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IACM 2003 Heads to Melbourne

by Kathleen M. O'Connor, IACM 2003 Program Chair & Mara Olekalns, IACM 2003 Local Arrangements Chair

The IACM 2003 conference promises something for everyone with an outstanding array of papers, symposia, and posters in beautiful Melbourne, Australia. This year we received 89 submissions from old friends as well as new and joining members. Many thanks to those who submitted their work and to the dedicated members of this year's program committee who reviewed papers and symposia.

The conference will kick off on Sunday evening, June 15th, with an opening ceremony and dinner in Melbourne's Town Hall – just across the road from the conference hotel, the Westin Melbourne, a five star hotel right in the heart of the city. We will follow the dinner with dessert and wine at the showcase poster session, beginning at 8:30 p.m. We have brought together an excellent set of posters covering a wide range of topics from workplace bullying to the arbitration of Title VII disputes to an account of the first U.S.-Japan negotiation. So take some time to mingle with friends, talk to our showcase presenters about their work, and enjoy some dessert!

Beginning Monday at 9:00 a.m. and running through Wednesday at noon, we will have an exciting mix of paper sessions, symposia, and panels. On Monday and Wednesday we will have 3 concurrent sessions running at a time. And on Tuesday we will have a very full day with 4 concurrent sessions. So be prepared to make some tough choices. The paper sessions represent the diversity of interests in IACM-- from negotiation, justice, and third party intervention, to intergroup, organizational and international conflict. A sample of the wide variety of paper sessions includes: insults and anger in negotiation, identity and conflict in groups, ethics at the bargaining table, diversity and disagreement in teams, and organizational justice.

Our special conference track this year centers on international perspectives on conflict management. Several paper sessions fit this theme, including one devoted to perspectives on finding peace, another on the role of national culture at the bargaining table, and a third on understanding the roots of protracted conflicts.

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Watch for innovative symposia, too. Many follow this year's special track, including a session devoted to experimental simulations in the realm of international disputes, and another on disputes in the Olympic games. Other highlighted symposia such as field studies on conflict management strategies and language, power and mediation draw together a range of perspectives from law to management to political science to economics.

This year, a few outstanding scholars will be honored at IACM. We are delighted to announce that Dr. Daniel Druckman will receive our lifetime achievement award. Dan is scheduled to deliver the keynote address on Monday morning and he will receive his award at the awards banquet on Tuesday, June 17th.

We also plan to honor John Burton, a pioneer in the study of international conflict. As part of this tribute, we will present a special panel dealing with the timely topic of the role of the U.N. in the world. Further details on the panel presenters will be forthcoming, so watch this space!

Our awards banquet will be a time to honor conference participants, too. Contributions to the program will be acknowledged with awards and plaques in a number of categories—outstanding empirical paper, outstanding theoretical paper, outstanding applied paper, and outstanding graduate student paper (defined as a paper on which a current graduate student is first author).

We are delighted that so many IACM regulars will be traveling to Melbourne for the conference. We are

especially pleased that so many new folks will be making the trip to Australia for their very first IACM conference. In typical IACM fashion, we will have plenty of time to catch up with old friends and make some new ones. We have scheduled breaks and snacks between all sessions, and there will be a number of places in the Westin to gather. So make it a point to reach out over coffee!

Come early and stay late . . .

Be sure to join us for a number of pre-conference activities and events. On Sunday June 15th, we will take a trip to the Yarra Valley, where we will sample some of Victoria's best wines and enjoy lunch at a premiere winery restaurant. On the evening of Monday June 16th, we will have the opportunity to visit the new Melbourne Museum where we can see (and have dinner among) exhibits showcasing Melbourne's history.

For more information....

Check out the IACM 2003 conference website--<http://www.mbs.edu/iacm2003> for lots of information and updates about the conference. If you haven't registered or booked your hotel yet, we recommend that you do so as soon as possible. See the website for more information. As we get closer to the conference dates, we will continue to post more information about the conference, special events, Melbourne, and travel tips on the website. And finally, feel free to contact either of us for more information anytime--we are happy and honored to serve you.

Call for Book Reviews in *IJCM*

IJCM needs reviews of conflict management-related books published within the last two years.

Contact **Sanda Kaufman**, *IJCM* Book Review Editor, at sanda@wolf.csuohio.edu to ask for a specific book or to confirm that a book has not previously been reviewed.

Not sure what book to review? Sanda has some titles available she can send you. Book reviews should be about six pages in length and include a content description and critique based on the reviewer's expertise. This is an on-going need so feel free to contact Sanda with book review ideas at any time.

President's Corner

by Bruce Barry, Vanderbilt University, IACM President

I am delighted to use this space in SIGNAL to share news regarding two of the biggest things to happen in the association since its inception. One is our new arrangement with the journal *IJCM*, and the other is related to plans for the 2003 conference coming up in June in Australia. I'll start with the journal since that's the most recent new development.

An Official Journal

IACM now has a journal! On February 1, the *International Journal of Conflict Management (IJCM)* became the official journal of the association. We don't own it, we don't publish it, but it is our official journal. Let me explain what that means.

As many of you know, Afzal Rahim founded the journal *IJCM* 14 years ago, and has been its editor and publisher ever since. Last year, Afzal sold the journal to an academic publisher, Information Age Publishing, and decided it was time to pass along the editorial reins. In late 2002, IACM began conversations with Information Age about a possible arrangement whereby IACM would assume editorial responsibility for the journal, and *IJCM* would become the official journal of IACM. These conversations led to a contract proposal between association and publisher. After some negotiation back-and-forth over terms and obligations, consultation with attorneys, and a period of association member comment, the IACM Board of Directors approved the contract, and in late January it was signed by IACM's Executive Director Judi McLean Parks, by me, and by the publisher.

The "editorial responsibility" that IACM assumes for the journal means, in simple terms, that IACM is now responsible for designating the journal's editor and overseeing (or delegating to the editor) an editorial board, mission, and procedures. In exchange, the journal becomes our official journal, and IACM members will be offered significantly reduced subscription rates. The contract also entitles IACM to receive some potential revenues from the publisher based on the number of individual and institutional subscriptions in place each year. It does, however, ensure that IACM assumes no legal or financial risk or liability. Once the agreement was signed, the IACM Board's first order of business was to create and implement procedures to recruit a new editor. Afzal Rahim stepped down as editor on January 1, and because our agreement had not yet been concluded, the publisher designated Ray Friedman of Vanderbilt University as acting editor of the journal. In February, the IACM Board agreed on some procedures for designating an editor, and circulated a call for nominations for a three-year term as *IJCM* editor. Nominations have been submitted and perhaps as soon as early April, and we certainly hope by the IACM conference in June, an editor will have been named. I'll mention also that the journal's editorial home page will be part of the IACM Web site; it is now there in skeleton form at <http://www.iacm-conflict.org/ijcm/>.

The IACM board enthusiastically embraced this initiative not only because of what it will do for the association to have an affiliated journal publishing quality research and application in the field, but also for what it can do for the journal. It is my hope that this arrangement will take this good journal and make it even better by stimulating new interest among IACM members in sending some of their best work there. The IACM-*IJCM* partnership means the journal from now on is not merely a disconnected piece of our intellectual orbit; it is in a sense now *ours* and we collectively have a stake in its ongoing success as a key outlet for research in conflict management.

I want to acknowledge here two individuals who deserve special credit for making this happen. First, of course, Afzal Rahim, who launched the journal, nourished it along during its first 13 years, and gracefully agreed to see it through to this next phase in its existence. Afzal will be listed as "founding editor" on the journal's masthead page going forward, and I look forward to recognizing him publicly at the Melbourne conference for his contributions to our association and the field.

I also want to mention my Vanderbilt University colleague Ray Friedman, who was among the first to see the potential for this arrangement, and who worked actively to bring the parties together to begin discussions and reach agreement. Also, his willingness to step in as acting editor has been critical to building continuity as we work through this transition in the journal's ownership and leadership.

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Melbourne!

Only something like the journal deal could relegate IACM's first conference visit to Asia/Pacific to second fiddle. As I write, we are just three and a half months from the 2003 meeting, and with the submission deadline now past us, it is clear that there will be a terrific conference. (I can confess to more than a bit of presidential anxiety that nobody would come to a conference thousands of miles away.) But as it turns out my anxieties were just that: submissions volume is splendid, arrangements and planning are proceeding apace, and we will indeed gather at the marvelous Westin in downtown Melbourne just a few months from now.

Articles elsewhere in this edition of SIGNAL discuss some of the features of the conference and venue (see page 6). I will just say that Melbourne is a lovely and cosmopolitan destination -- an excellent place both to hold a conference and experience urban Australia, as well as a great launching point for a vacation down under, whether up north in Queensland and the Great Barrier Reef, or perhaps in Western Australia, or in New Zealand or Fiji or wherever. They can't be your travel agent, but our local arrangements team headed by Mara Olekalns will be happy to put you on the right path to exploring options for your pre- or post-IACM travel plans.

A highlight of the conference for me will be the honor and privilege of giving IACM's lifetime achievement award to Dan Druckman, who really does personify the mix of theory, research, and practice that is the hallmark of our association's intellectual energy. I encourage you to read the profile of Dan's life and career that appears in this issue of SIGNAL (see page 5).

Lastly

I want to say in closing a word about one event at each IACM that occurs outside the purview of most conference goers: the IACM Board of Directors meeting. It is typically an all-day affair (or nearly so) on the Saturday preceding the conference itself. The board does a lot of business during the year by email and phone, but the annual in-person board meeting is where a good deal of association business gets done. This is worth mentioning if only to foster and maintain transparent governance of the association. In doing so, however, I want to convey that if there is an issue a member wants to bring to the board's attention, a good time to do so is in the run-up to the annual board meeting at the conference venue. Simply communicate with me, and I will be happy to consider placing your issue or concern on the board's agenda.

See you down there!

Spotlight on IACM Members

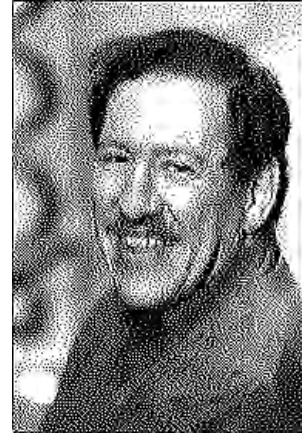
Ilja van Beest accepted the position of Assistant Professor of Social Decision Making at Leiden University in the Department of Social and Organizational Psychology. (Dr. van Beest was formerly associated with the University of Amsterdam.) Additionally, Dr. van Beest's dissertation, *Self-interest and Fairness in Coalition Formation*, received the Best Dissertation Award 2002 of the ASPO (Dutch Association of Social Psychologists).

Tom Fiutak, University of Minnesota, is requesting that IACM members, particularly those living outside the United States, contact him and share what they are doing, personally and professionally, to respond to the issue of the US's role and impact on conflict systems. He is specifically interested in the perceptions of the role of the US in its interactions with Iraq and the UN and would like to know which sources are used outside the US to gain this information. His interest stems from work that he is leading through a seminar on contemporary conflict. Responses can be sent to Tom at his email address: fiuta001@umn.edu.

Uncharted Territory: Lifetime Award Winner Daniel Druckman's Prolific and Diverse Career

by Sonya Jones, North Carolina State University

Daniel Druckman, Vernon M. and Minnie I. Lynch Professor of Conflict Resolution at George Mason University and former coordinator of the doctoral program at the Institute for Conflict Analysis and Resolution, will receive the IACM's Lifetime Achievement Award at the upcoming conference in Melbourne, Australia. Dr. Druckman is known for his multi-faceted and innovative research in the areas of international negotiation and conflict resolution, nationalism, peacekeeping, human performance enhancement, group processes, non-verbal communication, and modeling methodologies, including simulation. The impact of his work has crossed academic disciplines by combining theory and application into workable frameworks that are used by government and private enterprise alike. One of these frameworks utilizes research findings for developing negotiation skills. It has been used in training workshops conducted on four continents.



Described as intellectually restless and curious, Druckman was driven to make original contributions by cutting across conventional boundaries early in his career. He earned his Ph.D. at Northwestern University in the field of Social Psychology with interdisciplinary work in International Relations and Sociology. His doctoral dissertation on simulated collective bargaining was awarded a best-in-field prize from the American Institutes for Research, setting the stage for a prolific career of precedent setting research. His work on nationalism, an interest developed also in graduate school, received the Klineberg International and Intercultural Relations award from the Society for the Psychological Study of Social Issues, a division of the American Psychological Association. Among his 135 publications to date are 11 authored or edited books.

Motivated by the desire to be challenged, Druckman's career can be characterized as one where unexpected twists and turns were enthusiastically pursued. Rather than following the traditional academic pathway and limiting his studies to a singular dimension, Dr. Druckman conducted his research at institutes and "think tanks" in the U.S. and Europe as well as at several independent consulting firms where he created the first problem-solving workshop on a non-international conflict, developed analytical tools and frameworks for government negotiating delegations, prepared a framework for systematic analysis of macro-level regime stability, and served as director of the first-ever comprehensive, twelve-year, study of human performance enhancement as well as the first major study of international conflict resolution conducted at the U.S. National Academy of Sciences.

While Druckman thrived in the research setting, his pursuits were often in counterpoise to the institution's primary mission. For example, he studied political stability in developing countries for a business-oriented research firm, conducted theoretical research at an applied institution and created models to guide delegations' negotiating behavior for a firm specializing in operations research. By pursuing these non-traditional areas of study Druckman not only made valuable contributions but also developed bridges between seemingly unrelated themes.

In 1997 Dr. Druckman joined the academic community full time when he accepted a position at George Mason University as a Professor with the Institute for Conflict Analysis and Resolution (ICAR), the first Ph.D. program in the world specializing in conflict resolution. (He taught part-time at George Mason since 1984, four years before the inception of the ICAR doctoral program.) An active research and consulting career, coupled with the enthusiasm to share knowledge with others, provided Druckman with the experience from which to teach. His success as an educator was evident and after only one year of full-time teaching George Mason University presented him with an Excellence in Teaching Award. This award also recognizes his accomplishments as a mentor of many of the students who have passed through the ICAR program.

A career punctuated by so many firsts was not achieved through conventional means. Dr. Druckman deviated from the normative path by purposefully abandoning popular research in favor of uncharted territory. He chose to work and practice in areas and institutions where he challenged traditional boundaries and as a result the social sciences, and particularly the field of conflict management, have been greatly enriched.

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His early research on pre-negotiation experience and representation led to a score of studies on such topics as the interplay between values and interests, boundary roles, situational levers of flexibility, models of reciprocity (including game theory), turning points, and the distinction between settlements and resolutions. The laboratory studies culminated in a meta analysis of factors influencing bargaining behavior. Analyses of cases of international negotiation combined with his work on nationalism to inform his current writing on negotiating identities. In a recent case study with a colleague he applied game-theoretic models to analyze diplomacy in the Bronze Age (1400 BCE). All of this research has been conducted with a sensitivity to methodological issues in both quantitative and qualitative traditions. He is currently preparing a book for Sage titled "Doing Research in Conflict Analysis: Methods of Inquiry."

While Druckman's career has taken him around the globe – he holds a faculty appointment at Sabanci University in Istanbul, Turkey -- and touched many different disciplines, the support of his wife and family has been constant. His wife, Marjorie, whom he met in college, has been a supportive partner with accomplishments of her own, including teaching and administration. Their children, Kathy and Jamie, followed in their parents' footsteps and are making contributions in academia. Their daughter, Kathy Berggren, teaches public speaking at Cornell University and their son, Jamie Druckman, is a professor of political science at the University of Minnesota, specializing in American politics.

Druckman's work ethic is balanced by his leisure-time avocations – tennis and music. An avid tennis player since childhood, Druckman particularly enjoys a good singles match. Four years ago he began studying the saxophone and takes pleasure in playing the classics as well as many popular tunes. Asked how he integrates these activities with the demands of his professional life, he responded that he "pursues these activities with the same intensity by focusing on the moment and emphasizing the immediate situation, whether it be the point in tennis or the note in the music."

Dr. Druckman is scheduled to deliver the keynote address at the IACM conference. Drawing from the vast body of his research and from that of past Lifetime Achievement Award winners, Druckman plans to discuss a number of conceptual puzzles facing researchers. We hope that you will be able to join Dan Druckman in Melbourne to celebrate his contributions to the field of Conflict Management and to learn what he has in store for the future.

The 2003 IACM Social Calendar

by Mara Olekalns, Local Arrangements Chair

Things do to before and during IACM in Melbourne....

On Saturday,

Get to know the real Melbourne. During winter, Aussie Rules Football becomes our favorite obsession. Learn more about the game and book your tickets at <http://afl.com.au/>

On Sunday,

Join us for a day tour of Victoria's premier wine region, the Yarra Valley. Enjoy tastings at three of the Valley's best wineries, including Domaine Chandon (Moet and Chandon's Australian winery) and Coldstream Hills. Have a 2-course gourmet lunch at Eyton-on-Yarra and arrive back in Melbourne early evening. (<http://www.rochfordwines.com.au/rest.html>)

Sound too hectic? If you would like to spend Sunday in a more relaxed fashion, join the alternative Sunday excursion. Take a short walk from the hotel, through the café precinct of Southbank to Red Emperor where you will enjoy the best yum cha in Melbourne. (<http://www.redemperor.com.au/>)

Anything planned for Monday night?

Come and explore the Melbourne Museum (<http://melbourne.museum.vic.gov.au/>).

Before dinner, hear the unique sounds of the didgeridoo while enjoying a pre-dinner cocktail. Move on to a 3-course dinner in the Australia Plaza and Gallery. Explore this Gallery, which houses exhibits documenting the history of Melbourne, at your leisure.

During the day, explore the café scene that is the hub of Melbourne's social life. In the evening, check out the vibrant pub, club and live music scene.

IACM Member Publications

In Press

Jameson, J. K. (in press 2003). Transcending intractable conflict in health care: An exploratory study of communication and conflict management among anesthesia providers. *Journal of Health Communication*.

Kim, P.H., Diekmann, K., & Tenbrunsel, A.E. (in press 2003). Flattery may get you somewhere: The strategic implications of providing positive/negative feedback about ability/integrity in negotiations. *Organizational Behavior and Human Decision Processes*.

Mollica, K., Gray, B. & Trevino, L. (in press 2003). Racial Homophily and its Persistence in Newcomers' Social Networks. *Organization Science*, 14 (1).

Recent Article Publications

Bottom, W. P., Ladha, K., & Miller, G. J. (2002). Propagation of Individual Bias through Group Judgment: Error in the Treatment of Asymmetrically Informative Signals. *Journal of Risk and Uncertainty*, Vol. 25, 147-163.

Gray, B. & Clyman, D. (2003). Difficulties Fostering Cooperative Agreements in Multiparty Negotiations: Cognitive, Procedural, Structural and Social. In West, M., Tjosvold, D., & Smith, K. (Eds.), *International Handbook of Organizational Teamwork and Cooperation* (pp. 401-421). Chichester, UK: John Wiley, Ltd.

McCabe, D. M. (2002). Ethics and Values in Nonunion Employment Arbitration: A Historical Study of Organizational Due Process in the Private Sector, *Journal of Business Ethics*.

O'Connor, K. M., De Dreu, C. K. W., Schroth, H., Barry, B., Lituchy, T. R., & Bazerman, M. H. (2002). What we want to do versus what we think we should do: An empirical investigation of intrapersonal conflict. *Journal of Behavioral Decision Making*. Vol. 15, 403-418.

Pinxten, H., Cornelis, M. & Rubinstein, R.A. (2003). European Identity: Diversity in Union. In Roberts, A. (Ed), *Constructing Civic Virtue* (pp. 115-128). Syracuse, NY: Alan K. Campbell Public Affairs Institute.

Putnam, L. L. (2002). Media framing of the Edwards Aquifer Case: The fate of the Edwards Underground Water District. In Gilboa, E. (Ed.), *Mass Communication and Conflicts*. London: Transnational Publishers.

Roloff, M. E., Putnam, L. L., & Anastasiou, L. (2003). Negotiation Skills. In Greene, J. & Burleson, B. (Eds), *Handbook of Communication and Social Interaction* (pp. 801-833). Mahwah, NJ: Lawrence Erlbaum Associates.

Rubinstein, R. A. (2003). Cross-Cultural Considerations in Complex Peace Operations. *The Negotiation Journal*, Vol. 19(1), 29-49.

Rubinstein, R. A. & Lane, S. D. (2002). Population, Identity, and Political Violence. *Social Justice: Anthropology Peace and Human Rights* Vol. 3(3/4), 139-152.

Rubinstein, R. A. (2002). Translating Intuitive Knowledge: A Research Agenda for Dispute Resolution. In Cheldelin, S., Honeyman, C. & Volpe, M.R. (Eds), *An Experiment in 'Practice to Theory' in Conflict Resolution*. Fairfax, VA: Institute for Conflict Analysis and Resolution: Web publication at <http://www.gmu.edu/departments/ICAR/hewlett/rubinstein.htm>.

Van Kleef, G. A., & De Dreu, C. K. W. (2002). Social value orientation and impression formation: A test of two competing hypotheses about information search in negotiation. *International Journal of Conflict Management*. Vol. 13, 59-77.

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IACM Member Publications... continued from previous page

Books

Bercovitch, J. (2002). *Studies in International Mediation: Essays in Honor of Jeffrey Z. Rubin*. London and New York: Palgrave/Macmillan.

Herrick, C. & McRae, P. (2003). *Issues in American Foreign Policy*. Addison, Wesley and Longman.

Lewicki, R., Gray, B. & Elliott, M. (2002). *Making Sense of Intractable Environmental Conflicts: Concepts and Cases*. Washington, D.C.: Island Press.

IACM 2002 Election Results

by Laurie Weingart, Carnegie Mellon University, IACM President-Elect

Terry Boles of the University of Iowa was chosen by the membership to serve a one-year term as IACM President starting in June 2004. She will first serve as president-elect for one year beginning at the upcoming IACM 2003 conference in Melbourne. Among her responsibilities during the president-elect year will be launching arrangements for the 2005 conference, including site selection, the identification of a local arrangements team, and the designation of a conference program chair.

Terry holds a BS and PhD in Social Psychology from the University of California, Santa Barbara. Her research focuses on the ways in which individual differences (in social motives and personality) affect negotiation strategy and reactions to conflict. She also examines the effects of deception and retribution in repeated negotiation contexts. Another stream of her research, in behavioral decision-making, focuses on the effects of regret on outcome evaluation. She has been an active member of IACM since 1991. She has served as Representative at Large, has been on the selection committee for "Best Paper" and chair of the selection committee of "Best Published Article" for IACM. She also consistently serves as a reviewer of conference submissions.

IACM members also elected Wendi Adair of Cornell University and Maurice Schweitzer of University of Pennsylvania as new at-large members of the IACM Board of Directors. The voting members of the IACM Board at any given time include the current president, the past president, the president-elect, and four members elected at-large. Each year, the membership elects two at-large members for terms of two years. Wendi, whose research focuses on culture and negotiation processes, has a PhD from Northwestern University. Adair has been an active member of IACM and the Conflict Management Division of the Academy of Management since 1996. During that time, she has received the Conflict Management Division's Best Graduate Student Paper Award (1999) and IACM's Outstanding Dissertation Award (2002). Maurice Schweitzer has a PhD from the University of Pennsylvania in Operations and Information Management. His research interests include negotiations, deception, and trust. Maurice is interested in the negotiation process, and has examined how factors such as the use of alcohol and physical attractiveness influence bargaining behavior. He has been an active member of the association for several years.

Signals on the Horizon

by Laurie Weingart, Carnegie Mellon University, IACM President-elect

As I announced in the last edition of *Signal*, the 2004 IACM conference will be held in Pittsburgh, PA.

The conference will be held at the Renaissance Hotel in downtown Pittsburgh from Sunday, June 6 – Wednesday, June 9, 2004. The hotel is situated on the Allegheny River in the heart of Pittsburgh's Cultural district, including easy access to restaurants, theaters, and Pirates baseball.

Zoe Barsness, University of Washington, will serve as program chair and Linda Moya, Carnegie Mellon University, as local arrangements chair. Hope to see you there!



A Conference of Interest to Organizational Scholars

The second annual **Transforming Organizations Through Theory, Research, and Practice** will be held in **Aspen, Colorado on July 26-28, 2003**. Conference Web Site: <http://comm.colorado.edu/given>

Keynote Presentations by Stephen Barley (Stanford University), and Gaynelle Winograd, PhD (Organizational Development Consultant, GRWinograd and Associates)

Editor's Note

By Jessica Katz Jameson, IACM Communications Director

Once again I want to thank all the IACM members who responded to our requests for information about your recent publications and research. Also thanks to the IACM officers and everyone else who contributed to this edition of *Signal*. I would like to especially acknowledge the hard work of **Sonya Jones**, a graduate student in the Masters of Technical Writing at North Carolina State University. Not only did Sonya do a beautiful job on profiles of Dan Druckman and Sharon Daly, she also labored many hours to sort and update contact lists for members and friends of the IACM. Our organization owes her a debt of gratitude for her service (especially because I could not financially compensate her!) If there is information you would like to see included in *Signal* or on our web site or if you have contributions for future issues, please send them to:

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Practitioner's Profile: Carolina Dispute Settlement Services

by Sonya Jones, North Carolina State University

With offices overlooking the Wake County courthouse in Raleigh, North Carolina the Carolina Dispute Settlement Services (CDSS) Center is well positioned to offer support to the overloaded court docket and to the parties that are seeking redress. CDSS was established in 1982 with the mission to foster the development and implementation of alternative forms of dispute resolution. To accomplish this objective the center assembled a network of former judges, attorneys, financial planners, family therapists and trained volunteers. These resources have helped thousands of individuals resolve their conflict in a less adversarial setting while offering a timely resolution with more control over the outcome.

Sharon Daly, Director of Clinical Services, and an attorney by trade, has mediated cases herself. According to Sharon, the CDSS utilizes the facilitative and transformative models of mediation where a neutral facilitator assists the parties in identifying a mutually acceptable solution. Sharon indicated that while the center has addressed an array of cases they primarily focus on criminal complaints, family issues and employment disputes.

Criminal complaints constitute the majority of CDSS cases, with the District Attorney's office referring over a thousand cases to the center last year. A typical case might involve child support, assault, property damage, neighborhood disputes or claims over money. Nearly ninety percent of these cases were successfully resolved through mediation. Success is not only measured in terms of the parties deciding upon a joint course of action but also in the preservation of relationships, which many of these litigants had prior to the dispute.

Families seeking an alternative to acrimonious and destructive divorce proceedings have sought out mediation as a way to address custody matters and financial decisions. CDSS responded by crafting a unique program entitled *Separating Together*. Under this program a team of professionals work with the couple to resolve issues impacting their family. For example, Collaborative Attorneys provide legal counsel, while child specialists and financial counselors offer their expertise to craft a decision on custody arrangements and property division.

Employment disputes constitute the third arena where CDSS offers resources for assistance. Prior to joining CDSS, Sharon had a long history in employment-related mediation and she has engaged that experience to introduce alternative dispute resolution methods to address disciplinary disputes, terminations and grievances in state agencies.

When asked about what research would be of assistance to her organization Sharon responded that her team is always interested in learning about the structure and effectiveness of different program models. She cited the *Separating Together* program and their desire to introduce alterations to make it even more effective. Another area of interest is the appropriate use of mediation in domestic abuse cases. With the unequal power base that these cases present, the practitioner needs to understand when mediation can be used effectively and what to watch for in terms of red flags.

Mediated solutions offer an inexpensive alternative to the often lengthy and unpredictable results of litigation. The staff at Carolina Dispute Settlement Services have established a strong tradition in their 20 years of service to the community and their innovative approaches promise a bright future in alternative dispute resolution.

IACM Information

The **IACM** is an international association, founded in 1984, to encourage research and training in the handling of all forms of social conflict. For annual dues of only US \$25.00 (US \$15.00 for students), members receive a year's subscription to the newsletter, *Signal*, a membership directory, discounts on subscriptions to the *International Journal of Conflict Management*, *International Negotiation*, and *Negotiation Journal*, PLUS the opportunity to hang out with some really great people at least once a year.

For information about membership, please see our website at <http://www.iacm-conflict.org/> or contact **Dr. Judi McLean Parks**, IACM Executive Director, John M. Olin School of Business, Washington University, Campus Box 1133, One Brookings Drive, St. Louis, MO 63130 USA Tel: (314) 935-6351, fax: (314) 935-6359. E-mail: IACM@mail.olin.wustl.edu.