

FMCS Institute for Conflict Management
2001-6th Avenue Suite # 1100
Seattle, WA 98121



FMCS Institute for Conflict Management

2003 Courses



www.fmcs.gov

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Registration Form

Course	Location	Qty	Price	Subtotal

Total: _____

Total: _____

Name _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

E-mail Address _____

Check here for Becoming Labor Arbitrator materials. (see page 7)

Method of Payment: Account Number Expiration Date

MasterCard

Visa

Billing Address _____

Signature _____

FMCS Institute for Conflict Management
 2001 Sixth Avenue, Suite # 1100
 Seattle, WA 98121

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In addition to the courses listed in this brochure, the Institute for Conflict Management is proud of its ability to customize courses for specific clients based on their particular needs and cultural demands. For example, building upon the Mediation course listed above, the Institute has successfully tailored courses for a federal agency to develop its own core of on-site mediators for specific workplace conflicts and disputes.

We have **designed both a Basic and Advanced Multi-Party Mediation course** for a public sector client for their own cadre of mediators to be used by them on a regular basis. Utilizing Arbitration for Advocates as a foundation, a specialized course in Arbitration for Advocates has been designed just for the federal sector, and will be offered in conjunction with the **Usery Center for the Workplace, Georgia State University, in Atlanta**.

In previous years, the Institute has also offered courses in the following areas and is prepared to do so for clients again upon request:

- Basic Facilitation Skills
- Advanced Facilitation
- Multi-Party Mediation
- Coping with Grief in the Workplace
- Labor/Management Relations
- Advanced Communication and Leadership Skills
- Organizational Briefings and Presentation Skills
- Organizational Development, Assessment and Communication
- Workplace Communication Across the Generations
- Enhancing Cultural Diversity

Conflict and problems within an organization fall into one of five categories: Relationship Problems, Values Problems, Underlying Interests Problems, Bureaucratic/Structural Problems, and Data or Information Problems. Finding ways to solve those problems demands an honest look at conflict management and group dynamics.

Make use of the FMCS Institute for Conflict Management to move beyond a stagnant or problematic set of personnel problems and utilize the creative resources at hand. If your organization is looking for ways to improve its internal customer relations, manage conflict better, and develop along its core values of putting people first as you grow and evolve, then consider calling the nations' mediators for assistance.

We bring over 55 years of real-world, creative experience to service for you—putting theory into practice on your behalf.

The FMCS Institute for Conflict Management, has been called innovative, cutting-edge, experimental, and a new way for FMCS to service its customers' needs.

The Institute was established to respond to the changing needs of modern collective bargaining, providing the essentials to meet the challenges of labor management relations, alternative dispute resolution and organizational change.

By offering unique courses in a wide variety of workplace subjects, the customer' particular demands receive customized attention. Both specific content and training approaches respecting adult learners are of paramount importance in Institution courses. Working with our academic partners, FMCS provides the latest theory in conflict management, negotiation, arbitration, and organizational development. Putting theory into practice, FMCS customers reap the rewards of our fifty-five years of application and real world development. Your experience is respected and integrated into the courses being taught.

Most courses draw from participants from labor and management as well as including dozens of organizations from a wide array of industries collaborating and learning from each other in the same room bringing a richness of experience and camaraderie not often found elsewhere.

Because courses are offered off-site in beautiful locations across the country, in a safe atmosphere in which openness and experimentation is encouraged, the ability to share information develops in ways not possible in traditional work settings.

This neutral and nurturing environment fosters a training approach that is free from the pressures of the shop or office floor. Employees return to their place of work with real skills from veteran practitioners. Train-the-trainer components can be a part of the curriculum if desired and perhaps most importantly for many, neither production nor service is halted or delayed due to large numbers of workers being diverted to attend the training session.

In our experience, difficult subjects are often better handled in a classroom atmosphere, minimizing communication barriers between supervisor and employee and creating an aura of mutual help, understanding, empathy, creative idea generation and safe experimentation. Thus, the Institute makes preventive mediation training and education more accessible and presents this training in an environment that differs from traditional preventive mediation settings.

The FMCS Institute for Conflict Management expands and enhances training and education opportunities for our current customers in the organized sector of the nation's economy, as well as meeting our customers' requests for ADR education and training. In addition, the Institute has begun supporting the agency's International Dispute Resolution Services by sharing research and curricula components that are customized for courses delivered to international customers.

Current FMCS Institute activities include training in: mediation, labor relations, collective bargaining, dispute resolution skills, arbitrator and arbitration skills, facilitation and process skills, group dynamics and multi-party facilitation, multi-party mediation, cultural diversity, equal employment opportunity (EEO) complaints, workplace violence prevention, and coping with grief in the workplace.

Pricing for the courses is very affordable and group discounts are available. Many courses are approved for CLE credit for attorneys.

Mediation Skills for the Workplace

Dealing effectively with conflict in the workplace has become a critical function in public and private organizations. Employers and employees are increasingly turning towards mediation as a way of resolving workplace-related conflicts to avoid costly and time-consuming litigation. Mediation has been successfully applied to many types of workplace disputes, including grievances, EEO complaints and peer conflicts. FMCS has been a leader in providing mediation and training to both government and business.

Integrating theory and practice, this workplace mediation training focuses on developing a conceptual understanding of the mediation process as applied to workplace issues. Mediation Skills training will enhance the participant's skills in facilitating difficult conversations, creative problem solving, negotiation and communication. While the course is designed to equip mediators with the skills to deal with workplace disputes, it is not intended to cover substantive or statutory issues.

This course is highly interactive and the majority of the time is spent in specially designed role-plays reflecting a variety of workplace related conflicts. Upon successful completion of this course, participants will receive an FMCS Certificate of Training.

The training includes:

- Understanding negotiations in the mediation
- Introduction to mediation fundamentals: protocols, caucuses and side-bars
- Tools and techniques of mediation
- Ethical considerations in workplace mediation
- Defining different mediation styles:
Directive/evaluative, facilitative, transformative

Cost: \$700.00 (\$600.00 Early bird until June 16, 2003)

Faculty:

Lynn Sylvester, FMCS Commissioner, Washington, DC

Rudy Medina, FMCS Commissioner Oakland, CA

Gary R. Hattal, Director, the FMCS Institute for Conflict Management, Seattle, WA

This class will be limited to the first 30 registrants.

June 16-18, 2003

Location:

Sheraton Seattle Hotel and Towers

1400- 6th Avenue

Seattle, WA 98121

206-621-9000

Advanced Arbitration for Advocates

What do Arbitrators really think? How do they make their decisions and what is found to be most persuasive in a particular case? Learn from the experts – course leaders are National Academy of Arbitrators-- who have nearly seen it all and are willing to share their experiences, thoughts and logic with you. What are the strategies that work? Determine what a winning theory of the case is and what needs to be presented to support it.

The program will build upon your years of experience in an interactive format. Sophisticated, hypothetical situations will be presented and dissected.

Those attending will also participate in a mock arbitration of a complex case. Not for the “faint-of-heart,” this colorful three-day session will generate ideas and practices rarely shared in joint sessions between labor and management and even more rarely from the Arbitrators who are charged with making the final determinations.

Registrants will receive a specially compiled set of arbitration practice guides.

Topics Include:

- Differences between arbitration, med/arb. and other ADR approaches
- Dissecting the case and determining the core theory
- Practicing openings and closings which arbitrators find persuasive
- Delving into the order of proof
- Dealing with remedies
- Expounding upon external applicable law
- Witness examination – to sequester or not to sequester
- Evidentiary objections – when and how

And much more...

Upon successful completion of this course, participants will receive an FMCS Certificate of Training. This course will be limited to the first 25 registrants affording a small instructor/student ratio. Students are advised that this is an advanced course and participants should have several years of lead or first-chair advocacy experience in presenting arbitrations on their clients' behalf.

Cost: \$750.00 (\$650.00 Early bird until September 1, 2003)

This class will be limited to the first 25 registrants

Faculty:

Margaret R. Brogan, Arbitrator/Mediator (Narberth, PA) National Academy of Arbitrators

Barry Winograd, Arbitrator/Mediator (Oakland, CA) National Academy of Arbitrators

Gary R. Hattal, Director, the FMCS Institute for Conflict Management, Seattle, WA

October 1-3, 2003

Location:

FMCS National Office

2100 K Street NW

Washington, DC

Arbitration for Advocates

This intensive, three-day program is designed to enhance the arbitration skills of experienced labor relations practitioners--union business agents and stewards, personnel managers and analysts, and attorneys--for both labor and management. Private and public sector representatives will both benefit.

The program will review substantive and procedural case-handling issues, using hypothetical situations in an interactive format. Those attending also will participate in a mock arbitration of a complex model case that raises discipline and contract interpretation issues. The faculty will include members of the National Academy of Arbitrators. Registrants will receive course texts and a specially compiled set of arbitration practice guides.

Topics Include:

- Educating the arbitrator prior to hearing
- Opening the case with a winning statement
- Structuring the order of proof
- Proving negotiating history and past practice
- Making and responding to evidentiary objections
- Examining witnesses
- Offering relevant prior precedent
- Relying on external law to strengthen your position
- Seeking and opposing uncommon remedies
- Crafting effective closing arguments and post-hearing briefs

Upon successful completion of this course, participants will receive an FMCS Certificate of Training. **This class will be limited to the first 35 registrants.**

Cost: \$750.00 (\$650.00 Early bird until March 30, 2003 & June 16th, 2003 for each course respectively)

Faculty:

Margaret R. Brogan, Arbitrator/Mediator (Narberth, PA) National Academy of Arbitrators

Barry Winograd, Arbitrator/Mediator (Oakland, CA) National Academy of Arbitrators

Gary R. Hattal, Director, the FMCS Institute for Conflict Management, Seattle., WA

Boston April 30-May 2, 2003
Doubletree Guest Suites – Boston
400 Soldiers Field Road
 Boston, MA
 (617) 783-0090

July 16-18, 2003
Sheraton Seattle Hotel and Towers
 1400- 6th Avenue
 Seattle, WA 98121
 (206) 621-9000

Labor-Management Negotiations

This dynamic workshop is designed for union and employer representatives who negotiate collective bargaining agreements and who:

- Have limited experience representing constituents during bargaining
- Have limited experience as chief spokesperson
- Desire to improve their bargaining skills using the traditional model and/or alternative models (e.g. Interest Based Bargaining, hybrid models)

Participants will be introduced to a wide array of bargaining approaches and models from traditional to interest based-bargaining. In addition, participants will apply theories and skills through simulations, exercises and small group interactions.

Topics include:

Art & Science of Negotiations

- Operating levels of negotiations
- BATNA
- Art of persuasion and communications
- Ethics and responding to troubling tactics
- Contract Costing

Legal/Practical Issues In Traditional Negotiations

- NLRB Overview
- Roles, Rules, Stages, Tools, Strategies
-

The Interest Based Bargaining (IBB) Process

- Interest vs. Positions Concepts
- Consensus and other IBB tools/skills

Alternative Negotiations Models

- Modified Traditional Bargaining
- Hybrid Models and Experiences

Mediation and Collective Bargaining

- Mediation – Traditional & Other Models
- Contract Ratification
- Impasse & Strikes

Upon successful completion of this course, participants will receive an FMCS Certificate of Training.

This class will be limited to the first 30 registrants.

Cost: \$700.00 (\$600.00 Early bird Special until April 12, 2003)

Faculty:

Carolyn Brommer, FMCS Commissioner, Cleveland, OH

Joe Mansolillo, FMCS Commissioner, San Diego, CA

May 12-16, 2003-
Embassy Suites Hotel
5800 Rockside Woods Blvd
 Independence, OH
 (216) 986-9900

Workplace Violence Prevention

Leading experts in the field agree: one of the biggest fears in the workplace today is the threat of violence. Fear of violence sows suspicion, increases stress, and diminishes an organization's ability to deliver its products or services to the public.

Lack of preparation, for the possibility of violence contributes to a hostile work environment, saps productivity, and causes illness. To promote readiness, we have designed a special two-day course that will equip participants with the tools to prepare for, and respond to, workplace violence.

This highly interactive classroom experience teaches participants to:

- Establish and maintain a workplace that guards against violence.
- Create prevention and response policies that work.
- Identify and deal safely with employees, clients and co-workers who exhibit extreme or threatening behavior.
- Assess and anticipate risk within an organization.
- Apply problem-solving and consensus-building skills preventively.
- Guard against terrorism

Discussions and practical demonstrations fill the two days, helping you to understand the causes of violence, the evaluation of risk, and the application of conflict resolution techniques and policies.

A unique feature of the course is the dramatization of complex scenarios and the opportunity to participate in simulations of crisis conditions. Another highlight of the course is case study analysis of nationally publicized incidents, showing how the application of effective prevention and response strategies can improve safety and avoid harm.

Participants receive a copy - New York Times best selling book The Violence-Prone Workplace

This class will be limited to the first 25 registrants

Cost: \$450.00 (\$400.00 Early bird before August 22, 2003)

Faculty:

Gary R. Hattal, Director, the FMCS Institute for Conflict Management, Seattle, WA

David Renfro, FMCS Commissioner, San Antonio, TX and Additional FMCS Commissioners

September 22-23, 2003
FMCS National Office
2100 K Street NW
Washington, DC

Becoming a Labor Arbitrator

This course is geared toward labor-management practitioners with substantial experience in industrial, labor or employment relations who wish to become labor arbitrators. This course will also enhance the practice and skills of current arbitrators.

Successful completion of this training will substitute for one of the requirements for entry to the FMCS Arbitrators Roster, specifically the five arbitrator case decision (awards). In addition to the five awards, admission to the roster requires extensive and recent experience in collective bargaining. If the applicant for admission is an advocate, he/she must cease all such activity before being recommended to the roster. **Note: successful completion of the course does not guarantee a place on the FMCS Roster.**

In addition, those who complete the course will have the opportunity to work with veteran arbitrators, many of whom are members of the National Academy of Arbitrators (NAA). Your Labor relations and Arbitration experience must accompany your registration form in the form of a biography or curriculum vitae.

If you intend to apply for placement on the FMCS Arbitrator Roster, and would like to receive materials in order to request a review of your qualifications prior to taking the course, indicate this on page 11 of the registration form

This Training includes:

- The Law of Arbitration
- Arbitration Practice, scheduling and pre-hearing procedures.
- The hearing, issues framing, witnesses and records
- Evidence
- Award and Opinion Writing
- Ethics
- FMCS Arbitration Policies and procedures
- Application Process to the FMCS Roster of Panels

Upon successful completion of this course, participants will receive an FMCS Certificate of Training. **This class will be limited to the first 40 qualified registrants.**

Cost \$2,000.00

Faculty:

Margaret R. Brogan, Arbitrator/Mediator, National Academy of Arbitrators

Barry Winograd, Arbitrator/Mediator, National Academy of Arbitrators

Jack Clarke, Arbitrator/Mediator, National Academy of Arbitrators

Homer La Rue, Arbitrator/Mediator, National Academy of Arbitrators

Vella Traynham, Director of Arbitration Services

David Weinberg, FMCS Commissioner, Oakland, CA

Gary R. Hattal, Director, the FMCS Institute for Conflict Management, Seattle, WA

Locations and Dates

March 17-21, 2003

Chicago-Kent College of Law

565 West Adams Street

Chicago, IL

November 3-7, 2003

Holiday Inn on the Bay

1355 North Harbor Drive

San Diego, CA

(619-232-3861