further details!

Continued on p. 7

# The Voice of a Graduate



## My Capstone Internship Experience

**Amy Womaski, Director of  
Carol County Community  
Mediation Center.**

Last year as I embarked upon the final stages of my Masters degree in Negotiations & Conflict Management I prepared myself for the dreaded 150-hour internship. Most graduate

students have mixed feelings about internships but, now that I am an alumnus who was able to secure a position in the ADR field, I can say without a doubt the benefits far outweigh the costs. I fulfilled my internship requirement by working at the District Court of Maryland ADR office. Funded by the Maryland Mediation and Conflict Resolution Office (MACRO), the premise and impetus behind this ADR program is to provide something better than adjudication for handling many civil and misdemeanor criminal cases.

In 1998, Chief Judge Robert Bell created the Maryland ADR Commission in an effort to promote mediation throughout the state's legal system, and MACRO grew out of the Commission's work. MACRO funds pilot programs designed to increase various mediation programs. Subsequently, community mediation centers have grown in numbers and services.

As an intern, it was my project to cultivate a relationship between the Administrative Judge in Frederick, Maryland and CALM, Frederick's community mediation center. What CALM sought was permission for court referred mediations to take place outside of the sometimes intimidating court edifice and to be performed by volunteer mediators who may or may not have a law degree.

In order to prepare properly for my project, I began researching other ADR/Court partnerships in other jurisdictions, in order to understand what a successful partnership entails, and then subsequently formulated a convincing proposal for Frederick. I began my research by looking into Anne Arundel's existing models of court/community mediation center partnerships and then worked to establish the same in Frederick County between the Frederick District Court and CALM.

I had the opportunity to meet and work with Sue Ross, the director of Anne Arundel's Conflict Resolution Center and learn all about it and its relationship with Ann Arundel's District Court in order to develop steps to be implemented and protocols to be mirrored or followed by Frederick's community mediation program, CALM, in partnership with Frederick's District Court. I was reminded that my biggest obstacle might be persuading Frederick's Administrative Judge into considering such a partnership. My goals remained the same, and I remained determined to complete my project.

My first step was to do the research. It was from the success of the AACRC that I was to gather information and insights in an effort to help The District Court of Maryland ADR Office create statewide court case mediation referral protocols and provide the information for a step-by-step how-to manual to be put together for other community mediation centers to follow and use for their resource and in particular for CALM to use. Sue Ross, the Director of Ann Arundel's Conflict Resolution Center, was generous enough to spend many hours across two days and several follow up meetings to educate me about what it takes to create a partnership with the court system, what it takes to mediate effectively in court case conflicts, how to communicate effectively with the court clerks office, and what their experience has been partnering with the court.

The information, insights, and guidance Sue Ross has provided for me enabled me to begin to help Frederick County's Courthouse and CALM begin to think about what a partnership might look like for mediating court referred cases. Providing this information to the District Court of Maryland ADR Office gave them the foundational basis to develop these protocols and a step-by-step manual that then can be offered to all of Maryland's county courts and community centers to follow.

*“...do a little extra, be a team player, and be willing to go the extra mile.”*

What satisfies me is the knowledge that I contributed, to some degree, towards moving court offered mediation out of the court edifice, out of the court time restrained environment, and into the community. Inherent in this move is the fact that mediation thus becomes more readily available, more effective, and better understood. This helps the field as a whole to move forward and to be utilized more fully.

In doing the work, I found that the theory and conceptual frameworks I learned in the CNCM program helped me have intelligent conversations and present cogent arguments to key decision makers. I was able to persuade others to consider new perspectives and possibilities. That is the beauty of the UB internship program; you get the opportunity to put all of the years of book knowledge into the field for practical application. I would suggest a few things, the first of which should go without saying; although internships are unpaid, it is still considered work experience. Therefore, put your best foot forward, do a little extra, be a team player, and be willing to go the extra mile. That extra mile of effort may turn into an extremely rewarding position that allows you to practice what you preach.

# It's time to get ready for 2008!



Did you remember to register for Spring 2008?

## SPRING SEMESTER 2008

Classes Begin . . . . . January 28  
 Spring Break . . . . . March 16–23  
 Last Day of Classes . . . . . May 12  
 Reading Days/Finals . . . . . May 13–20

## SUMMER SESSION 2008

Classes Begin . . . . . May 27  
 Independence Day . . . . . July 4  
 Classes End . . . . . July 26

Current CNCM Curriculum	Proposed CNCM Curriculum
<p><i>Degree Requirements</i>                      8 core courses (24 credit hours)                      6 electives (18 credit hours)                      = 14 courses (42 hours) total</p>	<p><i>Degree Requirements</i>                      10 core courses (30 credit hours)                      4 electives (12 credit hours)                      = 14 courses (42 hours) total</p>
<p><i>Required Courses</i>                      CNCM 506—Understanding and Assessing Conflict                      CNCM 508—Approaches to Managing Conflict                      CNCM 510—Methods of Research                      CNCM 513—Negotiations: Theory and Practice                      CNCM 515—Mediation: Theory and Practice                      CNCM 517—Arbitration: Theory and Practice                      CNCM 790—Internship                      CNCM 798—Capstone</p>	<p><i>Required Courses</i>                      CNCM 504—The Conflict Management Profession                      CNCM 506—Understanding and Assessing Conflict                      CNCM 508—Approaches to Managing Conflict                      CNCM 510—Methods of Research                      CNCM 513—Negotiations: Theory and Practice                      CNCM 515—Mediation: Theory and Practice                      CNCM 730—Organizational Conflict                      CNCM 740—Ethnic and Cultural Conflict                      CNCM 790—Internship                      CNCM 798—Capstone</p>
<p><i>Proposed Changes</i>                      Add CNCM 504, 730, 740 as required courses                      Remove CNCM 517 as a required course</p>	

# Laugh out Loud!!!

## **How many mediators does it take to change a light bulb?**

Well, let's unpack that shall we?

First of all, let's be clear that it isn't the mediator's function to change the light bulb.

The mediator will explore with the light bulb how it feels about the on and off nature of its job, its unhappiness at always having to work nights, and its relationships with the other parties, including the new light bulbs that it feels are a threat to its position.

The mediator will talk to the new light bulbs, reframing and normalizing their observation that the principal light bulb is completely out of its box, and identifying that their real issue is that being picked on one at a time constantly undermines their team spirit.

The darkness seems quite hostile to all the light bulbs and keeps telling them to go and unscrew themselves. The mediator will allow it to vent its anger and express its distress at how it always feels unwanted.

The mediator will help guide the darkness and the light bulbs, both new and mature, to a solution reflecting their new understanding of each other. Bright sparks will realize that you'll have to be left in the dark now because the final outcome is confidential.

## **Why did the mediator cross the road?**

I'm sorry, I can't share that information with you unless the chicken authorizes me to tell you.

<http://www.consensusmediation.co.uk/mediationjokes.html>



## Upcoming Events

### February 13, 2008 (tentative)

CNCM is sponsoring a workshop entitled *Responding to Bias* from 4:00 - 5:30pm . The session reveals how we respond to bias related conflicts and offers positive approaches to managing conflicts despite the presence of biases.

### February 2008

CNCM is offering students the opportunity to earn 3 credits while completing their 40 hours of mediation training. The class will meet for three weekends in February: 2-3, 9-10, 16-17 (February 23-24 as alternative class days in the case of snow cancellations).

### October 2008

UB Spotlight is bringing a play called "Spinning Straw" to campus next year. It's a series of conflict scenarios which play out the spoken and unspoken conversations around disputes... It will be held in the Student Center Theater in October 2008 in celebration of National Conflict Resolution Week.

## CNCM Opportunities

**Institute for Multi-Track Diplomacy, Washington, D.C.**  
Send Resume and Cover Letter to Erica at [esewell@imtd.org](mailto:esewell@imtd.org)

**Carroll County Community Mediation Center Internship**  
Director and CNCM Alumni Amy Womaski has internships available. Contact Amy at : JCK Center - Suites 1-6, 332 -140 Village Road Westminster, Maryland 21157(410) 876-2500 ext. 146

**University Center for Conflict Mgmt. Service (UCMS)**  
Two flexible, research-based internship positions are open to CNCM students . Interns will report to Dr. Windmueller.

Students who have completed the mediation training (here or elsewhere) may join the UCMS volunteer roster. CNCM students are always welcomed to assist with UCMS training courses as well. Contact Kerry Stephen.

**For more information on these positions , visit the CNCM blog:**

<http://ubcncm.wordpress.com>

# Capstone Projects 2007

### Monday, December 3, 2007, 5:30 p.m.

### Room BC 003

Lisa Weisman – Pleasure and Frustration: The Conflicts of Addiction

Jazmin Everett – Are You Ready for Some Football?: A Unique Vision of the Conflict Management Field

Jessica Nelson – Conflict Management: An Opportunity for Expression

Phillip Wikes -- Navigating Unfamiliar Terrain on My Journey to Becoming a Conflict Management Professional

### Tuesday, December 11, 2007, 5:30 p.m.

### Room BC 003

Dwayne Gould -- A View from the Garden: An Understanding of the Field of Conflict Resolution

Shawnté Stevenson – SNS Investigates: The Detective and the Field of Conflict Resolution

Yalonda Wiley -- Sexual Engagement: Conflict in Action

### Thursday, December 13, 2007, 5:30 p.m.

### Law School Moot Court Room and Lobby

**Dinner will be served!**

Barbara Zibordi -- The Morality of Intervention in Stem Cell Research and Social Conflicts: A Metaphorical Parallelism

Tiffany M. Mathews – Conflict Studies From the Perspective of an Intelligence Analyst: A Rosetta Stone of Exploration, Translation, & Discovery

Michael Johnson – Evolution of Conflict Management: A Natural Selection



**Jennifer Morrison**  
President of CNCM  
Student Association

# CNCM Student Association

## Interview with Jennifer Morrison, President CNCM Student Association

### Why did you get involved with the CNCM association?

I wanted to make a difference for the CNCM community by providing more outreach and networking events. I had a vision of what the program could be and decided the CNCM Association was the best avenue to reach the students.

### What kinds of events does the CNCM participate in/hold?

Currently we offer speakers, a capstone events, newsletters, a blog, information about classes, and a stress relieve commonly referred to as a Happy Hour. In the following semester we are offering all of the same and in addition more speakers, more newsletters, networking opportunity with former students and much more.

### Is it open only to CNCM students?

This club is considered an academic club but is not restricted to CNCM students. Anyone that is interested in getting involved in conflict management can join (students that is).

### How has CNCM changed since you first joined?

The CNCM program offers more classes and has built upon the original idea of conflict management. As the field has changed and common practices have developed so has our program. The CNCM program is stronger then ever.

### What are the benefits of joining the CNCM association?

The overall benefit to joining the CNCM Association is the experience of making positive change. This is an opportunity to enhance the CNCM program and the opportunities for future careers. There are several opportunities for networking on campus and off campus with various organizations such as past students and conflict management firms.

### What has CNCM done for you?

The CNCM has provided awareness. I have been able to meet individuals a wealth of knowledge about the field and possible job opportunities. I have learned more about what is practical in conflict management and how to find a job in what I love.

*For more information on  
the UCMS contact:*

*Kerry Stephen Director,  
University Conflict*

*Management Service*

*[kstephen@ubalt.edu](mailto:kstephen@ubalt.edu)*

*(410) 837 - 4060*

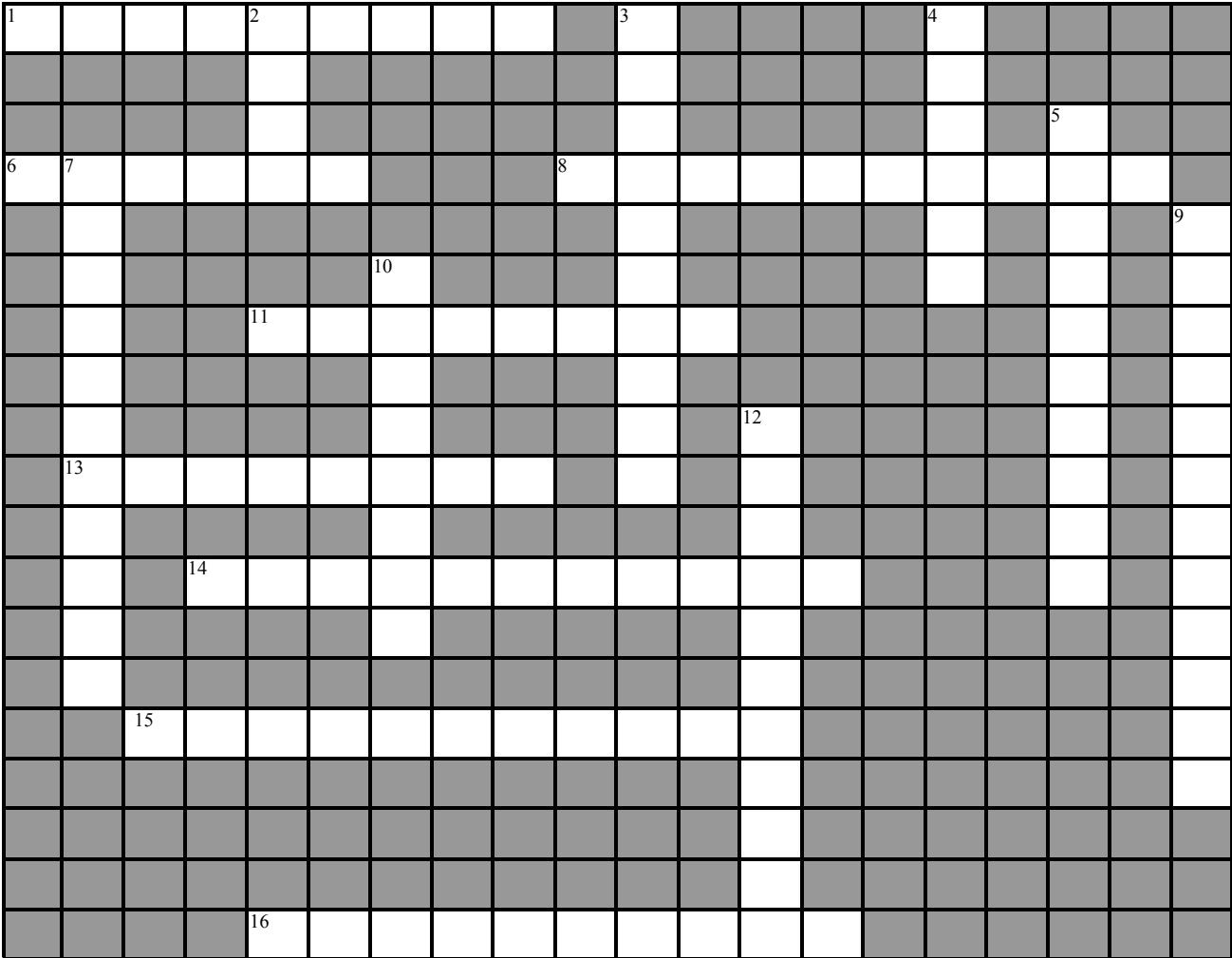
## UCMS Continued...

If you're wondering how to become a part of the UCMS, there are several ways. New mediators may volunteer as co-mediators. Using the co-mediation model, the novice mediators are paired with experienced mediators; In addition to providing a learning experience for new mediators, the UCMS uses co-mediation to attempt to mirror the demographics of the participants. Research demonstrates that similarities between participants and mediators result in increased satisfaction levels for participants. Did you say you're not ready to mediate? The UCMS is inviting students to participate in the newly formed Advisory Board and contribute to the development of printed promotional materials.

A recent graduate the Center for Negotiations and Conflict Management program at the University of Baltimore, Kerry offered some great advice to current students. First and foremost she urges students to spread the word about ADR to everyone everywhere and to GET INVOLVED. Kerry reminds us that if we "plant the seeds" and network that the industry will inevitably continue to grow.

When asked to describe the ideal state of the UCMS 5-10 years from now, Kerry indicated that she anticipates having a greater collaborative relationship with the community partners. She hopes to broaden and strengthen these partnerships as well as continue to offer unbiased 3<sup>rd</sup> party intervention services to the University of Baltimore community. Ideally, the UCMS will offer additional paid positions for with the field.

# CNCM Brain Teaser



**ACROSS**

- 1. underlying desires/concerns that motivate people to take a position
- 6. ideas we have about what is good or bad/how things should be
- 8. solution that meets some of both parties interests
- 11. ways people see themselves
- 13. working for a particular side's interest
- 14. bargaining
- 15. one who makes the mediation between parties easier
- 16. parties in conflict with each other

**DOWN**

- 2. when parties are likely to be ready to negotiate
- 3. process of resolving a conflict permanently
- 4. ways of defining a problem
- 5. increase in intensity of a conflict
- 7. decision is made by a 3rd party
- 9. not preferring one side over another
- 10. one who acts as a link between the parties
- 12. giving a person/group more power

**Happy Holidays from the CNCM Student Association!**