

Tammy began her career in higher education, serving as a dean and vice president, then later as a co-founder of the world's first master's degree in mediation, now housed at Champlain College. She is the author of The Conflict Pivot (2014) and the award-winning Making Mediation Your Day Job. In 2012, she received the Mary Parker Follett Award for innovative and pioneering work in the conflict resolution field. In 2015, she received the Pioneer Award from the New England Association for Conflict Resolution for significant contributions to the conflict resolution field and passionate commitment to the profession's growth and development.

Since she founded her own conflict resolution firm in 1997, she has been helping leaders, managers, business owners, mediators, and coaches turn "what ifs" into reality for 20 years. Her [website](#) lists some of them: What if...

- Stubborn conflict was no match for your creativity and resourcefulness?
- You could handle emotionally charged conflict with composure and finesse?
- Clients and employees sought out your problem solving prowess?
- Vexing conflict behaviors dissolved under your guidance?
- You knew how to translate conflict resolution savvy into an influential career?



**HILTON GARDEN INN
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This Conference is Co-Sponsored by the Indiana Chapter of the National Association of Social Workers. Current NASW members pay the same price for registration as IAM members.

If you are not a current IAM Member, 2016 and 2017 IAM Membership is included in the cost of your registration.

Find more Conference information, including directions to the Hilton Garden Inn Indianapolis Northwest, on the What's New page at www.mediation-indiana.org. A limited number of \$100 Scholarships are available for students, new mediators, and those with financial need. Please contact IAM for more scholarship information.



**THE INDIANA ASSOCIATION OF
MEDIATORS PRESENTS
MEDIATOR AND AUTHOR
TAMMY LENSKI**

**AT THE 6TH ANNUAL MIDWEST
MEDIATION CONFERENCE
INDIANAPOLIS, INDIANA**

SEPTEMBER 16-17, 2016

Continuing Education Credit: This two-day Conference has pending approval for 12 hours of CLE/CME/NLS. For those who attend only one day, the Conference has pending approval for 6 hours of CLE/CME/NLS. The IAM has also applied to NASW for 12 hours of Social Work credits for both days and for 6 hours each day. For more information on the Conference, visit the "What's New" page on the IAM website at www.mediation-indiana.org.

Cancellation Policy: Current IAM and NASWIN members may cancel their registrations for either one-day or two-day attendance prior to September 2, 2016, in writing, and receive a full refund of the cost of their Conference registration, minus a \$10.00 cancellation fee if your registration was paid with a credit card online. However, for persons who are not current IAM members, cancellation and a refund of your registration (minus the \$10.00 credit card cancellation fee) will also cancel the IAM membership for 2016 and 2017 that was included in the cost of your registration. After September 2, 2016, a cancellation fee of \$75.00 will apply to all registrations and the balance of your payments will be refunded upon written request.

On-Line Registration: For on-line registration go to the "What's New" page on the IAM website at www.mediation-indiana.org and use the link to the Conference website. If you do not wish to use a credit card, you may download the Conference Registration Form and send the completed form, along with your check, to the address indicated on the form. You may also fill out and return this form with your payment, to Rick Wacker, IAM Treasurer, 4520 West Jurist Court, Trafalgar, IN 46181.

September 16, 2016 (day one)

8:30 a.m. Welcome & Introductions

9:00 a.m. – 12:00 p.m. Module 1: De-Escalating High-Heat Encounters.

When emotions run hot in the mediation room, mediators' and attorneys' responses can make the difference between an encounter that escalates uncontrollably and one that leaves the parties calmly continuing the mediation. This session will address key factors that influence the way emotionally charged encounters unfold, and responses that both help and hinder cooling down.

Noon – 1:00 p.m. IAM remarks and Lunch

1:00 p.m. – 4:00 p.m. Module 2: Managing Frustrating Behaviors in the Mediation Room.

While mediators and attorneys are wise to be alert for behaviors that interfere with mediation progress, not all frustrating behaviors are a true problem. How do we know which vexing behaviors require intervention, which ones don't, and the best way to proceed? This session will teach participants a simple framework for determining whether a behavior is getting in the way, for whom and why, and what to do about it.

4:00 p.m. Adjourn for the day.

September 17, 2016 (day two)

8:30 a.m. IAM Welcome & Remarks

9:00 a.m. – 12:00 p.m. Module 1: A Framework for Handling Chronic Conflict.

Chronic conflict is different than a dispute that needs resolving, and it needs to be handled differently. When people are in chronic conflict, a single dispute can get resolved, yet the conflict will continue – and the ongoing friction, strained relationship, or hostility will feed further disputes. The morning session will address the elements of chronic conflict and introduce a framework for helping parties break the cycle of chronic conflict.

September 17, 2016 (day two continued)

Noon – 1:00 p.m. IAM remarks and Lunch

1:00 p.m. – 4:00 p.m. Module 2: Mediating Chronic Conflict.

The afternoon session continues the work of the morning session, giving participants practice employing the framework and examining special circumstances and cases.

4:00 p.m. Closing remarks and Adjourn

Conference Fees

Current* IAM/NASW Members (before 8/15/16):

- **2-day registration:** \$299
- **1-day registration:** \$199

New IAM Members (before 8/15/16)

- **Fee includes IAM membership for the remainder of 2016 & all of 2017**
- **2-day registration for NEW (and former) IAM members \$399**
- **1-day registration: \$299**
- **Materials: All registrants will receive free access to the materials on-line on the day of the Conference.**

*Current members are those members who have paid their 2016 IAM membership dues prior to August 1, 2016.

After August 15, the price of both the 1-day and 2-day registrations increases by \$50.00. Attendance is limited. Due to space limitations, payment of the registration fee prior to September 2 is required to guarantee your seat. If payment for your registration has not been received by September 2, your registration will be cancelled.