

The Center for Dispute Resolution

Summer 2021 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

As spring winds down and summer approaches, one thing I love is working in my garden. The labor of tilling the soil, planting seeds, and nurturing young plants brings me peace and joy and offers an escape from the rest of the world. It is also inspiring to consider how my efforts today will bear fruit (sometimes literally!) in the months ahead.

**Growth is never
by mere chance;
it is the result of
forces working
together.**

James Cash Penney



Similarly, summertime at the Center for Dispute Resolution offers the opportunity for us to re-group, look forward, and lay the groundwork for a “bountiful harvest” in the fall in terms of the programs and services we offer. A few of our goals over the coming months include revisions to the training we offer students who will be facilitating our talking circles for youth in area schools, an innovative expansion to our Victim Impact Program for youth, and enhancements to our Center website and training resources.

We invite you to watch as the seeds we plant through our labors this summer blossom into flowers in the fall. And as always, we offer our appreciation for the support of our campus and community friends. Have a wonderful summer!

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

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Upcoming Events

COM 521/621:
Communication,
Mediation, & Negotiation
(3 credit hours; virtual)
June 7-11, 2021

COM 523/623: Restorative
Practices in Schools &
Organizations
(3 credit hours, virtual)
June 14-18, 2021

Civil and Family Mediation
Training
(virtual)
October 20-24, 2021

For More Info

Current news and more at
blogs.missouristate.edu/cdr/

Join the [CDR Email List](#)

Visit the [CDR Website](#)

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**The Center for
Dispute Resolution**

March Virtual Mediation Trainings a Success

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 last fall, we made great efforts to ensure participants would continue to have an outstanding training experience via Zoom.



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

March 2021 Mediation Training 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 March mediation training continued this tradition.

The training was led by CDR Director [Dr. Charlene Berquist](#), with Associate Director [Heather Blades](#) providing Zoom production and technical support and administration. The event 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 28 attendees came from across Missouri, as well as from Arkansas and Arizona. They included attorneys, mental health practitioners, social workers, educators, faith leaders, and other professionals, as well as advanced Missouri State students.

The CDR was pleased to provide more than \$7,500 in scholarship support for the students in attendance, as well as for 5 community participants. Income from this training helps to support the CDR's many [community and campus outreach](#)



Success—Looking Forward to October 2021

[programs](#) and is a vital source of funding given that the CDR 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 attendees universally indicating that the trainers were knowledgeable, that the training was well organized, that 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:

- This was one of the most engaging trainings that I've participated in or even conducted.
- I've been in various Zoom trainings for a year, and this was my favorite in terms of allowing participation but keeping it moving along.
- Even via Zoom, I felt continually engaged with the group as a whole.
- This training has empowered me to address conflict regardless of whether or not it's my personal or professional life.
- This training has improved my communication skills and given me a new way to help others.
- The training was better in every way than I'd expected and a great first step in developing a new skill set.

Registration Open for October 2021 Virtual Mediation Training

The CDR will again offer a fully virtual 5-day mediation training this October 20-24, 2021. Our last 3 virtual mediation trainings filled quickly, so early registration is recommended. For more information on this training event, please [visit the CDR website](#).



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 or to Register

The CDR's mediation training regularly sells out, and early registration is recommended. [Please visit the CDR website to learn more or register](#). For more information on future trainings offered by the CDR, please call 417-836-8831, visit our [website](#), or [join the CDR mailing list](#).

Spring 2021 Communication and Conflict

The Center for Dispute Resolution (CDR) provides customized workshops and trainings on communication and conflict management in a variety of contexts for a host of different audiences. Several sessions for campus and community partners were completed this spring.

Missouri State University Class and Department Workshops

As a part of our campus outreach, the CDR regularly provides customized workshops for courses, departments, and administrative units at Missouri State.



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). Workshops offered for departments and units are customized based upon the training needs of participants. Workshops typically range from 1-3 hours in length.

Sessions conducted this spring included workshops for the following courses and departments/units:

- ENG 775: Designing Technical Documents—class workshop
- PBH 775: Principles and Skills of Public Health Administration—class workshops
- Multicultural Student Services— session on **"Conflict Management at Work and Beyond"**
- Residence Life— session on **"Managing Challenging Conversations and Conflicts as an RA"**
- New Administrators' Orientation Session—session on **"Conflict Management for New Department Heads"**
- Administrative Professionals Forum—workshop on **"Managing Emotions and Conflict Issues in the Time of COVID-19"**

Missouri State Campus Conflict Workshop Series

This spring the CDR continued its tradition of providing the ["Campus Conflict Workshop Series"](#) for Missouri State faculty, staff, and students. Over 200 participants took part in these sessions, which included two 3-hour "Deep Dive" sessions focused on **"Feedback for Improvement"** and **"Communication and Conflict Coaching"** led by CDR Director [Dr. Charlene Berquist](#) and Associate Director [Heather Blades](#), as well as three noon-time sessions led by guest faculty presenters. Special thanks to the following Communication faculty who presented as part of this series:

- [Ms. Nora Cox](#), who shared information on **"Surviving Political Conversations,"**
- [Dr. Stephen Spates](#), who discussed **"Speaking Up to Bias,"** and
- [Dr. Erin Wehrman](#), who presented on **"Apology and Forgiveness."**

Management Trainings and Workshops

Springfield Rotary Presentation

In March CDR Director [Dr. Charlene Berquist](#) provided a workshop for the [Rotary Club of Springfield](#) on “**Managing Emotions and Conflict Issues in the Time of COVID-19.**” The virtual session was attended by more than 50 Rotary members, and it focused on the impact that the stress of COVID has had on all of us, and how we can support one another and communicate effectively as we begin to return to face-to-face work and public life.



American Music Therapy Association Training

In January the CDR provided customized training for the members of the [Ethics Board of the American Music Therapy Association \(AMTA\)](#). This training, which focused on **communication and conflict management skills to assist with ethical complaints**, helped to prepare new board members to provide conflict coaching and mediation services to association members bringing ethical complaints to the board. This was the second time the CDR has provided this training to the AMTA.



AMERICAN
MUSIC
THERAPY
ASSOCIATION

Ozarks Technical Community College Trainings

This spring the CDR provided a series of training sessions for [academic advisors at Ozarks Technical Community College](#).

These interactive virtual sessions focused on **communicating effectively and managing conflicts with student advisees**, with a particular focus on working with students who may be experiencing strong emotions or added stress, and **providing effective feedback for students**.

OZARKS TECHNICAL
COMMUNITY COLLEGE

For More Information on Customized Trainings and Workshops

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

Virtual Victim Impact Program for Ju

The Center for Dispute Resolution's [Victim Impact Panel program](#) for youth has been helping youth recognize and internalize the impact that crime has on people and communities for over 10 years. The VIP program is offered for youthful offenders referred by the [Greene County Juvenile Office](#), and it uses storytelling, dialogue, and reflection to help young people understand and explore the impact that crime has on individuals, their family and friends, and their community.

Did you know?

Since 2009 over **750 kids** have been referred to the VIP program. **Over 80%** of youth taking part are impacted by the program*.

Traditionally this program was offered every 6 weeks in a face-to-face format. During sessions facilitators (who were CDR interns or campus/community volunteers) met with a small group of youth. Over the course of 2 evenings the kids learned about the impact of crime and talked with community volunteers who'd been the victims of the types of crimes kids commit. However, in the spring of 2020, COVID-19 put a stop to in-person meetings.

About the Virtual VIP Program

In response to the need for a socially-distanced program, the CDR modified the VIP model. Instead of youth gathering in a group, they now meet individually with volunteer facilitators via phone or video conference.

In these meetings the youth and facilitators explore the various types of harm that happen when crimes occur, watch a documentary about a real-life crime, and identify examples of the types of harm they just discussed. Following this they talk about the offense committed by the youth, who was impacted by it, and what alternate actions the youth could take in the future. Following the session youth reflect on these discussions and write an essay about what they have learned, which is submitted to the Juvenile Office.

Did you know?

In the past 12 years **over 100**

Missouri State University students and community members have served as VIP facilitators.

This program provides an opportunity for youth to explore the impact of crime generally, and their own offenses in particular, in order to help them recognize how their actions impact others and plan alternate behaviors in the future. It also offers an invaluable experiential learning opportunity for students in the [Conflict Certificate programs](#). Over the past year 7 student interns have worked with the program.

One Year Later - The Impact of "Virtual" VIP Sessions

The CDR continues to conduct research on the impact of the "virtual" VIP sessions and how this modified program compares

Juveniles Enhances Outcomes for Youth

to the traditional face-to-face VIP program. Early results of this research indicate that the modified program has been successful in a number of ways.:

- Although the percentage of youth referred who take part in the program has dropped slightly due to the challenges faced by families in the time of COVID-19, families report that the **ease and flexibility of scheduling sessions** is something they appreciate.
- There has been a **significant increase** in the percentage of participating youth who **successfully complete** the program and submit the final reflection essay. Completion rates with the virtual program have **risen from 68% to nearly 83%**. This increase was particularly notable for youth of color, whose rate of **program completion rose nearly 30%**.
- The individualized nature of virtual VIP sessions has 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.



Virtual VIP facilitator Kaitlyn Killingsworth (a student in the Early Childhood Education & Family Studies master's program and the Conflict Certificate program) described her experience with the program. "The virtual program allows me to create a relationship with youth where they feel comfortable, respected, and safe to deeply reflect on the harm their offenses have caused and the ways they can begin to repair this harm. The one-on-one shared space allows youth to be more open, honest, and vulnerable, and I have watched as youth begin to process the ways their actions have impacted the direct victim of the crime, their close family members, the community, and even themselves. And we explore how that harm can be repaired. You wouldn't believe how creative these kids can be! One youth even suggested mowing every lawn in their neighborhood to repair the harm caused in their community, in hopes of mending the relationships that may have faltered due to the crime they committed."

Research into this program is ongoing, and the CDR will continue to offer the modified "virtual" VIP program for the foreseeable future.

Did you know?
Completion rates
for youth participating
in the virtual VIP
model have
increased
25%!

Get Involved with the VIP Program for Youth

The work of the CDR would not be possible without the generous support of many community/campus volunteers and student interns. Are you interested in supporting the VIP Program? [Contact the CDR](#) for more information or consider [donating to the CDR to help offset program costs](#).

CDR Director Dr. Char Berquist Recognized



Dr. Charlene Berquist, in Dublin.

This March CDR Director [Dr. Charlene Berquist](#) was honored to receive 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](#), has been 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 both 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 perspective 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 to be put on the contact list for future Study Away courses!

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 this spring.

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



Christina Begay

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 RJ 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 RJ 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 these skills 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/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 transcribed 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 24 Spring 2

All of us at the Center for Dispute Resolution are excited to offer congratulations to our spring 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

- **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
- **Kimberly Hogan**, Master of Arts in Communication, Graduate Certificate in Conflict and Dispute Resolution, Graduate Certificate in Applied Communication
- **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

2021 Conflict Certificate Graduates!

Undergraduate Students

- **Claudia Alley**, Bachelor of Science in Organizational Communication, Undergraduate Certificate in Conflict and Dispute Resolution
- **Freshelle Asberry**, Bachelor of Science in Sociology, Undergraduate Certificate in Conflict and Dispute Resolution
- **Grace Birdwell**, Bachelor of Science in Communication Studies, Undergraduate Certificate in Conflict and Dispute Resolution, Medical Humanities Certificate
- **Amanda Bonnot**, Bachelor of Science in Psychology, Undergraduate Certificate in Conflict and Dispute Resolution
- **Megan Carmichael**, Bachelor of Science in Psychology, Undergraduate Certificate in Conflict and Dispute Resolution
- **Sarah Crain**, Bachelor of Science in Psychology, Undergraduate Certificate in Conflict and Dispute Resolution
- **Brianna Goebel**, Bachelor of Science in Socio-Political Communication, Undergraduate Certificate in Conflict and Dispute Resolution, Undergraduate Certificate in Forensic Child Psychology
- **Kyla Greenlee**, Bachelor of Arts in Communication Studies, Undergraduate Certificate in Conflict and Dispute Resolution
- **Madison Keith**, Bachelor of Science in Organizational Communication, Undergraduate Certificate in Conflict and Dispute Resolution
- **Deyanira Ortiz**, Bachelor of Science in Gerontology, Undergraduate Certificate in Conflict and Dispute Resolution
- **Olivia Parks**, Bachelor of Science in Psychology, Undergraduate Certificate in Conflict and Dispute Resolution, Undergraduate Certificate in Forensic Child Psychology
- **Jenna Pleimann**, Bachelor of Science in Communication Studies, Undergraduate Certificate in Conflict and Dispute Resolution
- **Derek Rowe**, Bachelor of Science in Psychology, Undergraduate Certificate in Conflict and Dispute Resolution
- **Cassandra Staiger**, Bachelor of Science in Communication Studies, Undergraduate Certificate in Conflict and Dispute Resolution



Learn More about the Conflict Certificate Programs

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Virtual Civil and Family Mediation Training—October 20-24, 2021

The CDR has offered high-quality professional mediation training for over 15 years, and we will again offer [Civil and Family Mediation Training](#) via Zoom **October 20-24, 2021**.

This fast-paced and dynamic training combines lecture, interactive exercises, demonstrations, and role play to assist participants in building their mediation skills.

- [Learn more online](#).
- [Download a training brochure](#).
- [View detailed learning objectives](#).

Register Now to Reserve Your Seat

This training will sell out! [Register now to reserve your seat](#).



Quick Facts About the CDR's Mediation Training

- ✓ **3-5 days in length**—Attend days 1-3 for civil mediation training, days 3-5 for family mediation training, or attend the full 5 days.
- ✓ **20-40 hours of CE credit (2.5 hours of ethics)**—Continuing education credits are offered for attorneys, counselors, social workers, HR professionals, and law enforcement.
- ✓ **20+ trainers and coaches**—Benefit from the perspectives of expert presenters and coaches with varied experience in mediation.
- ✓ **Certified training**—The CDR is an approved training provider under the Missouri Supreme Court and is approved by several other states as well.

The Center for Dispute Resolution

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