

# The Center for Dispute Resolution

## Spring 2022 Newsletter

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Department of Communication, Reynolds College of Arts and Letters, Missouri State University

### Director's Note

From Dr. Charlene Berquist, CDR Director

Life looks very different today than it did two years ago. The reality of COVID has posed many challenges, but by forcing us out of our comfort zones it has also offered opportunities for us to examine our lives and our work in new ways.

In the day-to-day rush and routine of life it is easy to get comfortable and complacent. But the past many months have focused us on what is really important. As we nurture the relationships that matter the most and are given the opportunity to innovate, change, and grow in our work, we discover many exciting new possibilities.

In this issue you can read about how the changes made to our programs and trainings as a result of COVID have produced wonderful outcomes for our campus, community, and region. Plus, learn about what we have in store for 2022. As always, we offer our appreciation for the support of our campus and community friends. Have a healthy and happy new year!

Charlene Berquist, PhD  
Director, Center for Dispute Resolution; Professor, Department of Communication



**“The best things in life are often waiting for you at the exit ramp of your comfort zone.”**

~Karen Salmansohn

### Spring Events

#### Campus Conflict Workshops

##### **De-escalation Strategies in Conflict**

Jan. 26, 12-1 p.m.

##### **Managing Conflicts in Groups and Teams**

Feb. 8, 12-1 p.m.

##### **Bullying in the Workplace**

March 8, 12-1 p.m.

##### **Listening Skills to Improve Communication and Conflict Management**

April 5, 12-1 p.m.

#### Deep Dive Workshop

##### **Using Circles to Encourage Dialogue and Community**

February 2, 1:30-4:30 p.m.

#### Statewide Restorative Practices Conference

April 8, 8:30 a.m.-5 p.m.

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### In This Issue

<a href="#">Campus Conflict Workshop Series Offered for Spring 2022</a>	2
<a href="#">Fall 2021-Spring 2022 Trainings and Workshops</a>	4
<a href="#">CDR and Conflict Students Present Two Sessions at ACR Annual Conference</a>	6
<a href="#">High Schools Students Trained in How to Receive Feedback</a>	8
<a href="#">Dr. Char Berquist Recognized for Excellence in Study Away Programming</a>	10
<a href="#">Fall 2021 Virtual Civil and Family Mediation Trainings a Success</a>	12
<a href="#">Practicum Student Spotlight: Christina Begay</a>	14
<a href="#">Congratulations to Our 24 Spring 2021 Conflict Certificate Graduates</a>	16
<a href="#">Save the Date - Virtual Restorative Practices Conference April 8, 2022</a>	18

# Campus Conflict Workshop Series

Missouri State University faculty, staff, and students are invited to build their conflict and communication skills at the Center for Dispute Resolution's "Campus Conflict Workshop Series." This virtual series includes [1-hour noon workshops](#) as well as longer "[Deep Dive](#)" [sessions](#). All sessions are free for the campus community and focus on various aspects of communication and conflict management.

## Spring 2022 Noon Sessions

All 1-hour noon-time sessions qualify for [Master Advisor](#) credit. Pre-registration is not required for these free sessions (although [RSVPs are encouraged](#)), and anyone may attend.

### De-escalation Strategies in Conflict

*Wednesday, January 26, 2022, 12-1 p.m. via [Zoom](#)*

*Presented by [Ms. Molly Grisham](#), Owner, Lead Your Life*

Managing conflicts is challenging enough on its own, but communicating with someone who is emotionally triggered, upset, or angry can be especially difficult, stressful, and even scary. In this session we will explore de-escalation strategies you can use in conflict situations when emotions are running high. Learn how to manage your own emotions to keep your rational mind engaged, as well as techniques for calming the other person down so you can communicate effectively with them.



*Ms. Molly Grisham*

### Managing Conflicts in Groups and Teams

*Tuesday, February 8, 2022, 12-1 p.m. via [Zoom](#)*

*Presented by [Dr. Carrisa Hoelscher](#), Assistant Professor, Department of COM, and [Robbyn Rose](#), COM Master's student*

Productivity in teams requires collaboration, and when great minds come together, conflict is likely to result. At times this conflict is energizing, but when conflict gets out of hand the work (and everyone on the team) tends to suffer. This workshop will examine the common causes of conflict in teams and groups and explore how to manage conflict appropriately within the bounds of a cooperative team process.



*Ms. Robbyn Rose*



*Dr. Carrisa Hoelscher*

### RSVP for Noon Campus Conflict Workshop Sessions

Pre-registration for noon sessions is not required, but we encourage you to [RSVP to receive event reminders and resources in advance](#). All sessions qualify for [Master Advisor](#) credit.

# Offered for Spring 2022 Semester

## Bullying in the Workplace

Tuesday, April 5, 2022, 12-1 p.m. via [Zoom](#)

Presented by [Dr. Stephen Spates](#), Assistant Professor, Department of COM

Bullying is common, often unrecognized, and damaging, and it impacts both workplace and campus settings. This session will discuss adult bullying behaviors, techniques for dealing with bullying, and prevention strategies.



Dr. Stephen Spates

## Listening Skills to Improve Communication and Conflict Management

Tuesday, April 5, 2022, 12-1 p.m. via [Zoom](#)

Presented by [Mr. Jay Howard](#), Instructor, Department of COM

Most people *think* they are good listeners, but in truth few of us are. Listening is a powerful skill that impacts our ability to communicate and to manage conflict, and developing this skill requires focus and practice. This session will explore the role of listening in conflict management and focus on how you can become a better listener.



Mr. Jay Howard

## Deep Dive Workshop: Using Circles to Encourage Dialogue and Build Community

Wednesday, February 2, 2022, 1:30 - 4:30 p.m. via Zoom

Presented by [Dr. Charlene Berquist](#) and [Ms. Heather Blades](#)

The “circle process” is a unique format for engaging with others. Join CDR Director [Dr. Charlene Berquist](#) and Associate Director [Heather Blades](#) to explore how circle processes allow for deep dialogue and help build community and enhance and strengthen connections between group members.



This interactive online workshop is free for Missouri State faculty, staff, and administrators, but seats are limited and [pre-registration is required](#). This session is approved for [Master Advisor](#) credit.

### Register Now for “Using Circles to Encourage Dialogue”

Missouri State faculty and staff—[register now to attend this free Deep Dive workshop](#).

Seating is limited, so reserve your spot now!

# Fall 2021-Spring 2022 Communication

The Center for Dispute Resolution's (CDR's) fall schedule included a number of communication and conflict management trainings and workshops, and a host of additional sessions will be provided this spring.

## Missouri State University Class and Department Workshops

Providing customized workshops for courses, departments, and administrative units at Missouri State is just one way the CDR serves the campus community.



**Missouri State**  
U N I V E R S I T Y

Course workshops serve to build students' communication and conflict management skills and also offer an opportunity to share information with students about the [Certificates in Conflict and Dispute Resolution](#) (offered at both the [undergraduate](#) and [graduate](#) level). Presentations are offered for students in a wide range of programs, including Communication, English, Art and Design, Public Health, Social Work, Criminology, and more.

Workshops offered for departments and units are customized based upon the training needs of participants. Workshops typically range from 1-3 hours in length and focus on topics relevant to the students, faculty, staff, and/or administrators in attendance.

## MSSU Leadership Academy Workshop

This past December the CDR provided a half-day workshop on communication and conflict management for [Missouri Southern State University's](#) faculty and staff leadership academy. The session focused on the causes and dynamics of conflict, managing emotions, how culture impacts conflict, and how to take the initiative to intervene early in conflict situations.



Participants in the session indicated they appreciated the insights and knowledge shared with their team. In the words of one attendee, "Being reminded to step back and think about what is on the plate of the other individual involved in conflict was a great reminder. When wrapped up in conflict, sometimes it feels like others are out to 'get you,' but it was good to be reminded that they have very full plates too, and I need to consider that." Another shared: "I really loved how the practice scenarios...were incredibly real and applicable to the conversations I am navigating daily." Yet another said: "The CDR is a great resource, I love anything they put on!"



# and Conflict Management Workshops

## Association of Missouri Mediators Annual Conference Support



On Friday, October 1, 2021, the [Association of Missouri Mediators](#) offered the organization's [annual conference](#). This year's theme was "The Multi-Dimensional Future of Mediation." The virtual conference featured 15 speakers, including online experts [Jim Melamed](#), [Colin Rule](#), and [Clare Fowler](#) of [Mediate.com](#).

The CDR was proud to support this educational event by providing scholarship sponsorship for Missouri State students who attended the event.

For more information on this conference, or to purchase access to the recorded event, visit the Association of Missouri Mediators website at [www.momediators.org/2021-conference.html](http://www.momediators.org/2021-conference.html).

## Conference Presentation for the 2022 Missouri Parks and Recreation Association Conference

The CDR was selected to present the workshop "Conflict Management in the Workplace" on March 1<sup>st</sup> at the [annual conference of the Missouri Parks and Recreation Association \(MPRA\)](#).



The MPRA "serves as the voice for parks and recreation in Missouri on the local, state, and national level," and the organization's annual conference brings

together representatives from nearly every municipal and county parks and recreation department in the state.

The CDR's conference session will be led by [Dr. Erin Wehrman](#) and will focus on how conflict in the workplace, when handled well, can be energizing and result in connection and innovation.

### For More Information on Customized Trainings and Workshops

Customized training, workshops, and presentations can vary from an hour to several days and focus on a variety of topics related to communication and conflict management. For more information on the CDR's virtual [workshops](#) or [customized trainings](#), including a sampling of topics, please visit the [CDR's website](#), call 417-836-8831, or email [CharleneBerquist@MissouriState.edu](mailto:CharleneBerquist@MissouriState.edu).

# CDR and Conflict Students Present Two

The CDR presented two sessions at the Association for Conflict Resolution's (ACR's) Annual Conference, September 29-October 1, 2021. The competitively selected sessions focused on two of the CDR's high-impact community programs: the Victim Impact Program for Youth, and Circles for Girls Diversity Circles. The sessions, led by CDR Director Dr. Charlene Berquist and Associate Director Heather Blades, both included Missouri State students and alumni whose research and facilitation work with the programs was highlighted.



## Diversity Circles for Girls

In the first presentation, **“Diversity Circles for Girls: Engaging Minority Youth in Conversations About Their Experiences,”** Dr. Berquist and Ms. Blades were joined by [Conflict Certificate](#) and [Communication Master's](#) alumna Tina Pham, who served as a facilitator and trainer for the Diversity Circles program.

The session discussed how in 2017 the CDR expanded its [Circles for Girls](#) educational exploratory talking circles (which have been offered for at-risk youth in area middle schools since 2012) to include “Diversity Circles.” These Diversity Circles, led by college-aged women of color, were aimed at engaging girls whose racial or ethnic backgrounds differed from the majority of students in their schools.



Tina Pham, ACR Co-Presenter, Conflict Certificate Alumna, and Diversity Circles Facilitator

The CDR began offering Diversity Circles for at-risk girls because there was a recognition among traditional Circles for Girls facilitators and area school counselors that girls of color in Springfield (which is 86% white) often feel isolated and lack opportunities to discuss their experiences and concerns with similar youth in a safe and structured environment. Diversity Circles aimed to address these concerns while also connecting youth with facilitators who are women of color (who serve as informal mentors and role models).

Together Berquist, Blades, and Pham shared how these groups provide a venue where youth of color can connect and share their experiences, offering benefits to minority youth and Missouri State student facilitators alike.

## Virtual Victim Impact Program for Youth

In the second conference presentation, “Engaging Youth to Inspire an Understanding of Crime’s Impact: An Exploration of Face-to-Face and Virtual Restorative Victim Impact Programs for Youth,” Berquist and Blades were joined by [Conflict Certificate](#) students Kaitlyn Killingsworth (who assists in facilitating in the program) and Erica Pilgrim (whose seminar research focused on the program).

The presentation detailed how the CDR’s [Victim Impact Program for youthful offenders](#) in Greene County, MO, was modified to be offered virtually during the COVID-19 pandemic. It showcased research on the impact that both formats have had on youth’s perceptions of crime and their own actions.

The presentation highlighted several outcomes of the CDR’s modified virtual Victim Impact Program for youth:

- The virtual format eliminated many of the barriers to accessing the face-to-face program faced by youth of color and low-income youth. Families reported that they appreciated the ease and flexibility of scheduling sessions.
- Program completion rates with the virtual program rose from 68% to nearly 83%. This increase was particularly notable for youth of color, whose completion rates rose nearly 30%.
- The individualized nature of virtual VIP sessions allowed facilitators to modify the program and their approach to better meet the needs of youth with disabilities, including kids with learning disabilities and emotional or behavioral challenges.

## A History of Student Research and Support

The CDR was pleased to continue its long history of supporting conflict-student research and participation in conference presentations with these two conference offerings. For over 15 years the CDR has partnered with students to conduct research and present at national and regional conferences.



Kaitlyn Killingsworth, Conflict Certificate student, VIP program facilitator



Erica Pilgrim, Conflict Certificate student, VIP program researcher

# High Schools Students Trained

This past December the CDR provided training on how to receive feedback effectively for over 100 high school students taking part in the [Greater Ozarks Centers for Advanced Professional Studies \(GO CAPS\) program](#).

## About the GO CAPS Program

In the unique year-long GO CAPS experience, high school juniors and seniors “test drive” future career options and develop real-world professional skills as they are embedded in partner businesses. Students join one of three strands: medicine and health care, business and entrepreneurship, or engineering and manufacturing. Then, together with their cohort, they engage in real-world, project-based learning through collaborations with businesses and community partners.



## Why Feedback Training?

People who are good at receiving feedback are happier in their relationships, are more satisfied in their jobs, adapt more quickly to new roles and responsibilities, and get better reviews at work. However, receiving critical feedback can be painful, leading even the most seasoned professionals to become angry and defensive, or feel frustrated or unsure of how to improve.

Thus, it is no surprise that instructors in the GO CAPS program noted that many of their own students struggled to receive constructive feedback from both their teachers and their real-world supervisors. The organization approached the CDR to develop a customized training to enhance students’ abilities to make the most of the feedback they receive.

This training, first offered to students in 2019, focuses on helping students develop the vital job skill of processing the feedback they receive, with an emphasis on overcoming defensiveness and asking effective questions to make the most of feedback at work and beyond.

In each highly interactive 2.5-hour training, students explored the following:

- The characteristics of effective vs. ineffective feedback.
- Why feedback is a gift, and how to see it that way.
- Why we may accept or reject feedback.
- How our brains respond to feedback (often in counter-productive ways!).
- How to “mine for the gold” when given ineffective feedback.
- Ways to ask for feedback (and why you should).
- How to give others feedback for improvement .



# and in How to Receive Feedback

## Missouri State Student Involvement

Two students in the [Certificate in Conflict and Dispute Resolution programs](#) at Missouri State assisted in preparing for and offering these workshops.

Graduate student Kaitlyn Killingworth, who co-presented the trainings alongside CDR Associate Director Heather Blades, shared about her experience: “Receiving feedback well was not a topic I had ever encountered until I reached higher education, but now I can understand the power and growth to be gained from receiving feedback well. I was thrilled to be able to present and share this insight with high school students and help them learn more about themselves and the ways they respond to feedback, while also learning and thinking about the ways I receive feedback.”

## What GO CAPS Students Had to Say

At the conclusion of each session, students shared reflections on what they had learned or what stood out to them. The following are examples of their insights:

- “Today I’ve learned the importance of not acknowledging only positive feedback. I’ve been reminded of how this is important as today taught me how to actually disagree professionally instead of just ignoring the feedback which I think is negative and therefore not relevant. “
- “One useful thing I learned today is that I should always use feedback to grow and become a better person. Denying criticism may make me feel better in the moment. But will harm me in the long term. Even if someone is angry, rude, and aggressive, my response can make their feedback valuable. “
- “I learned not to react with emotion, instead react with questions and being calm. Feedback can help you if you fully understand what they are telling you. Also, I learned that requesting feedback is OK. “
- “You can receive feedback correctly without accepting it. Say thank you, ask for examples, don’t rush to react, respectfully disagree using concrete examples. Request feedback not just from bosses but colleagues too. Be open to feedback given.”

The CDR looks forward to future opportunities to support students in our community through our collaborative partnerships with Springfield Public Schools. If your organization has an interest in learning more about feedback, or you would like to schedule training, please contact CDR Director Dr. Charlene Berquist at [CharleneBerquist@MissouriState.edu](mailto:CharleneBerquist@MissouriState.edu).

### For More Information on Customized Trainings and Workshops

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# CDR Director Dr. Char Berquist Recognized



Dr. Charlene Berquist, in Dublin.

This past March CDR Director [Dr. Charlene Berquist](#) received Missouri State's [Award for Excellence in Study Away Programming](#) in the Cultural Competence category for her work teaching COM 597/698: Northern Ireland – Conflict, Peace, and Reconciliation.

## About the Study Away Award for Excellence

The Award for Excellence in Study Away Programming was established to recognize faculty who demonstrate excellence in designing and leading short-term Study Away programs that influence the development of tomorrow's global leaders. The Cultural Competence category of this award focuses on faculty members whose programs directly address the recognition and respect of multiple perspectives and cultures.

Faculty members must be nominated by students who have taken part in their program, and then must submit a comprehensive application portfolio that includes letters of recommendation from former students and colleagues.

## Studying Conflict, Peace, and Reconciliation in Northern Ireland

The course "Northern Ireland – Conflict, Peace, and Reconciliation," which is co-led by CDR Associate Director [Heather Blades](#), was offered in spring/summer of 2015, 2016, 2018, and 2019. The 3-credit hour program includes pre-departure work as well as 10-11 days of travel to Ireland and Northern Ireland, with students visiting Dublin, Ireland, as well as Belfast, Derry/Londonderry, and Ballycastle, Northern Ireland, as they explore the [history of the Troubles](#) and subsequent peace efforts. In the program students learn about the experiences of people on both sides of the conflict (from Protestant/Loyalist/Unionist and Catholic/Republican/Nationalist communities). They are also encouraged to make connections between what they see and hear and conflicts at home in the United States.



Students at the Belfast "[Peace Wall](#)" separating Catholic and Protestant neighborhoods.

## What Students Say About the Program

In the award application, many of Dr. Berquist's students shared how the course impacted them. In the words of student Tina Pham, "As an undergraduate student and then a graduate student, I always recommended this trip to my peers because of the lasting impact that it had on me. It was a trip that changed how I viewed others around me and how I stay up-to-date on world news. Dr. Berquist provided an immersive experience that taught us about Ireland's history, but also how to view the world beyond our side of the pond."

# for Excellence in Study Away Programming

Another student, Sherri Eldred, said of her experience, “I cannot be more grateful to Dr. Berquist for the opportunity to grow and learn about the Troubles in Northern Ireland. It has had a profound influence on my life. Through a deeper understanding of the centuries-long conflict in Ireland, I am able to better understand the impacts of conflict on the world stage as well as right here at home, in a small town, in the middle of the United States.”

## Expansive Learning Through Study Away Experiences

Students in the program learn about the multiple perspectives of the conflict in Northern Ireland and talk with Catholics, Protestants, and others impacted by the conflict and subsequent peace efforts. Beyond understanding the ebb and flow of conflict and peace, students also come away from Northern Ireland with a clearer understanding of themselves and the United States.

As the students expressed in their journals:

- “I was able to witness in one trip the destructiveness of prejudice and hatred as well as the restorative and healing nature of forgiveness and efforts to understand. I learned more than I ever thought I would, about the Troubles and about myself.”
- “We really live in a bubble until it’s popped. Studying abroad has taught me to appreciate others and understand other cultures. There is conflict everywhere, and Ireland reassured me that we can make peace in this world. “
- “I have an entirely new outlook on people and their decision-making. I try to look at the other’s perspectives and how the impact of my actions would affect them.”
- “It is true when they say that traveling abroad is a life-changing experience. All of my experiences in Ireland inspired me to become more actively engaged in my everyday world.”



Students at [Free Derry Corner](#) in Derry/Londonderry.



Students at the [Corrymeela Community Peace Centre](#) on the coast of Ballycastle.

## For More Information

Read more about past course offerings on the [CDR'S blog](#).

Interested in taking part in future offerings of this course? Email [CDR@MissouriState.edu](mailto:CDR@MissouriState.edu) to be put on the contact list for future Study Away courses!

# Fall 2021 Virtual Civil and Family

The CDR has a nearly 20-year track record for offering outstanding mediation training. When we transitioned to providing this training in a virtual instructor-led format in the fall of 2020, we made great efforts to ensure participants would continue to have an outstanding training experience via Zoom.



This past October and November we again offered our mediation training virtually, and our participants agreed it was an engaging, enjoyable, and professionally enriching experience.

## Fall 2021 Mediation Trainings Recap

The CDR is experienced with offering highly interactive online training that incorporates lecture, small group activities, discussion, role play, and other dynamic elements in a socially-distanced format. Our fall mediation trainings continued this tradition.

The trainings were led by CDR Director [Dr. Charlene Berquist](#), with Associate Director [Heather Blades](#) providing Zoom production and technical support and administration. The events also incorporated guest presentations and mediation role play coaching from 17 professional mediators (with experience in all types of mediation, including civil mediation, family mediation, employment mediation, dependency mediation, and more), including alumni of the [Conflict Certificate programs](#).

Our 53 attendees came from across Missouri, as well as from Arkansas, Arizona, Illinois, Maryland, and Texas. They included attorneys, mental health practitioners, social workers, educators, faith leaders, and other professionals, as well as advanced Missouri State students.

The CDR provided **over \$8,900** in scholarship support for students and community partners to attend mediation training.

The CDR was pleased to provide more than \$8,900 in scholarship support for the students in attendance, as well as for 12 community participants. Income from this training helps to support the CDR's many [community and campus outreach programs](#) and is a vital source of funding for the CDR, which does not receive a budget from Missouri State University.

## Attendees Thrilled with Virtual Training Model

The virtual format of the CDR's mediation training makes it accessible to participants while still providing an unparalleled learning experience.

Attendee evaluations of this training were outstanding, with participants universally indicating that the trainers were knowledgeable, that the training was well organized, that



# y Mediation Trainings a Success

the structure and format were engaging, that participation and interaction were encouraged, and that the training met or exceeded their expectations.

In the words of a few of our participants:

- **Absolutely wonderful training!!** I've completed a lot of different classes over the years, and this one may be my favorite one so far due to the organization, high quality of instruction, role plays, and incredible support throughout.
- I was **really impressed** with all the training methods and tools used, and how seamlessly everyone at CDR worked together to create such a **wonderful learning experience** for each of us.
- Each part of the 5 days of training was **insightful** and served a purpose. My personal favorite parts were the first 3 days of training with all the **incredible content and instruction** given around foundations in mediation, communication styles, conflict management approaches, etc.
- I was concerned about how we were going to be able to interact since it was via Zoom, but it was done so wonderfully **it felt like we were in the room together**.
- There wasn't a single coach I had that I did not learn something from. I appreciated the **variety in background and experience**.
- I learned so much from you all! I think **this training is just the tip of the iceberg** and there is so much more to learn.
- Overall, I really, really enjoyed this experience. I didn't quite know what to expect coming into it, but was excited to find that it **more than exceeding any expectations** and I loved the learning experience very much.
- I think that **participation and interaction were very much encouraged**. Being put into roles and mediations this way... forced me out of my comfort zone, but in a very good way.
- I am honestly blown away at how much I'm taking away from the training. I **feel prepared to do whatever I want to do next**, and have the knowledge of how to do it.
- While I have a long way to go, I do feel very prepared to begin my career in mediation. I also **feel very supported** and that there is a safety net should I ever need help.



## Did you know?

The CDR's mediation training meets the mediator training requirements for most states, and is certified under MO Supreme Court Rules 17 & 88.

## For More Information on Mediation Training

For more information on future trainings offered by the CDR, please call 417-836-8831, visit our [website](#), or [join the CDR mailing list](#).

Or, to learn about customized mediation or conflict management training, contact the CDR's Director Dr. Charlene Berquist at [CharleneBerquist@MissouriState.edu](mailto:CharleneBerquist@MissouriState.edu).

# Social Work and Conflict Management - Pr

Christina is a student in the [Master of Social Work](#) program at Missouri State. She completed her social work practicum at the Center for Dispute Resolution.



Christina Begay

## Tell us a bit about your practicum experience at the CDR.

I will forever be grateful for the time I spent at the Center for Dispute Resolution during my practicum field placement. I learned many invaluable lessons and took away a great deal of insights from several incredible people who facilitated my learning and growth.

My time at the CDR has given me practical tools, expanded my skills, and as a result equipped me to navigate conflicts more effectively. There are many wonderful programs offered by the CDR that promote unity, healing, and restoration. I had the opportunity to be involved in several of these programs and now find myself seeking ways to advocate for more of these in our community.

## Your practicum included a focus on restorative justice – what did you learn and experience?

During my practicum I learned about restorative justice (RJ) and the impact it has on individuals, families, and the community as a whole. I completed a literature review on the topic, listened to various speakers, attended trainings, and asked many questions as I learned about the various restorative practices and approaches being implemented around the globe.

**Did You Know:**  
Restorative justice is an approach to addressing crime and discipline concerns that focuses on dialogue, accountability, and repairing harm.

Additionally, I witnessed [Victim Offender Mediations](#) and was a part of the CDR's [Victim Impact Program](#) for youth. I also had an opportunity to interview an individual who partook in a restorative practice several years ago, and I got to hear first-hand how it changed the trajectory of his life.

I plan on using this information to raise awareness of and advocate for more restorative programs to be implemented in our schools, prisons, and communities. If the opportunity presents itself, I hope to one day launch programs like these. There are places here in the United States that lack resources and can benefit greatly from these programs.

# Practicum Student Spotlight: Christina Begay

You also took part in the [CDR's professional mediation training](#). How will the skills you learned be useful in your social work practice?

In this training, I learned so much!

- I learned how to actively listen as a mediator and ask appropriate clarifying questions.
- I learned about how people's perceptions and views can impact a conflict.
- I learned how to navigate the different stages of a mediation and incorporate that knowledge in my encounters with others.
- I learned the different theories and techniques to mediate conflicts effectively.
- I learned the value of remaining unbiased and impartial, and the ethical responsibilities of a mediator.
- I also learned how to identify people's needs and interests when listening to their stories in order to help them reach a resolution.

I am already applying all this information to many—if not all—of my relationships, both professionally and personally. The training helped me view conflict differently and approach it as an opportunity to empower others. I plan to continue utilizing these methods and techniques to help others who need assistance in the different organizations I volunteer at and serve.

**What would you say to a student who is considering volunteering or interning at the CDR?**

I would encourage anyone and everyone to take advantage of the training opportunities offered by The Center for Dispute Resolution and learn more about their programs. These are great resources that will benefit anyone professionally and personally, regardless of the role or position you fill.

**Did You Know:**  
Internship and practicum students can apply for full scholarships to attend the CDR's Mediation Training.

**Did You Know:**  
The CDR has hosted over a dozen social work practicum students at both the undergraduate and graduate levels.

## Expand Your Education in the Conflict Certificate Programs

Want to build your conflict resolution skills and showcase to employers that you can manage conflict effectively? Both the [Undergraduate](#) and [Graduate](#) Certificates in Conflict and Dispute Resolution are transcripted degrees, and hours can double-count towards a bachelor's or master's degree. The certificates can also be completed as stand-alone degrees. For more information on either program visit the [CDR's website](#).

# Congratulations to Our 35 Confl



All of us at the Center for Dispute Resolution are excited to offer congratulations to our 2021 Conflict Certificate graduates! The [Undergraduate](#) and [Graduate](#) Certificate Programs in Conflict and Dispute Resolution are interdisciplinary degrees that attract students from every college on campus, and the diversity of professional and educational backgrounds of students is reflected in the graduates of the programs listed below. Best wishes to each of you as you continue the next steps of your educational and professional journeys!

## Graduate Students

- **Starla Baker**, Graduate Certificate in Conflict and Dispute Resolution
- **Manda Eigenmann**, Master of Arts in Writing (Technical and Professional Writing), Graduate Certificate in Conflict and Dispute Resolution
- **Sarah Gray**, Master of Science in Early Childhood and Family Development, Graduate Certificate in Conflict and Dispute Resolution
- **Molly Grisham**, Graduate Certificate in Conflict and Dispute Resolution
- **Kimberly Hogan**, Master of Arts in Communication, Graduate Certificate in Conflict and Dispute Resolution, Graduate Certificate in Applied Communication
- **Colin Hughes**, Graduate Certificate in Conflict and Dispute Resolution
- **Jb Lilley**, Master of Professional Studies in Applied Communication, Graduate Certificate in Conflict and Dispute Resolution
- **Lora Massey**, Master of Arts in Communication, Graduate Certificate in Conflict and Dispute Resolution
- **Sara Newberry**, Master of Arts in Teaching and Learning, Graduate Certificate in Conflict and Dispute Resolution
- **Rachel Parish**, Master of Arts in Communication, Graduate Certificate in Conflict and Dispute Resolution, Graduate Certificate in Applied Communication
- **Tori Pierce**, Master of Arts in Communication, Graduate Certificate in Conflict and Dispute Resolution
- **Erin Snider**, Master of Arts in Communication, Graduate Certificate in Conflict and Dispute Resolution, Graduate Certificate in Applied Communication
- **Rachel Whittington**, Master of Arts in Communication, Graduate Certificate in Conflict and Dispute Resolution, Graduate Certificate in Applied Communication

### Learn More about the Conflict Certificate Programs

The Certificates in Conflict and Dispute Resolution are transcribed degrees. Hours can double-count towards a bachelor's or master's degree, or these can be completed as stand-alone degrees. For more information on either program visit the [CDR's website](#).



# Conflict Certificate Graduates in 2021!

## Undergraduate Students

- **Claudia Alley**, BS in Organizational Communication, Undergraduate Cert. in Conflict & Dispute Resolution
- **Freshelle Asberry**, BS in Sociology, Undergraduate Cert. in Conflict & Dispute Resolution
- **Cortney Bealer**, BS in PR, Undergraduate Cert. in Conflict & Dispute Resolution
- **Grace Birdwell**, Bachelor of Science in Communication Studies, Undergraduate Cert. in Conflict & Dispute Resolution, Medical Humanities Certificate
- **Amanda Bonnot**, BS in Psychology, Undergraduate Cert. in Conflict & Dispute Resolution
- **Megan Carmichael**, BS in Psychology, Undergraduate Cert. in Conflict & Dispute Resolution
- **Lindsey Carpentier**, BS in Psychology, Undergraduate Cert. in Conflict & Dispute Resolution
- **Sarah Crain**, BS in Psychology, Undergraduate Cert. in Conflict & Dispute Resolution
- **Amanda Crawford**, BS in Conflict and Interpersonal COM, Undergraduate Cert. in Conflict & Dispute Resolution
- **Brianna Goebel**, BS in Socio-Political Communication, Undergraduate Cert. in Conflict & Dispute Resolution, Undergraduate Cert. in Forensic Child Psychology
- **Piper Goff**, BS in Organizational COM, Undergraduate Cert. in Conflict & Dispute Resolution
- **Malerie Grant**, BS in COM Studies, Undergraduate Cert. in Conflict & Dispute Resolution
- **Kyla Greenlee**, BS in COM Studies, Undergraduate Cert. in Conflict & Dispute Resolution
- **Noah Hester**, BS in PR, Undergraduate Cert. in Conflict & Dispute Resolution
- **Madison Keith**, BS in Organizational COM, Undergraduate Cert. in Conflict & Dispute Resolution
- **Shannon Leininger**, BS in COM Studies, Undergraduate Cert. in Conflict & Dispute Resolution
- **Paige Nicewaner**, BS in Socio-Political COM, Undergraduate Cert. in Conflict & Dispute Resolution
- **Deyanira Ortiz**, BS in Gerontology, Undergraduate Cert. in Conflict & Dispute Resolution
- **Olivia Parks**, BS in Psychology, Undergraduate Cert. in Conflict & Dispute Resolution, Undergraduate Cert. in Forensic Child Psychology
- **Derek Rowe**, BS in Psychology, Undergraduate Cert. in Conflict & Dispute Resolution
- **Cassandra Staiger**, BS in COM Studies, Undergraduate Cert. in Conflict & Dispute Resolution
- **Kathryn Stuckey**, BS in COM Studies, Undergraduate Cert. in Conflict & Dispute Resolution

# Save the Date - Virtual Restorative Practices Conference April 8, 2022

The CDR is excited to be co-sponsoring a second statewide restorative practices conference, in collaboration with the Missouri Restorative Justice Coalition.

## About the Event

This virtual conference, to be held April 8, 2022, will focus on the theme “Where We Have Been, Where We Are Going: Restorative Practices in Missouri.” Nationally known plenary and keynote speakers will focus on four topic areas:

- Justice,
- Community,
- Education, and
- Organizations/Workplaces.

Participants will also have the opportunity to learn directly from practitioners working across the state of Missouri.

## For More Information or to Register

Plan now to attend this live virtual event to enjoy outstanding educational and networking opportunities. Registration will open soon—[sign up for updates](#) or [visit the MORJC website](#) for additional information.



### Did you know?

Nearly  
**200 participants**  
took part in Missouri's  
first Statewide  
Restorative Justice  
Conference in 2017.

## The Center for Dispute Resolution

[Missouri State University](#), [Reynolds College of Arts and Letters](#), [Department of Communication](#)  
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