

## **Conflict Management**

### Navigating the Challenges of the Academic Environment

Academic leaders find their effectiveness in academic policy, administration, research productivity, or teaching success related to their ability to successfully recognize concerns and resolve conflicts. This small-group program blends group discussion and case-based learning with the help of actors to improve participants' skills in this area.

Goals: During this full day program, faculty will

- ❖ Discuss an emotional and rational approach to conflict resolution that recognizes and addresses the key role of emotions
- ❖ Explore a protocol to guide them through the emotional and rational steps to resolving conflict successfully.
- ❖ Practice using the protocol, using cases similar to situations they might encounter, with the emotional reality that professional actors bring to the antagonist role.
- ❖ Receive specific individual feedback about their approach.

Who should attend: Chairs, Program Coordinators, Associate/Assistant Deans, anyone in charge of academic administration. Because of the nature of the program, the program is limited to 20 participants.

#### **Facilitators:**

Dane Cruz is a professional actor and Director of CITE, the Cornell Interactive Theatre Ensemble. Dane decides the focus and business plan and is responsible for marketing, and development of CITE. As an actor, Dane has worked in regional theatre, radio, film and in industrial and corporate training via video, film, and CD Rom. He received his training in the BFA Program at Florida State University, and interned as an actor at McCarter Theatre in Princeton, New Jersey.

Martha Dewey is a professional actor and the Artistic Director of Cornell Interactive Theatre Ensemble [CITE]. Martha is responsible for program design and quality, research and creation of scenario material, and leadership of training in interactive theatre technique. Before joining the troupe Martha taught in the departments of speech and/or theatre at Ithaca College, the University of Illinois, Illinois Wesleyan University, and in the Religion & Arts Program at Yale Divinity School. She received her BA from Kalamazoo College and her MA from Yale University, and did her PhD study at University of Illinois-Urbana.

Vivian Relta is Associate Director of CITE, with responsibility for client needs assessment, program design and facilitation, and evaluation processes. Prior to joining CITE, Vivian served as Assistant Dean of Intercultural Affairs at Hobart and William Smith Colleges, working with faculty, student and staff populations. As a training consultant Vivian has over 15 years experience in the design and leadership of programming on diversity and multicultural issues, leadership development, organizational change, conflict resolution, and community networking. She is a graduate of Cornell University, with specializations in Social Work and Human Service Studies Administration.

Pam Strausser is a Senior Human Resource Consultant in Organizational Development Services at Cornell University with a focus on the faculty. Her position includes responsibility for organizational change, organization design and governance, coaching and conflict resolution, and programming in these areas. She is also the President of Cosmos Hill Associates an organization specializing in executive coaching around strategic organization change, performance management and conflict management. She serves as an executive education faculty member for the Cornell School of Hotel Management. Strausser has a BA from Harvard and MS from the School of Industrial and Labor Relations at Cornell.

Together the facilitators have consulted to more than 150 organizations. Though their primary emphasis is Higher Education, they have consulted to almost every sector, including Federal and State government and the governments of Canada and Singapore.

This pilot program will be offered at Ithaca College on December 19 from 9 to 4, room TBA. To register, please contact Susanne Morgan, [morgan@ithaca.edu](mailto:morgan@ithaca.edu) or 274-3521. For more information, contact Susanne Morgan or Mary Tomaselli, [mtomaselli@ithaca.edu](mailto:mtomaselli@ithaca.edu), who observed the program at Cornell.