

**MASTER OF ARTS IN DISPUTE RESOLUTION (MADR)  
PROGRAM**

**Dr. Loreleigh Keashly, Academic Director  
COLLEGE OF URBAN, LABOR AND METROPOLITAN  
AFFAIRS**

**WAYNE STATE UNIVERSITY**

**Newsletter**

**Volume 1    February 2005    Number 2**

Dear MADR Students and Other Interested Readers:

Welcome to the latest issue of the Master of Arts in Dispute Resolution (MADR) Program Newsletter. In this edition, you'll find:

- Greetings and information from Loreleigh Keashly
- The MADR spring/summer 2005 course schedule
- Details on two featured courses that will be offered in the spring/summer term and one course that will be offered in the fall term
- Information about the Association for Conflict Resolution (ACR) Michigan Southeast Chapter, from Chapter Secretary, Barb Kirby
- Details and the application procedure for a wonderful scholarship opportunity
- A profile of one current MADR student
- A profile of one MADR alumnus
- A MADR faculty profile of Bill Wartens

Dr. Loreleigh Keashly and I hope that you will find this newsletter both informative and useful. We publish the newsletter in this electronic format once each academic term. If you have any ideas for inclusion in future editions, please email them to me at:

[linda.hulbert@wayne.edu](mailto:linda.hulbert@wayne.edu)

Happy reading,



Linda Lora Hulbert  
Project Coordinator, MADR Program  
Editor, MADR Newsletter

**And now, a word from MADR Academic Director, Dr.  
Loraleigh Keashly . . .**

Hello, everyone and Happy New Year.

Welcome to the second edition of the MADR electronic newsletter.

Sadly, earlier this month, Nanci Klein died unexpectedly. Nanci was the Executive Director, Oakland Mediation Center and a long-time instructor and supporter of the MADR program and its students and alumni. For a number of years, Nanci taught DR 7310 which allowed our students to be introduced to mediation with all its wonders. Nanci was a very well-known and respected DR practitioner in Michigan, and all of us mourn her loss. One of the many things Nanci left with us was her boundless energy and passion for the field. A great honor to her memory is for the program and its alumni and students to continue to thrive and actively work to increase people's ability to engage in conflict effectively and constructively.

This fall, the MADR program will be celebrating its 10<sup>th</sup> anniversary and we think we should mark the occasion with a celebration! We would like to create an event that honors our alumni, current students, faculty, practice partners, family and friends. We can review where we have been and where we want to go. If you would like to help plan this event, please contact Linda Hulbert ([linda.hulbert@wayne.edu](mailto:linda.hulbert@wayne.edu)) and we will get working!

Stay in touch and let us know what you are doing and how we can help you in your work.

Later, LL



**☀ SPRING/SUMMER 2005 MADR COURSES ☀**

⦿ **REMINDER: Web registration for the Spring/Summer 2005 Term is now in progress. Web registration for the Fall 2005 Term begins in mid-March.**

<i>Spring / Summer 2005 Dispute Resolutions</i>							
Course	CRN #	Course Name	Days	Times	Location	Instructor	Credit
DR 7210 / MGT 7780	31718	DR I: Negotiating Theory & Practice	W	5:30 - 8:15 pm	Campus (219 Prentis)	Burr, Anne	3
DR 7310	32787	Practicum: Dispute Resolution	Arranged	Arranged	Arranged	Butterwick, Susan	3
DR 7990	30937	Directed Study	Arranged	Arranged	Arranged	Keashly, Loreleigh	1 - 4

**SPRING/SUMMER 2005 MADR FEATURED COURSES**

**DR 2710, Negotiation: Theory and Practice,**  
 Class meets Wednesdays, 5:30-8:30 p.m.  
 Location: 219 Prentis, WSU Main Campus  
 3 credit hours

This is a graduate level course focused on the knowledge and skills of negotiation.. The primary text is *The Mind and Heart of the Negotiator* (Prentice-Hall, 2001) by Professor Leigh Thompson of the Kellogg School of Management at Northwestern University.

Negotiation exercises prepared by the Kellogg School and Harvard Law School's Program on Negotiation are also used throughout the class. Classes involve discussion, negotiation exercises and minimal lecture based upon the assigned reading. Students also observe a successful negotiator and write a paper applying the negotiation concepts learned in class. Grades are based on participation, the negotiation exercises, the paper, a presentation of the paper and an objective test. The course is taught by Anne M. Burr, Esq., an attorney, mediator and professor.

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### **DR 7310 Practicum in Dispute Resolution**

Class meets Tuesdays and Thursdays, May 10-June 2 (6:00-9:00 p.m.) and on Saturday, May 14 and June 4 (9:00 a.m.- 5:00 p.m.)

Location: Oakland Campus

3 credit hours

Prerequisite: Successful completion of DR 7100, DR 7210, and 7220

This class combines teaching and practice in facilitative mediation. Special emphasis is given to mediation skill building and the steps of the mediation process, understanding the mediator's role and the goals and principles of facilitative mediation, such as self-determination of the parties, neutrality of the mediator, confidentiality, ethical issues, negotiation theory, and working with attorneys and parties in mediation.

This is an interactive class. Video demonstrations will be used and opportunity will be given for "live" practice of individual skills in the stages of the mediation process. Every student will mediate a final role play at the end of the course.

In addition, students will participate in an internship placement after completion of the classroom component, where they can apply their mediation skills and learn other aspects of ADR programs.

The course curriculum and instructor (Susan Butterwick) are approved by the Michigan State Court Administrative Office so that JD and MADR graduates who complete the course will receive a certificate qualifying them to apply to be listed on civil court mediation rosters in Michigan. The course is governed by Michigan Court Rule MCR 2.411 which states that the instructor has no discretion to excuse participants from class. Thus prompt attendance at every class is mandatory for this course.

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**FALL 2005 MADR FEATURED COURSE**

**DR 7100 Roots of Social Conflict**

Class meets Mondays, 6:00-9:00 pm

Location: Main Campus

3 credit hours

The Roots of Social Conflict course provides a graduate-level introduction to the theoretical foundations of conflict resolution and conflict studies. The course draws upon a variety of disciplines and case studies, film clips and news stories to examine the causes and forms of social conflict at the interpersonal, inter-group, and to a lesser extent, international levels. Basic theoretical arguments about why conflict occurs are explored and applied to specific conflict examples. We will also examine some of the history of and variety within the contemporary conflict resolution movement. The course has increasingly made use of online exercises such as web quests and has regularly featured a simulated team mediation/negotiation of a complex social conflict. The instructor is Dr. Bill Warters.

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**MESSAGE FROM THE ASSOCIATION FOR CONFLICT  
RESOLUTION MICHIGAN SOUTHEAST CHAPTER  
SECRETARY, BARB KIRBY**

The Association for Conflict Resolution Michigan-Southeast Chapter was privileged to welcome two well-known speakers at our recent meetings.

In November prominent dispute resolution professional, Bernard Mayer, spoke with us about his new book, *Beyond Neutrality: Confronting the Crisis in Conflict Resolution*. He encouraged us as conflict resolution professionals to examine our narrow role as neutrals working solely to resolve conflicts. Mayer feels the field of conflict resolution would be more accepted if our role evolved into that of conflict engagement specialists. We could then use our expertise to change the way people address conflict. He encouraged us to examine new fields such as collaborative law and conflict coaching.

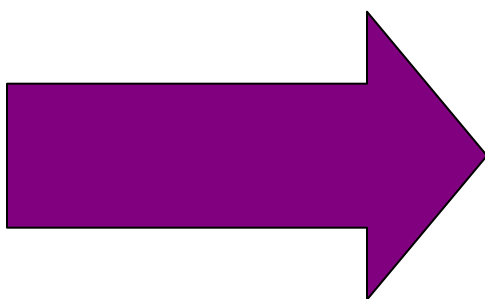
At our annual meeting in January we were privileged to have acclaimed mediator, trainer & author, Forrest "Woody" Mosten, lead us in an informal discussion about how to effectively build a mediation practice. Woody advised us to develop a mediation signature that defined our practice. We also talked about how to create an environment at the table that was conducive to a collaborative mindset, which could increase the

chance for settlement and enhance our reputation as a mediator. Woody suggested we welcome clients by greeting them personally, provide beverages and snacks, create a relaxing space for mediation, and have a client library. Woody has promised to continue this discussion next year when he will again be in Michigan. In the meantime, you can read more of what Woody suggests in his book, *Mediation Career Guide: A Strategic Approach to Building a Successful Practice*.

Also at the annual meeting, the following slate of officers for 2005 was elected by acclamation: Makini Jackson, President-Elect; Barbara Kirby, secretary; Ryan Milligan, treasurer; and Carolyn Christopher, Tracy Allen and Barbara Johannessen, at-large directors. Bill Warters, having served this past year as president-elect, assumed the role of president. Congratulations and thanks to our new board members for their willingness to serve in these roles!

Finally, at the January meeting, Bill Warters gave a presentation on the development of our chapter website. At the site members can now join our chapter, update their membership data, and pay their annual dues. The site also provides information on Chapter activities, a research tool, and links to Michigan ADR resources. Check it out at [www.mediate.com/acrmichigan](http://www.mediate.com/acrmichigan).

While you are there, you can join our Chapter. Members have the opportunity to network and learn from ADR professionals in our area. You are welcome to help us plan activities that will meet the needs of the local ADR community. Student membership cost just \$15. Regular membership is \$30.



**The Association for  
Conflict Resolution  
Michigan-Southeast  
Chapter is your  
professional  
organization!  
Join today!**





**ANNOUNCING!**

**A GREAT  
SCHOLARSHIP  
OPPORTUNITY  
FOR MADR  
STUDENTS!**

**WAYNE STATE  
UNIVERSITY**

**COLLEGE OF URBAN, LABOR  
AND METROPOLITAN AFFAIRS**

## **CULMA Anniversary Scholarship Announcement**

To celebrate the 20<sup>th</sup> anniversary of the initial formation of the College of Urban, Labor and Metropolitan Affairs, we announce a competition to award the Bluestone Scholarships (up to \$3,000/each) to students enrolled in and applying to graduate programs in the college. We invite applications from students interested in all CULMA degrees, and in particular from students studying workplace and related topics.

This competition is open to new students and those already admitted to CULMA's graduate programs. Those interested should submit a resume, a copy of their relevant transcript and a statement as to their career objectives within their chosen field (up to 1,000 words).

Packets are to be submitted to: Marie Villanueva, 3198 Faculty/Administration Building by March 25, 2005.

This scholarship is funded through generous donations made in honor of Irv and Zelda Bluestone.



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**MADR STUDENT PROFILE**

**In response to my request for information to include in upcoming MADR Newsletters, one MADR student, Gina L. Buckley, sent me her student profile, which appears below.**

**Do you want your fellow MADR students to know more about you and why you're a part of this program? Email me ([linda.hulbert@wayne.edu](mailto:linda.hulbert@wayne.edu)) your information to include in a future issue.**

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**Gina L. Buckley** joined the MADR Program in Fall 2003, after she had explored the program online and talked to Loreleigh Keashly during the summer. She earned a Bachelor of Science degree in Manufacturing Management Systems in 1990 at General Motors Institute (now called Kettering University) in Flint, MI.

Gina "worked for a G.M. metal fabricating plant for about five years in many areas of the operations, including: labor relations, hourly personnel, quality control, inventory management, and special cost-saving projects." Of that experience, she says, "The best part was meeting so many different people throughout the organization." Then, after more than ten years raising her children and working a training business from home, she entered the DR field. Ms. Buckley notes that she "became a part-time

training coordinator at the Oakland Mediation Center (OMC) in January 2003. Once working in the field, [she] found out about the MADR Program from volunteers and staff at the center.”

Of her tenure in the program, Gina says, “It has been a great experience so far.” She finds that the knowledge she gains through courses in the program is relevant and applicable to her present work. Ms. Buckley says, “Currently as the Training Coordinator at OMC, I have the opportunity to work with many schools in Oakland County. We teach DR skills to K-12 students [through] many youth programs. Our most popular program is Peer Mediation training. OMC also teaches bully proofing, coping with conflict, and diversity, and has a special education mediation program. These are wonderful opportunities to help students learn at a young age that conflict is going to happen all around them, but how they deal with it is up to them.”

Ms. Buckley concluded by saying, “I look forward to working in other areas of DR, including international relations, at some point in my future. The field is only limited by our own creative problem-solving applications and provides us many opportunities for utilizing the skills and knowledge we gain from the MADR Program.”

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## MADR ALUMNI PROFILE

**Here’s a new feature in the MADR Newsletter: Alumni Profiles. If you are an alum of the program, and you’d like to share your story with readers of the newsletter, please email me ([linda.hulbert@wayne.edu](mailto:linda.hulbert@wayne.edu)) your information to include in a future issue.**

**This issue features a profile of MADR alumnus Eugene F. Groesbeck.**

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**Eugene F. Groesbeck** graduated from the MADR Program in 2002, having attended from 1995. Prior to that, he received an Associate Degree in Liberal Arts from Macomb Community College in 1979 and a Bachelor of Science degree in History from Lake Superior State University in 1982.

When asked why he chose the MADR Program, Eugene says, “I became interested in the MADR Program as a result of my experience as a union official where I am employed (Macomb County Sheriff’s Department).” He also notes, “I did a paid internship teaching conflict resolution skills to junior high school and high school

students in Lincoln Park. I am a volunteer mediator with the Resolution Center in Mt. Clemens where I specialize in small claims mediation at the 37<sup>th</sup> District Court in Warren.”

Mr. Groesbeck notes that the MADR experience prepared him for the work he now does. In fact, he replies, “The education and skills I learned in the MADR Program are an invaluable resource that I draw upon not only in my professional life as a Correction Officer, but in my personal life as well. Let’s face it, life is full of conflict!”

What was one of Eugene’s most positive MADR classroom experiences? “One of the most interesting courses I took was with Elizabeth Barton, which led to the internship I did with Lincoln Park School District. I encourage anyone involved in the MADR Program to take a course with Dr. Barton. She is a dynamic person who offers much insight into issues dealing with children and alternative dispute resolution.”

As for advice to current MADR students, Eugene Groesbeck gives the following: “My advice to current and/or prospective MADR students is to get as involved in the local ADR community as they can—and as early as possible. Also, take a diversity of courses, including some in labor relations issues as these courses offer a solid foundation in the roots of the ADR movement. Best wishes!”

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**MADR FACULTY PROFILE. . .**  
**MEET DR. BILL WARTERS**

My work explores innovative ways to support conflict resolution knowledge and skill development, with recent efforts focused on the use of technology and the world wide web. I’m also active as President of the Michigan Chapter of the Association for Conflict Resolution, which you can be too by visiting <http://www.mediate.com/acrmichigan/>

My research training and experience most often involves using various qualitative research approaches to explore the lived experience of research participants. For instance, I received a Guggenheim Fellowship to conduct dissertation research on abusive men who had been pushed to change their behavior. The dissertation passed with distinction and received the distinguished Syracuse University Dissertation Prize. A paper from the project received the Maxwell School of Citizenship and Public Affairs Dean’s Award. Continuing this line of work, I have been working (very sporadically)

on a book on a symbolic interactionist view of men's violence prevention, but am encouraged by a new version of the software I used to do my analysis, now available on the Macintosh OS X platform, which as my students know I just love.

In addition to my long-standing focus on violence and masculinity (see example of this work online at <http://www.feminista.com/archives/v2n3/warters.html> ), I have been very active in the area of dispute resolution in higher education, exploring it in terms of teaching, research and practice. In 1996 I conducted a Delphi study on the rapid emergence of graduate-level degree-granting programs in dispute resolution across North America. This research was followed-up by a symposium I hosted at Nova Southeastern University that brought together representatives from 15 different programs to discuss the future of the field. An article reporting the results of this study is published in the Online Journal of Peace and Conflict Resolution.

My book, *Mediation in the Campus Community: Designing and Managing Effective Programs*, was published in late 1999 by Jossey-Bass, in affiliation with the National Institute for Dispute Resolution and the Conflict Resolution in Education Network. The book provides a theoretical grounding for campus dispute resolution efforts, while serving as a technical assistance manual for developing campus dispute resolution systems, published in conjunction with the National Institute for Dispute Resolution. Also, my colleague, Loreleigh Keashly, and I co-authored a chapter on interpersonal conflict appearing in an introductory Peace and Conflict Studies textbook entitled *Patterns of Conflict, Paths to Peace* edited by Larry Fisk and John Schellenberg (Broadview Press, 2000) that will be updated for a revised edition the editors are organizing.

My current research agenda includes continuing my work on dispute resolution in higher education, building up the toolset and information available at the Campus Conflict Resolution Resources Web site <http://www.campus-adr.org>, looking at various 'sub-cultures' of disputing on campuses (as outlined in my 1995 ombuds journal article), and at the growth and spread of dispute resolution as a field of study. I've been maintaining a weblog of interesting online conflict resolution tools and learning objects for more than a year now, available at <http://www.campus-adr.net/weblog.php>

I have had significant administrative experience as well. I served as Director of Nova Southeastern Universities doctoral program during its first year and a half. I also served as Faculty Supervisor of the Conflict Resolution Resource Service (CRRS) at NSU beginning February of 1994. The CRRS is a campus and community mediation and conflict resolution program that I initiated that provided students with practical experience offering mediation, conflict resolution, and group facilitation services to the local community. I developed and directed a similar program called the Campus Mediation Center at Syracuse University as a graduate student, and served as Co-chair of the first National Conference on Campus Mediation back in 1990. In addition, I

served two terms as Chair of the Higher Education Committee of the National Association for Mediation in Education.

I also continuing to gather articles and citations to build a community-focused research agenda on local cultures of disputing that examines how various identity groups resolve internal disputes. Thus far I have explored 5 different communities, with special emphasis on the Chaldean population (Christian Iraqis). This work received seed funding from the Benjamin Barber Fund for Interdisciplinary Legal Research.

So, I have lots of interests and manage, as my mother-in-law would say to “stay off the streets and out of the pool halls” for the most part, but perhaps in the bargain I spend too much time in front of a computer screen!

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**The next issue of the MADR Newsletter will appear in May 2005. Until then, productive and worthwhile MADR experiences are wished for you.**

**Linda**