



# WIN WIN

Spring 2014  
Volume 5 - Issue 2

## *Werner Institute Newsletter*

### Letter from the Director: Patrick J Borchers

Dear Friends of the Werner Institute:

To some of you I'm a new face, so allow me to briefly introduce myself. I was the Dean of Creighton Law School when the Werner Institute was founded as a result of the enormous generosity of the Werner family. As Dean, it had been one of my dreams to create a signature, interdisciplinary program for Creighton University.

After six years as Academic Vice President of the University, I jumped at the chance to direct the Werner Institute. As I complete my first year, I can say that it has been one of the most rewarding years of my life.

Although I had high hopes for the Werner Institute when it was founded, I had no idea that it would become what it is today. The Institute is blessed with some of the most talented educators and people whom I have ever met. Just a quick glance at their accomplishments this year tells you all you need to know.

However, we need your help. We need friends like you who are willing to spread the word about all we have to offer through the dispute resolution, legal, business and countless other committees.

It is central to Creighton University's Jesuit mission that we help to create a more just world. By helping people to manage, productively engage and resolve disputes we do exactly that.

Of course it isn't just us. It's our alumni and friends with whom we partner who carry forward our shared vision of more harmonious communities and enterprises.

Sincerely,  
Patrick J. Borchers, J.D.  
Director, Werner Institute for Negotiation and Dispute Resolution



# THE WERNER INSTITUTE

NEGOTIATION | FACILITATED PROBLEM SOLVING | CONFLICT MANAGEMENT | COLLABORATIVE PRACTICE

# Publication & Presentation Highlights from the Werner Institute Team

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## Faculty & Staff

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Jackie Font-Guzmán  
Bernie Mayer  
Bryan Hanson  
Mary Lee Brock  
Noam Ebner  
Theresa Thurin  
Jessica Miller

## Alpha Sigma Nu Induction

Congratulations are in order to Prof. Mary Lee Brock, Father Glenn Snow, S.J. (student at Werner), and Dr. Bill Leggio (Werner Alum) for their induction into Alpha Sigma Nu (ASN). ASN is the honor society of Jesuit institutions of higher education. Selection to ASN is one of the highest honors awarded on a Jesuit campus. The society recognizes individuals who distinguish themselves in loyalty, scholarship, and service. Kudos to all of them! At Werner we are proud to be blessed with such wonderful faculty and students!



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## Werner Hosts Ukraine Delegates

The Werner Institute was honored to host a delegation of legal professionals and educators from Ukraine. Five Ukrainian leaders participated in the Open World Program. Open World enables emerging political and civic leaders from participating countries to work with their U.S. counterparts and experience American-style democracy and free enterprise at the local level. They were very interested in the integration of alternative dispute resolution and traditional legal education. This program is a unique, nonpartisan initiative of the U.S. Congress that builds mutual understanding between the emerging leaders of participating countries and their U.S. counterparts. We are looking forward to keeping the conversation open as they look at program development in Ukraine.



*Five Ukrainian delegates pictured with staff from the Werner Institute and Creighton Law School*

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## Making News and Book Reviews

**Professor Jackie Font-Guzmán** has signed a contract with Palgrave Macmillan to publish a book entitled: [Experiencing Puerto Rican Citizenship and Cultural Nationalism](#). The book is based on a qualitative and interdisciplinary study on how Puerto Ricans subjectively experience their citizenship and national identity. One of the external reviewers commented: “This is an intriguing topic that merits examination. The in-depth exploration of the viewpoints and experiences of a group of Puerto Ricans who requested a certificate of Puerto Rican citizenship and the unusual activities that surrounded this series of events makes a significant contribution to scholarship on Puerto Rico, citizenship, identity, history, law and related topics. [...] The approach is meritorious – in-depth interviews with key players supplemented by legal and historical analysis using press reports, official reports and other documents, some of which are not publicly accessible, all supported by a sophisticated use of scholarly resources. [...] In sum, the proposed book tells an important story in an appropriate way. The inclusion of extensive quotes from participants brings the topic alive and makes the book particularly engaging.”

**Professor Noam Ebner and Werner alum, Jeff Thompson**, came together to collaborate on an article that is to be published! Jeff’s work focuses on non-verbal communication in mediation, and he has been enthusiastic about online dispute resolution since studying it in the program. Putting those interests together with my own interest in the role of trust in online dispute resolution, they wrote an article on issues at the juxtaposition of trust, non-verbal communication and the rising wave of online video-based mediation called *@ Face Value? Nonverbal Communication & Trust Development in Online Video-based Mediation*. The article has been accepted for publication in the *International Journal of Online Dispute Resolution*, and meanwhile, can be read here: [http://papers.ssrn.com/sol3/papers.cfm?abstract\\_id=2395857](http://papers.ssrn.com/sol3/papers.cfm?abstract_id=2395857)

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

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## Making News and Book Reviews (cont.)

Creighton University has decided to offer its first Massive Open Online Course (MOOC) a free online course open to the public at large. The purpose of offering this course will be to examine this new educational tool, and to explore ways in which it can help Creighton achieve its educational and community missions on a new scale and scope of operation, as compared to traditional degree-oriented course offerings. **Noam Ebner's** proposal to teach a MOOC on *Negotiation* was chosen in a university-wide selection process, which included consulting with a large pool of Creighton University alumni. Noam is currently at work designing and developing the course, which is planned to be offered in the fall.

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**Jackie Font-Guzmán** published her most recent article, Moving 'Beyond Neutrality' and Cross-Cultural Training: Using World Café Dialogue to Address End-of-Life Care Inequalities, in the Spring 2014 issue of Peace and Conflict Studies. The article was recently listed on SSRN's Top Ten download list for: Conflict & Dispute Resolution eJournal, Justice & Negotiations eJournal, NEG Subject Matter eJournals, PSN: Health Care Delivery (Topic) and PSN: Negotiation & Conflict Resolution (Topic). Here's the link: [http://papers.ssrn.com/sol3/papers.cfm?abstract\\_id=2425879](http://papers.ssrn.com/sol3/papers.cfm?abstract_id=2425879)

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**Bernie Mayer** has been at work on a new book, due out early next year, on *The Conflict Paradox: Seven Contradictions that Define Our Work and Our Lives* (working title), which looks at the way conflict professionals help disputants move beyond destructive polarities that make it harder for them to work their way through conflict. Some of the contradictions he discusses are "competition and cooperation", "principle and compromise", "emotion and logic" and "community and autonomy." This book will be the first joint publication of Jossey-Bass (an imprint of John Wiley) and the American Bar Association.

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**Jackie Font-Guzmán** facilitated at the 66<sup>th</sup> Annual Meeting & Scientific Assembly of the Nebraska Academy of Family Physicians (NAFP) on March 29, 2014 a session concerning conversations between family physicians and their patients on advance planning for end-of-life care, barriers to starting these conversations, and what is needed to improve these discussions.

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## Making News and Book Reviews (cont.)

### **Bryan Hanson Awarded Nebraska Mediation Association Outstanding Member**

At the annual conference for the Nebraska Mediation Association in April, the Nebraska Mediation Association awarded the Werner Institute's Assistant Director, Bryan Hanson with the Outstanding Member Award. This award honors an individual for their contribution to peacemaking and for their leadership in the support of the use of alternative dispute resolution. Bryan was nominated by his colleagues at the Werner Institute and selected for the award for exemplifying the character and professionalism inherent in a mediator. He is an active contributor to the Nebraska Mediation Association as a member of the board and chair of the communications committee. His on-going work as a facilitator, mediator, and educator has enhanced the use of mediation in the state of Nebraska.



Jane Martin-Hoffman, president of the board of NMA,  
with Bryan Hanson.

## Werner Institute Students Awards/News



Congratulations to **Joanna DiStefano** for being awarded the *Maurine Hamilton Award* for Outstanding Graduate Woman of 2014. The Maurine Hamilton Award is given each year to an outstanding female graduate student who exemplifies the ideals of Maurine Murdock Hamilton, Dean of women at Creighton University from 1950-1964. These ideals include excellence in academics, leadership and service. Joanna resides in rural West Virginia, where she works as a career services counsellor at a local community college. As part of her final practicum project, Joanna developed coursework and curricula to incorporate conflict negotiation skills into first year experience courses for non-traditional students. Her objectives were to increase the self-awareness, professional capacity, and academic confidence of a very vulnerable population of students who might otherwise choose to abandon their dreams out of a sense of hopelessness. From her first day in the Werner program, Joanna showed an amazing blend of intense determination to excel, with care and support for and leadership among her classmates.



The Werner Institute is proud to announce the *Award for Academic Achievement* from Creighton University has been awarded to Peggy Lukken. This award is given to a graduate student who demonstrates commitment to academic excellence and leadership, intellectual rigor and scholarship and asserts “magis” on a regular basis. Peggy was able to maintain a 4.0 grade point average throughout the Werner program and did so by going above and beyond what was necessary in every discussion forum and writing assignment that was required. Peggy came to our program with a professional history that included a Master of Education degree and experience as an educator, which contributed to the value of the education of all who took classes with her. Beyond her work in the classroom, Peggy has established herself as a leader in the conflict engagement community in the Kansas City area as a mediator, facilitator and consultant and through the development of conferences.

# Practicum Spotlight

## Giving a Voice to Residents in Long Term Care Facilities

By Theresa Thurin

Long before I enrolled in the MS-NDR program, I contemplated a future for myself in the field of elder care advocacy. I was undoubtedly influenced by the personal journeys of each of my parents as they aged and passed away. At one time in my life I also contemplated a nursing career, but the timing was never right. What appealed to me about both elder care advocacy and nursing was a desire to help care for and touch the lives vulnerable people. As my own professional and educational journeys have unfolded, it became clear to me that the role of advocate would be the best fit for me. I recognized that skill set gained through this program would be tremendously. I became excited about the possibility of being able to utilize the Practicum experience as a training ground for elder care advocacy.

I found a promising opportunity for a Practicum as a volunteer long term care ombudsman with the Eastern Nebraska Office on Aging (ENOA). The Long-Term Care Ombudsman Program (LTCOP) is one of many volunteer programs offered by ENOA, and one whose mission includes advocacy for those who cannot remain in their own homes. The LTCOP “seeks to train volunteers as advocates for the rights and well-being of nursing home and assisted living facility residents” ([www.enoa.org](http://www.enoa.org)). The long term care ombudsman is an advocate for long-term care residents and their families and can provide services that include “education related to aging and long-term care residents’ rights; information and referral to empower individuals to resolve concerns and complaints on their own behalf; consultation to make recommendations to improve care and quality of life

in long-term care facilities; systems advocacy to identify significant concerns and problematic trends, and to advocate for systems changes that will benefit residents of long-term care facilities”.

([www.ltcombudsman.org](http://www.ltcombudsman.org)).

After three days of intensive training, I was assigned to a privately-owned long-term care facility located in Omaha. This facility has approximately 80 residents, many of whom are indigent and formerly homeless. Many residents have no family or community support to speak of. The population includes not only the elderly, but also young to middle-aged adults with severe health care issues (often complicated by behavioral and mental health issues) and bariatric patients, morbidly obese individuals who can no longer remain in their own homes due to mobility or other health maintenance issues. This was a sobering revelation about long-term care - that it’s NOT just for the elderly. I began making weekly visits to the facility in late January of 2014. Over the course of the Spring semester, I visited at least once each week for consultation with residents and to attend Resident



*Recent graduate, Theresa Thurin*

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)



# *Practicum Spotlight*

## *...continued*

Council meetings.

At each visit, I introduce myself to residents and explain my role as an LTCOP volunteer. Since some residents are unfamiliar with the term “ombudsman”, so I prefer to refer to myself as a “resident advocate”. I explain what I can and can’t do for residents. I emphasize that my role is to empower residents, rather than to try to solve problems for them. I sometimes give examples of what I can do, but I am careful not to “lead” the resident. With each subsequent visit, I learn more about each resident, and have made some powerful connections. I have become knowledgeable about the organizational structure and the culture of the facility. The more I learn about the residents and the facility, the more complex the job seems.

My goals for my Practicum were to:

- 1) Develop and hone active listening skills.
- 2) Become adept at working with multiple stakeholders, including nursing home residents, their families, nursing home administrators and staff.
- 3) Improve my systems thinking to implement rational, realistic actions plans for residents of long-term care facilities.

By the end of the practicum, I felt confident that I made significant progress toward achieving each of these goals, but there is still much work to be done. I plan to continue my work as an ombudsman and advocate for as long as I can. The work is gratifying, and the opportunities to grow my skills and expertise in conflict engagement are limitless!

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:

[Maryleebrock@creighton.edu](mailto:Maryleebrock@creighton.edu)

# Updates from 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 upcoming webinars for 2014! Since the ADRHub began in 2010 they have hosted a webinar every month. The schedule below shares the webinars for 2014. Please feel free to click on the topic title and you will be brought to the archive.

Month	Topic	Presenter
July 2014	Resolving 21 <sup>st</sup> century disputes	Geoff Drucker
June 2014	REAL Conflict Coaching	Nadja Alexander Samantha Hardy
May 2014	<a href="http://www.adrhub.com/forum/topics/webinar2014may">http://www.adrhub.com/forum/topics/webinar2014may</a>	Claudia Maffettone
April 2014	<a href="http://www.adrhub.com/forum/topics/webinar2014april">http://www.adrhub.com/forum/topics/webinar2014april</a>	Dr. Ralph Steele
March 2014	<a href="#"><u>Mediating Veteran Conflicts- Conversations On the Consequences of War</u></a>	Mark Kleiman
February 2014	<a href="#"><u>Talking Tough on Twitter- Taking The sting Out of Social Media Interations...</u></a>	Jesan Sorrells
January 2014	<a href="#"><u>Webinar: Neuropsychology of ODR (Jan/2014)</u></a>	François Bogacz, MSc., Ana Maria Maia Gonçalves



**ADR** hub.com

Bringing The ADR Community Together

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# Werner Institute Alumni Profiles

## John Turley-ADR Degree Opening Doors To Success



Mediation, sales, and technology are my passions in life. I am now doing what I am intended to do with my combined skills, experience, and education. It took a while to

combine all three areas since the best I could do was to find one and perhaps two with a part always missing. I am grateful to Creighton University not only for my fine education in Alternative Dispute Resolution (ADR) studies, but particularly for my strong and ongoing ties with the faculty. I consider the faculty members that I met through the Werner Institute at Creighton University to be associates and friends who continue to help me in my career as an ADR specialist with their advice, coaching and counseling.

For example, Bryan Hanson recommended that I volunteer as a mediator as much as possible, write about ADR issues, build my reputation, and raise my profile within the profession. I presented twice over the years on the subject of reducing litigation costs when compared to ADR as part of the Creighton Webinar series. These events bolstered my confidence and gave me exposure to a broad ADR community. The wise advice provided by Bryan and the rest of the faculty paid

off particularly when one is new in this field, as well as any other profession.

I share my observations with fellow Creighton University graduates, and they agree with me that this is one of the University's strongest assets, their ongoing interest in their alumni and their career development. I also note that Creighton prepared me for mediation situations that I encounter immediately, as well as in the future as an ADR practitioner. Specifically, I was skeptical about my ADR class in diversity; however, this course proved to be invaluable in my mediation practice and my life in general since change and society's differences underscore everything and at every turn.

I graduated in 2010, and since then, I write as much as possible in mediation publications about different aspects of the Alternative Dispute Resolution profession. During these endeavors, I learned more about myself and what I wished to accomplish with my newly acquired education and skills.

In parallel and with the advice of Bryan Hanson, I volunteer often as a mediator at the Dispute Resolution Centers of the State of Michigan, particularly in Detroit and Ann Arbor. I started my own mediation firm, The Turley Mediation Group that is slowly but steadily growing. I serve on the new membership board of the Association for Conflict Resolution (ACR) as their National Co-Chairman and as the Chairman of the ACR's Annual Conference Marketing Committee. I volunteer at the University of Michigan University Hospital's Emergency Department

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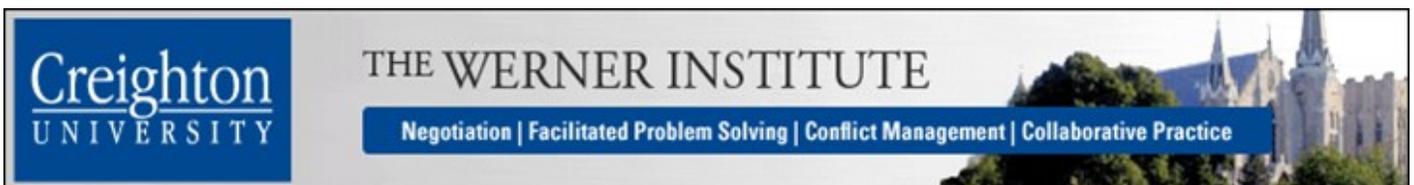
since 2003 where I train pre-med students to work in the Emergency Department. Volunteering came to me late in my life; however, it is quite rewarding and fulfilling since I give of myself to others in need without trying to convince them to part with their money. Volunteering also helped me to secure my new position with Rezoud Corporation. I learned of Rezoud as a result of my interest in online dispute resolution through my volunteer mediator efforts.

As a former corporate salesperson for many years, I know how to do self-promotion, find paying customers, and open the door to opportunities. I sold, managed sales teams, and marketed for companies such as Carlson Companies, Sun Microsystems where I was the Global Sales Executive for Ford Motor Company, Verizon Communications, Tyco International, and Siemens. I sell and I mediate. I approach the alternative dispute resolution field with resolve and commitment based on a foundation of many years of international corporate sales and marketing to global accounts. My focus is on resolving conflicts between disputing parties through facilitative mediation in the areas of corporate sales, marketing, supply chain management, IT infrastructure, and outsourcing.

I joined Rezoud Corporation in April, 2014 as their Vice President of Business Development. The company is an innovator in the alternative dispute resolution/ online dispute resolution field. Here is where my passions for mediation, sales, and technology come together. Our innovative Settle Now platform and software are a technological leap forward in the world of alternative dispute resolution and more specifically the online dispute resolution segment. It is the first innovative resolution platform built to leverage the Platform-as-a-Service technology architecture with the most modern unified communications eco system to deliver service and business processes outlined in our TeDR™ or Technology enhanced Dispute Resolution methodology.

Once again, I consider myself fortunate to enter such a fulfilling profession. I am glad to discover Creighton University at the right time and the right place when all things came together so nicely!

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# ACR 2014 Annual Conference

October 8-11, 2014 - Cincinnati, Ohio



Join your colleagues in Cincinnati this October 8-11 for the Association for Conflict Resolutions (ACR) annual conference. It promises to be a wonderful conference.

Please note, students get an amazing rate!

<http://www.acrannualconference.org/>

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