

Mediation of deep-seated Interpersonal Conflict

University of California
Agriculture and Natural Resources



Modesto, California, February 14-17, 2012

University of California, Mediation Center of San Joaquin and Sierra Non-Profit Services of Sonora

What: 4-day intensive seminar on workplace and interpersonal conflict. The seminar is focused on preventing and resolving deep-seated conflicts of an *interpersonal* nature.

EMPATHIC LISTENING: participants will learn how to...

- Distinguish between three phases of listening (empathic, diagnostic and prescriptive)
- Contrast several listening approaches that either promote or reduce introspection
- Listen so individuals can vent and begin to hear themselves
- Distinguish between active listening and empathic listening
- Understand how sympathy is different from empathy
- Use 8 different techniques to help people feel heard
- Identify stages of venting in empathic listening based on speech patterns
- Understand why respecting pauses may well be one of the most critical listening skills



Judy House Photography

PARTY-DIRECTED MEDIATION:

participants will learn how to...

- Understand both the dangers and benefits of pre-caucusing (meeting separately with each one of the parties ahead of the joint session)
- Permit parties to say things any way they wish during the venting process
- Role play with parties
- Challenge parties with the small hammer and uncover blind spots
- Coach parties and prepare them for the joint session
- Note down items for discussion during the joint session
- Ask the one question that will help you determine if the parties are ready for a joint session
- Avoid the appearance of favoritism even before the joint session begins
- Set up the seating arrangement so it communicates to the parties that they are involved in mediation and not arbitration
- Ask parties to address each particular point without putting the other on the defensive
- Know when to let parties talk and when to interfere
- Use an adapted Harvard negotiation approach
- Spot weak agreements that are not likely to endure
- Adapt Party-Directed Mediation to your own mediation style preferences or circumstances

NEGOTIATED PERFORMANCE APPRAISAL: participants will learn how to...

- Understand why supervisor-subordinate conflict requires a different approach to mediation
- Use the negotiated approach to improving supervisor-subordinate communication and manage employee performance
- Adapt the negotiated approach to mediate supervisor-subordinate conflict
- Help supervisors get past their fear of praise
- Put praise in appraisals and help supervisors construct deeply felt praise that lasts at least 20 minutes
- Ask three questions that can help open up communication between supervisors and subordinates
- Ask a fourth question that is vital to an effective appraisal
- Transfer more responsibility to subordinates for improving performance
- Coach both supervisor and subordinate in a pre-caucus
- Arrive at goals that will truly change performance
- Understand the role of venting in the negotiated approach
- Know if it is safe to move on to a joint session



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INTERPERSONAL NEGOTIATION SKILLS:

participants will learn how to...

- Detect three unproductive strategies for solving differences
- Learn how to use nine effective negotiation skills
- Understand why it is so difficult to confront others when there are differences
- Raise difficult issues and then truly listen
- Reduce defensiveness in others and ourselves
- Apply an adapted approach to Covey's "Seek first to understand; then to be understood."

How: This is a hands on seminar that will combine theory and lots of practice. Participants will be involved in role plays, analysis of video clips, and group participation. The number one comment made by past participants is that the seminar has challenged their thinking.

Who: The seminar is directed toward a wide variety of participants, including mediators, attorneys, licensed clinical workers, academics and human resource managers.

When: The 4-day seminar will take place February 14-17, 2012. Meeting times will be from 8:30 am to 4:30 pm, Tuesday through Friday.

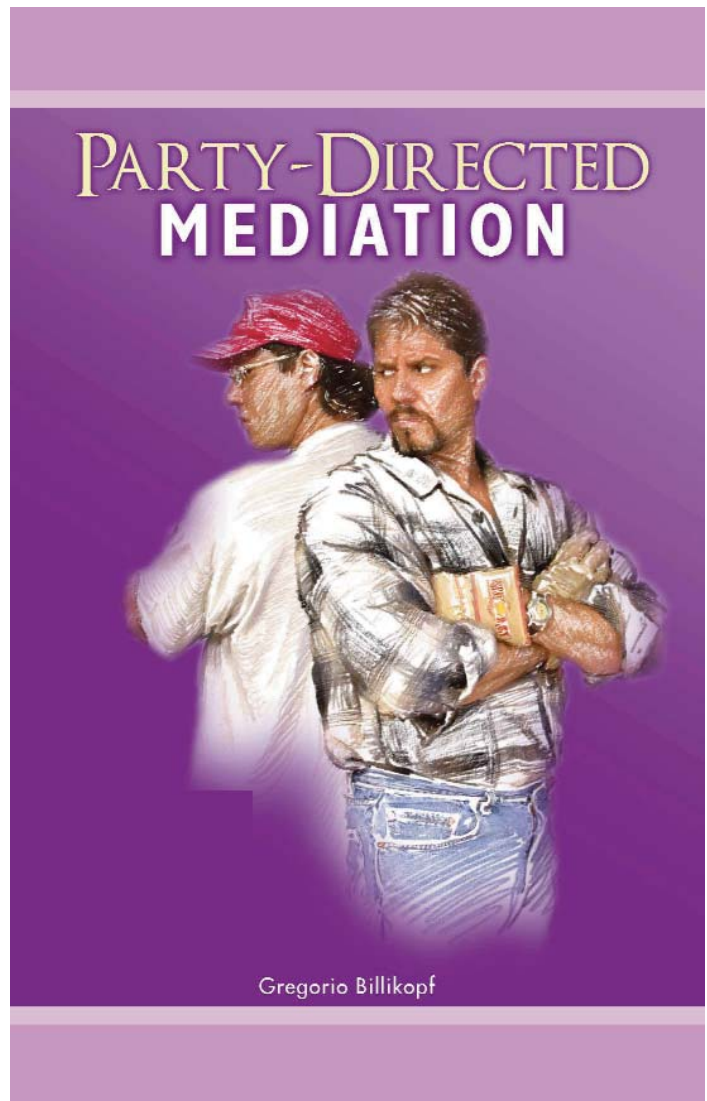
Where: Modesto, California, at the Harvest Hall Agricultural Center. Map and directions: <http://www.cnr.berkeley.edu/ucce50/ag-labor/7map.htm>. We will meet in Rooms H & I of the Stanislaus Building.

Presenters and Coaches: Gregorio Billikopf, Ryan Boothe and Horacio Bertinetti will be the presenters and coaches, based on Billikopf's book, *Party-Directed Mediation*. Gregorio Billikopf is a Labor Management Farm Advisor with the University of California (since 1981) and Visiting Professor of the Faculty of Agricultural Sciences of the University of Chile (since 2005). His agricultural extension research and teaching efforts have focused on such topics as interpersonal negotiation skills, conflict resolution, mediation and worker productivity and supervision. Billikopf is the recipient of the 1989 National Association for County Agricultural Agents (NACAA) Achievement Award and the 2006 Distinguished Service Award. Billikopf is the author of several books. Gregorio has been a guest speaker throughout the United States, as well as in Russia, México, Canada, Uganda, Colombia, and his native Chile. He has presented his two mediation models at the International Association for Conflict Management in Spain (2005) and Japan (2009). In his most recent Sabbatical leave, he translated *Party-Directed Mediation* to Spanish, *Mediación Interpersonal* (2011). Ryan Boothe and Horacio Bertinetti are consultants.

ABOUT PARTY-DIRECTED MEDIATION: The book obtained high praises in a recent review in the *International Journal of Conflict Management* (Volume 21, Number 2, 2010). Professor, mediator and author John Ford writes: "[Billikopf's] concern is to articulate a mediation process that is repeatable, effective, and most importantly leaves the decision squarely in the hands of the disputants themselves. He accomplishes this task admirably, through a very readable and insightful book... The author has based his conclusions on the rigors of his direct experience as a professional mediator and the countless research videos that he studies and uses in his workshops..."

PARTICIPANT HOMEWORK (is optional, but will greatly help us demonstrate the principles). In order to more effectively teach the principles of empathic listening, you are asked to bring a challenge that you are facing in your life.

- Think of a real interpersonal challenge you have been facing (this cannot be a problem someone else is having, and that it thus affects you indirectly).
- You must not have solved the challenge, yet
- The challenge should involve your relation to another individual(s) in the workplace (or some other location)
- The challenge must not only be real, and one you have not solved yet, but also one that you would not mind sharing with the



group of participants who will be present at the seminar (since you do not know who will be attending, you can make that decision at the seminar).

- Also, if someone were to ask you, “How important is this situation in your life, on a scale of 1 to 10, where 10 means you cannot sleep at night and a 1 means that you care very little about this?” the challenge should be at least a 5 in that scale



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Cost: The cost is \$132 (lunches, book and materials included). Limited space.

EARLY REGISTRATION DISCOUNT: Available to those who register by January 31, 2012 (\$99). You may pay by check or credit card. You may pay through a secure credit card transaction or by check. If sending a check, the envelope must be postmarked by January 31, 2012. Checks should be made out to UC Regents and sent to: Workplace Mediation Seminar/ c/o G. Billikopf/ University of California / 3800 Cornucopia Way, Suite A / Modesto, CA 95358. Please let us know if you require special accommodations (including meals).

CONTINUING EDUCATION UNITS: For an additional fee, those who wish to register for CEUs for either attorneys or clinical social workers can do so with either the *Mediation Center of San Joaquin* (Elise Willis, 209-474-8794, elise@mediatorsrus.org) or the *Sierra Non-Profit Services* (Donna Wilson, 209-533-1093, donna@sierranonprofit.org). You may pay through check or credit card. If paying through check: Make checks out to *UC Regents* and mail to Workplace Mediation / c.o. G. Billikopf / 3800 Cornucopia Way Suite A, Modesto, CA 95358.

MORE INFORMATION: Those who are interested may contact Gregorio Billikopf or Marie Harter at (209) 525-6800 or write gebillikopf@ucdavis.edu.