



# WIN WIN

Spring 2013  
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## Werner Institute Newsletter

### India Trip Forms Partnerships for Future Endeavors with The Werner Institute By Mary Lee Brock

Northeast India is a magical, complex region of the country bordered by Bhutan, Tibet, China, Bangladesh and Myanmar. Unlike the images of India which are portrayed in film, literature, tourist travel and the media, this mountainous region is home to people who live agrarian lifestyles.

Communities are organized in villages and even the large cities of the region are villages which have grown together. I had the honor of visiting Northeast India during Christmas break with a small group from Creighton. My trip was supported by the Jesuits of the Creighton community, the Jesuits of Northeast India and the Werner Institute.

The purpose of my visit was to learn more about the faith in action of the Jesuits and to build relationships in forming partnerships for future endeavors for Werner students and faculty.



*Paras (young leaders from various villages) share stories of conflicts they have helped manage.*

My trip was filled with spirit rich people, hospitality, joy and laughter contrasted with challenging life circumstances. I was afforded the opportunity to visit with a group of young professionals who focus on the impact of customary law founded on the standards of

(Continued on page 2)



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# India Trip Forms Partnerships for Future Endeavors with The Werner Institute

By Mary Lee Brock (continued from page 1)

community, a perfect fit for our work here at the Werner Institute. Accompanying advocates from the Legal Cell for Human Rights to a local village was a highlight of the trip. The Legal Cell focuses on promoting socio-cultural, political and human rights among minorities and Northeast India.

Observing a session where the staff from the Legal Cell was teaching local villagers about their legal rights to education and work was truly inspiring. The villagers were fully engaged in the discussion, immediately identified patterns of corruption in their community and started to organize ways to make changes. The Legal Cell also promotes community dispute resolution by training and supporting young leaders from villages across the region. The Paras, as they are called in this role, shared stories from conflicts they have helped manage. It was rather centering to hear the similarities in human dynamics across the globe.

Many ideas about ways we can work together in the future emerged from this trip including practicum placements, fellowships, collaborations in CyberWeek and other symposiums. The possibilities are endless.



*Mary Lee Brock observing The Legal Cell teaching local villagers of their legal rights of education and employment.*

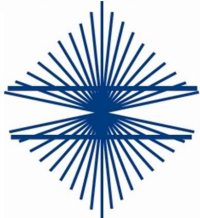


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# Publication & Presentation Highlights from the Werner Institute Team

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Jackie Font-Guzmán  
Bernie Mayer  
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Noam Ebner  
Ran Kuttner  
Theresa Thurin  
Jessica Miller

## Werner Faculty Wins Book Award

Congratulations to our own Werner Institute faculty members **Noam Ebner, Bryan Hanson and Dan Rainey**. The International Institute for Conflict Prevention and Resolution (CPR) has awarded its 2013 Book Award to Online Dispute Resolution Theory and Practice, a book co-edited by Dan Rainey and containing three chapters by Noam and one by Bryan Hanson.

Here's a link to the table of contents:

<http://www.ombuds.org/odrbook/Tableofcontents.htm>

The CPR Institute's Awards Program honors outstanding scholarship and practical achievement in the field of alternative dispute resolution. Award criteria focus on processes, techniques, systems, commitment, and scholarship which address the resolution, prevention or creative management of major disputes involving public or business institutions between corporations, between government and corporations, or among multiple parties. The review committee includes judges and lawyers from leading corporations, top law firms and academic institutions across the U.S.

CPR is one of the most important organizations not only in the ADR world, but in the commercial world in the US and beyond. Dedicated to resolving business disputes, it is unique in that it wasn't formed by ADR practitioners, but rather by a group of Fortune 500 companies. These corporations' in-house counsel and CEOs were determined to find ways to reduce the costs of conflict and preserve the ability to conduct business without litigation. CPR now has about 4000 corporations, and another 1500 law firms, as members, in addition to other types of organizations.

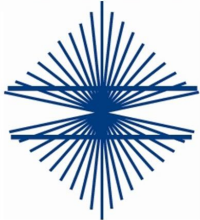
This award shows that online dispute resolution has moved into the mainstream - even the forefront - of ADR. Through our curriculum, our research, our organization of Cyberweek and our efforts to connect ADR with the online world, The Werner Institute has become the leading academic institution working on ODR.



# Publication & Presentation Highlights from the Werner Institute Team, continued

## Making News and Book Reviews

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Please join me in congratulating **Noam Ebner**, whose article, *Games, Claims, and New Frames: Rethinking the Use of Simulation in Negotiation Education*, has come out in *Negotiation Journal*. Dan Druckman co-authored this study of the comparative effectiveness of teaching methods in negotiation classes.

#### **Abstract:**

Negotiation educators have long considered the use of role-play simulations an essential classroom teaching method, and have had high expectations regarding their suitability and efficacy for teaching. In this article, we review the literature, examining the degree to which simulations deliver on these perceived benefits - finding that simulations enjoys only limited advantages over other teaching methods. We note three trends that have developed as part of this re-evaluation process: improving the way simulations are conducted, deemphasizing the use of simulations as a teaching tool while seeking new methods, and finding paradigm-changing uses for simulations.

Here's a link: [http://papers.ssrn.com/sol3/papers.cfm?abstract\\_id=2203646](http://papers.ssrn.com/sol3/papers.cfm?abstract_id=2203646)

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Congratulations to **Noam Ebner**, Director of Online Programs for the Werner Institute. Noam has just been promoted to the rank of Associate Professor in Werner. Noam is a prolific scholar and wonderful teacher who manages to provide significant university and professional service from his home base in Israel. He comes in person to Creighton at least three times a year for a week at a time to meet with his online students during their required residential sessions. This summer, he will offer an online ADR course to law students.

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Please join me in congratulating **Dr. Jackie Font**, who was just named Alumni of the Year by the Nova Southeastern University Graduate School of Humanities and Social Sciences.

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Congratulations to **Bernie Mayer** on his latest article "Mediation: Fifty Years of Creative Conflict," in the 50<sup>th</sup> anniversary edition of the Family Court Review. Here is the abstract:

The past fifty years have witnessed a dramatic growth in the use of mediation and the conceptual basis on which mediation practice has been built. The growth of the field has been spurred by several conflicts about the purpose and practice of mediation and the professional responsibilities of its practitioners.

(continued on page 5)

# Publication & Presentation Highlights from the Werner Institute Team, continued

(Continued from Page 4)

These have included struggles about the structure of mediation; the neutrality of the mediator; and the mediator's responsibility for outcomes, for personal and social transformation, for achieving agreements, and for protecting the vulnerable. Other struggles have centered on the conflict interveners role and the nature of our professional identification. These conflicts have been essential to the development of the conflict intervention profession, and as the field continues to evolve, we should embrace new conflicts and new iterations of ongoing differences.

For the full article, follow this link: <http://onlinelibrary.wiley.com/doi/10.1111/fcre.12005/abstract>

## Teaching /Training Materials are available for conflict and negotiation

### **The Pasta Wars: A Prisoner's Dilemma Simulation-Game**

THE PASTA WARS is a four-party negotiation/conflict simulation, in which participants must decide recurrently whether to adopt a cooperative stance or a competitive strategy towards one another. Participants are formed into four groups, each of which manages a flour mill that is attempting to sell its produce to a single purchaser, the local pasta restaurant, over a series of rounds. Each mill's profitability is dependent not only on its own manufacturing strategy but also on that of the three other mills. In this way, they are subtly placed in an iterated four-way Prisoner's Dilemma, and they must maneuver, in an environment of limited communication, to develop relationships with each other and to build trust as a means of enabling personal and joint gain. Click on the link below for materials:

[http://papers.ssrn.com/sol3/papers.cfm?abstract\\_id=2200350](http://papers.ssrn.com/sol3/papers.cfm?abstract_id=2200350)

Ebner, N. & Winkler, Y. , (2008) PASTA WARS: A prisoner's dilemma simulation-game. *Simulation & Gaming* 40(1), 134-146

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### **The Werner Institute Professors Win Research Grant**

Profs. Jacqueline Font-Guzmán and Noam Ebner won a research grant from Creighton's Office of Academic Excellence Assessment (AEA). This AEA award will support research on implementation and evaluation of uniform grading procedures for courses offered in both campus-based and online formats.

Jackie also won a second award from Creighton's Haddix President's Faculty Research Fund for an additional research endeavor. Jackie's Haddix Fund award is for a project entitled "Defining a 'Good Death' in Nebraska- Medically, Legally, and Interpersonally." Jackie will work with Prof. Helen Chapple of the Center for Health Policy and Ethics on this research.

**“Pray the Devil Back to Hell”  
screening and panel discussion**

The screening was followed by a panel made up of Jackie Font-Guzman, Director of the Werner Institute; Palma Strand, Professor of Law; and Jay Carney, Professor of Theology. This panel identified and discussed the role conflict engagement specialists play as peacemakers within communities in the midst of conflict. The event was a success with nearly a sold out theatre. We also planned this event during one of our residencies where our students in the online program visit the Creighton campus for a week of intensive courses.



*Panelists: Professors Palma Strand, Jackie Font and Jay Carney at the panel discussion after the screening.*

6

# Publication & Presentation Highlights from the Werner Institute Team, continued



## NEBRASKA MEDIATION ASSOCIATION'S 2013 ANNUAL CONFERENCE

Put Some Byte Into It: Emerging Methods for Mediations

**Noam Ebner** will be a presenter at the Annual Nebraska Mediation Association's 2013 Conference in Omaha, April 12th. His presentation is titled "Tapping Mediation into the Green: Environmental Benefits of Online Mediation". With all of the advantages of harnessing the power of the Internet with dispute resolution, Noam looks at the environmental advantages as well.

[http://www.nemediation.org/docs/2013\\_conf\\_brochure.pdf](http://www.nemediation.org/docs/2013_conf_brochure.pdf)

## HEARTLAND REGIONAL CONFERENCE OF MEDIATORS

Reconciling Our Border Wars: An Invitation to the Dialogue

KU Edwards Best Conference Center, Kansas City

**Bryan Hanson** is scheduled to present a workshop at the **Heartland Regional Conference of Mediators** in Kansas City on April 25th and 26th. In his workshop, **Conflict Engagement and Positive Psychology: An Opportunity to Reframe our Process**, Bryan will introduce the appreciative method as an approach to creating sustainable resolutions to conflict, reframing the focus of inquiry from a problem based to strength-based process. [http://nemediation.org/docs/2013\\_heartland\\_conf.pdf](http://nemediation.org/docs/2013_heartland_conf.pdf)

## Werner Faculty Spoke at ABA Dispute Resolution Conference

Faculty from the Werner Institute at Creighton University, spoke and the University was an exhibitor at the **American Bar Association's 15<sup>th</sup> annual Section of Dispute Resolution conference**. The annual conference

took place April 3-6, 2013, at the

Fairmont Chicago Millennium Park in Chicago, Ill. The conference brought together mediators, arbitrators, attorneys, scholars and other leaders in the field to learn about the field and from each other. As part of that goal, Werner faculty spoke at length as part of the conference events. **Noam Ebner, Jacqueline Font-Guzman, Bernie Mayer and Palma Strand** discussed "Trust as Social Adhesive: Implications for Negotiation, Conflict Intervention and Governance." The presentation covered the issue of trust as it has evolved in the field, the effect culture has on how individuals and societies treat trust and the application of interpersonal trust in large-scale situations.

[http://www.americanbar.org/groups/dispute\\_resolution/events/cle/15th\\_annual\\_sectionofdisputeresolutionspringconference.html](http://www.americanbar.org/groups/dispute_resolution/events/cle/15th_annual_sectionofdisputeresolutionspringconference.html)





# New Law School Club Focused on ADR Brings Together Law and Werner Institute Graduate Students

By Kathryn Welsh

Creighton University's Werner Institute and Law School are welcoming a new student organization to campus beginning January 2013: the Alternative Dispute Resolution Association (ADRA)! The ADRA is an exciting new opportunity outside of the classroom for students to explore, support, and promote the field of alternative dispute resolution within Creighton University, the legal community and the greater community. The ADRA will focus its events and activities on speakers, skill development, scholarship and outreach.

- ⇒ Speakers: the ADRA will host forums with professionals who share their experience as practitioners and scholars.
- ⇒ Skill development: ADRA members will develop conflict resolution skills through competitions and hands-on trainings.
- ⇒ Scholarship: Recognizing the classroom as foundational to its efforts, the ADRA will assist students to learn about coursework and programs for studying the emerging issues in conflict resolution at Creighton University.
- ⇒ Outreach: ADRA members will have opportunities to connect and network with the professional community as well as to attend state and national conferences. The ADRA will also sponsor fun social events for its members.

All interested Master's and Law students are encouraged to join the ADRA as it promotes the field of alternative dispute resolution. Those who would like to join may contact ADRA's moderator, Bryan Hanson ([bryanhanson@creighton.edu](mailto:bryanhanson@creighton.edu)), or Student Advisor, Katie Welsh ([kathrynwelsh1@creighton.edu](mailto:kathrynwelsh1@creighton.edu)).



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# *Practicum Spotlight*

Jennifer Katzenmiller delivers customized mediation training to make a difference.



Jennifer Katzenmiller

"This is all pretty normal, right?"

It was a question one of the members of the senior management posed to me in a discovery interview during my practicum with a large healthcare company last fall. By "this," he meant conflict, and as we have learned, conflict avoidance and ineffective engagement are absolutely the norm. So in that moment, I could grant him the validation he sought. Normal is comfortable. Normal is deeply ingrained. A corporate culture shift that would approach conflict in a unique, progressive, and sustainable way suddenly seemed a little naive.

Getting there began with my own proposal--a single training to improve negotiation and mediation skills among a group of medical malpractice claims supervisors (half of the division). However, during my early dialogue with

them, I sensed there was the need for a broader, more entailed strategy.

One of the challenges I faced at the outset was establishing trust. The department was embroiled in navigating through top-level leadership changes and the loss of private offices, which greatly impacted their community identity and trust as a whole. The timing of my practicum left many to initially question my role, my abilities, and my motivations.

I asked everyone to voluntarily take a conflict competency assessment, in order to get a better picture of the general approach to conflict engagement. Next, I began interviewing employees, who again, voluntarily chose to speak with me. I wondered how the interview process would play out. Would people tell me enough to really be of any assistance? Some did not, but much to my relief, most did. These interviews provided an opportunity for people to feel heard and for me to practice gathering information using a strength-based approach.

In listening to the stories and perspectives of those at all levels during the discovery process, I decided Managerial Mediation training would be greatly beneficial. During this customized training, I delivered the results of the assessment and presented needs expressed to me during the discovery process. The objective was to develop interest-based negotiation and mediation skills among management. To my delight, everyone

(continued on Page 10)



# *Practicum Spotlight, continued*

was very interested and engaged throughout the entire training.

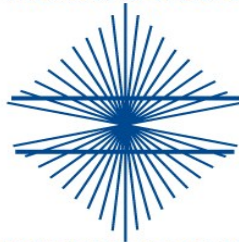
I continued to provide one-on-one coaching sessions to anyone who requested time to discuss specific issues. The final piece of my practicum was to develop and deliver a basic Conflict Skills training to the entire department. During the breakout sessions, each department had the opportunity to engage in some of the conflict that had been a part of their respective groups for years. In one case, this forum provided the first opportunity for two leaders to finally face one another and voice concerns, interests, and roots of conflict. I believe to a fair extent, emotional resolution was achieved.

My hope is that an alternate path to workplace conflict management now exists in this department along with the knowledge that it isn't all or nothing. A work-in-progress can and will yield better results than the status quo. I suppose at the conclusion of many of our practicum experiences we ask ourselves if we did any good. How is our impact measured? For me, the day I left I was heartened to have one person who would not speak to me when I first arrived tell me that I made a difference. I know that most of us were drawn to this field in order to do just that—in healthcare, in business, in global peace building, and in education—and we do.

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Werner Institute student **Brandi Alvarez** has developed a blog series during her practicum. Please visit her website to read about her journey through coaching titled, **Part 1: A Reluctant Coaching Client:** <http://coachingblog.centerforcoachingcertification.com/?p=3803>

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If you have any questions about the practicum component of the Werner Institute's program, or if you would like discuss utilizing students for a project in your organization, contact [bryanhanson@creighton.edu](mailto:bryanhanson@creighton.edu)

# Updates from the ADRhub

ADRhub.com, The Werner Institute's online portal for students, alumni, faculty, and everyone in the conflict and dispute resolution community has completed their schedule of webinars for 2013! Since the ADRHub began in 2010 they have hosted a webinar every month. The schedule below shares the webinars for 2013. If you missed any of them, please feel free to click on the topic title and you will be brought to the archive.

Month	Topic	Presenter
January 2013	<a href="#"><u>Imported from Detroit: ADR Innovation in Detroit, South East Michigan and Ann Arbor</u></a>	John Turley
February 2013	<a href="#"><u>Can technology shape the future of your mediation practice?</u></a>	May-Britt Kollenhof-Bruning
March 2013	<a href="#"><u>Restorative Justice Applications in Our Community and Yours</u></a>	David Deal & Bill Casey
April 2013	<a href="#"><u>Technology and the Ethics of Mediation</u></a>	Dan Rainey
May 2013	Storytelling for Public Good	Kara Andrade
June 2013	Professional Standards and Certification for Practitioners	Gordon Breedyk
July 2013	The Interpersonal Wellness Quotient (IWQ)	Joyce Odidison
August 2013	Guide to good Practice under the Child Abduction Convention: Mediation	Maureen Dabbagh
September 2013	Mediation in Schools	Stacy Smith
October 2013	Cyberweek 2013	Various
November 2013	Interdisciplinary Professional Possibilities for the Conflict Resolution Scholar	Crystal Lee
December 2013	Effective Advocacy in Mediation	Dan Dozier



# Updates from the ADRhub

## **ACR Announces Podcast Series**

### **New Internet Radio Show Will Promote Conflict Resolution In 15 Minute Episodes**

The Association for Conflict Resolution (ACR) announced today it will begin broadcasting an Internet radio show, The ACR Podcast Series, starting on Thursday, February 14. The show will feature rotating guest hosts and highlight a variety of conflict resolution related news, events, and information relevant to ACR members as well as conflict resolution professionals, academics, practitioners, students, volunteers, and people interested in the field.

ACR President Marya Kolman said, "We are excited to offer this new program to our membership as well as the greater conflict resolution community. The ACR Podcast Series will highlight the work being done by our members, updates on our 16 chapters throughout the country, and raise awareness of various ACR events and projects such as our journal and annual conference. This format allows people to get substantive information in a short time frame."

Each episode is 15 minutes in length giving listeners the opportunity to receive in depth information on each particular show's topic while not having to listen to an extended broadcast. Listeners will be able to listen live as well as have access to episode archives.

ACR also announced in order to increase member and audience interaction with the ACR Podcast Series, it is collaborating with ADRhub.com to host the program's blog. ADRhub.com is a conflict resolution website, created by the Werner Institute at Creighton University, designed to allow people involved in conflict resolution to share and get news, events, job postings, information and participate in free monthly webinars.

Bryan Hanson, Assistant Director of the Werner Institute, said, "ADRhub.com was created to allow people involved in conflict resolution to get information and share it. This collaboration with ACR brings a professional program that not only will be of interest to a variety of people but it will also allow them to interact with each other. Listeners, the hosts, and guests will all be able to post comments to continue the discussion after the show. ADRhub.com was created to promote interaction and the ACR Podcast Series is a great example of this being provided for everyone."

Each podcast archive will be listed on the blog at [ADRhub.com](http://ADRhub.com) as well as at the ACR website, [www.acrnet.org/acrradio/](http://www.acrnet.org/acrradio/). The first episode will allow listeners to tune in live as well as be able to call in with questions.





# A Sample of some Werner Institute Student Accomplishments

## Werner Student wins First Place at Dubai Invitational Mediation Tournament

Please join me in congratulating Werner Institute student Firas Alsalih, who won first place in the individual mediator category in the January 2013 Dubai Invitational Mediation Tournament, sponsored by the InterNational Academy of Dispute Resolution (INADR) (<http://www.inadr.org/>). The INADR, founded in 2002, aims to further awareness of mediation as a means to peaceful resolution; to encourage society to resolve disputes in a more sensitive and compassionate manner; and to promote peace and civility in human behavior.

The Dubai tournament included 12 teams from the United States, United Kingdom, United Arab Emirates, India, and Sri Lanka. Although Creighton did not field a team, Firas joined the UAE team as a Werner Institute Creighton student. Kudos to Firas for his accomplishment! Below is a letter addressed to The Werner Institute from Firas:

*First of all, I want to thank you once again for putting me in touch with Dick Calkins of the InterNational Academy of Dispute Resolution. They are a great group of highly committed and dedicated professionals who do great work in promoting mediation globally. The tournament here in Dubai was a great success, and included 12 teams from the US, the UK, the UAE, India and Sri Lanka.*

*As you may know, I was a late entry into the competition, and was the only person representing Creighton, so although we did not have a team, I did compete in the tournament as a Creighton student, and I was needed to help complete a UAE team that was short. Although we would have made the finals, we were unable to as the rules require that teams cannot have students from more than one school. However, I am happy to inform you that I won first place in the individual mediator category.*

*I felt it was important to share this small victory with you and with Jackie and Noam, and to let you know that during the tournament, It became very clear, to me and to many others, what a great program we have at Creighton, and how solid our education and training is. While I was on my own in this tournament, I felt all of you were really with me, and in many ways you were. After my mediation, one of the judges commented that my reframing was exceptional, and I graciously thanked him, although inside, I was thanking Noam, for the two weeks of reframing he endured with us, during NDR747.*

*We really do have a great program, and a great family of educators, and I hope I was able to represent it and all of you with honor.*

*Best regards,  
Firas Alsalih*

(continued on Page 14)

# A Sample of some Werner Institute Student Accomplishments (continued)

## Werner Student has her “Day”

Werner Institute student, Jannette Taylor, has been granted a certificate proclaiming December, 5th 2012 as “Jannette Taylor Day” by Mayor Jim Suttle of the City of Omaha. Jannette has been recognized for her various contributions to the Omaha community. Jannette has worked as Executive Director of Impact One Community Connection, serving the city’s at-risk-youth and young adults. Her efforts to end violence, assist the unemployed in finding jobs and comforts those hurt by violence, has been felt throughout the community. Congratulations to Jannette for her invaluable contributions to the City of Omaha!



## Werner ADR Degree Takes Graduate Aspen Villanueva to new heights in Colorado!

Werner graduate Aspen Villanueva writes: “I just thought I would drop you a note to tell you about some exciting news related to my ADR degree from Creighton. Last night I was appointed unanimously by the city council to serve on the City of Broomfield Colorado's Personnel Merit Commission. This commission serves as the appeal process for Broomfield city employees who are undergoing disciplinary action(s) against them including termination and whose ruling is final. It is exciting for me as it is another avenue for me to utilize my ADR degree from Creighton, as well as my leadership skills I am developing in the Ed.D. program at Creighton. I just thought that I would pass this info along to you, and if you would like, so you could share it with your students if you wish as another example of how this very valuable degree can be put to use in so many ways.”



# A Sample of some Werner Institute Student Accomplishments (continued)

## Opportunities Abound for Werner Graduate Susan Weiss

Recent graduate Susan Weiss, writes to share her latest consulting and training opportunities since receiving her ADR degree:

*I just wanted to update you on what I have been up to since graduating. I just recently began several consulting projects as well as varied training opportunities.*

*During the middle of March, I provided training to the American Council of the Blind at their recent convention in Albuquerque. The training centered on Advocacy and Empowerment, but also contained conflict resolution strategies. I have also recently been contracted with Central New Mexico Community College's Disability Resource Center to provide a training on Negotiation and Dispute Resolution to the center's employees. It also will be presented to the college's administrators to possibly offer to the staff and faculty of the college.*

*I have also been offering my services through my consulting business, Ethos Advocacy and Mediation Services, primarily as a Consultant with the New Mexico Division of Vocational Rehabilitation. (I have provided employment and job development to individuals with disabilities for over 20 years, including on-site and off-site conflict resolution)*

*Please send my best regards to everyone at Werner!*

*Susan L. Weiss, M.Sc.*



# Werner Institute Alumni Profiles

## Werner Institute Alum Profile- Mat Beecher MS '12



Mat Beecher graduated from the Werner Institute in May 2012 with a concentration in international negotiation. He received Creighton's first-ever Online Outstanding Student Award from the Graduate School for

demonstrating the Jesuit values of *magis* (exceptional academic achievement) and *cura personalis* (active engagement in online courses that advances others' learning and builds community). The Outstanding Student Award also recognizes students for *contemplation in action* (reflection upon and integration of course content) and the demonstration of *men and women for and with others* (giving back to one's community for the benefit of marginalized populations).

Prior to his participation in the Werner Institute's Online M.S. program, Mat worked in Eugene, OR for the city's Human Rights Program and volunteered his time on the Human Rights Commission. He also worked for the University of Oregon School of Law where he participated in his first 32-hour Basic Mediation Training.

Following the Basic Training, Mat considered the UO Conflict Dispute Resolution program, but realized that Creighton's online program offered a better opportunity for his family situation at the time. Outside of work, Mat is the Captain of the SHIP, a charitable group he founded in April 2010 that organizes quarterly fundraisers to raise money for local non-profits in the Eugene area.

Creighton's online program provided Mat with an opportunity to work by day and participate in online classes at night while his wife completed her brick-and-mortar Masters program at the UO. "Without the opportunity to do online classes, I would have waited for Genevieve to finish her program before going back to school. Thanks to the Werner Institute Online Master's Degree Program, I was able to work and go to school at the same time as Genevieve which allowed us to graduate at the same time." Thanks to the online program, Mat was able to keep up with his coursework while traveling Taiwan in July/August of 2011 and participated in several real-time conversations with his classmates utilizing Wimba. "I was able to communicate with classmates around the world which really opened my eyes to the power of innovation and the global benefits of utilizing online technology."

Mat continued to utilize the power of online communication during his practicum project with Soliya's Connect Program. For his practicum project, Mat participated

(Continued on Page 17)

If you are a member of the Werner Institute Alumni and would like to share your story since completing the degree, please send an email to Bryan Hanson at [bryanhanson@creighton.edu](mailto:bryanhanson@creighton.edu)



# Werner Institute Alumni Profiles

## ...continued

training program that focused on cross-cultural communication, cultural competency, and international relations. “Working with sixteen classmates from nine different countries really helped instill the potential role that online dispute resolution (ODR) may play in our future.” Beyond participating in a global training and conversations concerning relations and media portrayals of the “Western and Muslim world,” Mat also surveyed Soliya participants, assessed program effectiveness, and provided feedback to Soliya in relation to their training manuals, classroom modules, and evaluation tools. Mat’s appreciation for online dispute resolution continues to grow and with the continued support of Werner Institute faculty may even culminate in an online Teaching Assistant position with former Professor and ODR great, Dan Rainey. Mat admits, “I’ve always wanted to be a CDR Professor and the Werner Institute’s stellar faculty continues provide me with the support I’ll need to be successful in my dream.”

Following graduation, Mat immediately began work as a volunteer mediator at his local mediation center, Community Mediation Services. Soon to become the Center for Dialogue and Resolutions. A short timer after becoming a volunteer, Mat was hired on as the center’s Restorative Peer Court Coordinator. He is currently developing a hybrid circle process for use in his community. “Being the Program Coordinator has allowed me to work with Ted Lewis from the Barron County Restorative Justice

Program (<http://www.bcrjp.org>) as a consultant, and a chance to work with the *Grandfather of Restorative Justice*, Howard Zehr,” said Beecher. Locally, Mat’s position allows him to work directly with school district administrators, police, teachers, government officials, donors, professors, civic groups, politicians, RJ organizations, and kids! Mat advises an after school club that provides coaching and learning opportunities for participants in the program. He brings in special guest lecturers based on what restorative justice practices his students want to learn about next. “I try to empower the students by allowing them to have most of the control regarding their curriculum. Sure, they have to complete a core curriculum to participate in teen court; but after that, I get to listen to what they want to learn, discuss it with them, and then go out into the community and find a professional to teach them about this or that. As a community mediation center, we rely heavily on our community for support and I’m fortunate that so many community members answer that call.” Mat hopes his position is one that can help strengthen the social fabric within local communities.

The Peer Court Mat is designed with a heavy focus on restorative justice practices. “I use several concepts from class when explaining the model and often times find myself thinking back to when I completed a chart to determine if I was a facilitative or evaluative mediator in style. I find that what I learned at Werner has definitely improved my negotiation and group facilitation

Continued on page 18

If you are a member of the Werner Institute Alumni and would like to share your story since completing the degree, please send an email to Bryan Hanson at [bryanhanson@creighton.edu](mailto:bryanhanson@creighton.edu)

## Werner Institute Alumni Profile continued...

(continued from page 17)

skills.” The court is structured in a circle and uses local judges and attorneys as *elders* and teens as participants. The kids run the process and serve in roles such as the Convener, Facilitator, or Panelist i.e. Juror. Teens ask questions, teens deliberate the restorative guidelines, teens write up the agreed upon sanctions, and the *elder* signs the agreement. “We to let the teens do a majority of the work, elders participate only to empower the kids to go deeper during questioning and deliberation and to provide a sense of legitimacy and wisdom when they see fit.” After court, respondents have 60 days to complete their agreed upon sanctions. They check in with Mat throughout the process and when they are successful Mat coordinates with the Division of Youth Services and the teen offender then receives the opportunity to have their record expunged. “Mat enjoys working with kids and adults, learning about and sharing restorative justice practices and teaching conflict resolution methods to high school students. He also finds joy working for a program that gives kids a chance to make up for their mistakes and have a chance to rejoin their community without a need to be burdened by a criminal record for a minor offense.

Beyond his work with teens, Mat also works in the areas of: adult restorative justice, police-community relations, family, divorce and community (neighbor-to-neighbor) mediation, large group facilitation, and improved communication/basic mediation training. He recently founded a website at: [www.SoundsLikeResolution.com](http://www.SoundsLikeResolution.com) and hopes to establish a niche-practice focusing on helping bands and other artists through difficult conversations. Mat continues to utilize the ADRhub and was extremely active in Cyberweek 2012. “Not only was I an active participant in Cyberweek 2012, Professor Noam Ebner asked me to write-up a review of Cyberweek for his well-received blog. The continued exposure the Werner Institute Faculty has afforded me has had a huge impact on my ability to network and market myself in the conflict dispute resolution community.” Mat keeps in touch with Werner Faculty on a regular basis through email, Facebook, and the occasional phone call. “I know I can count on my friends at the Werner Institute for advice, reference letters, and other networking opportunities. I may live in the Pacific Northwest, but thanks to the insights I gained during my time with the Werner Institute Online Master’s degree program, I know that my heart is always just a couple of clicks away from Omaha. Now if only I could download a draft from the Dubliner!”

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**The Werner Institute would like to thank all  
who have contributed to this newsletter.**