



**Celebrate! Make Peace!
Conflict Resolution Month
October 2009**

Proclamations Conflict Resolution Month

Lionel Rivera, Mayor, City of Colorado Springs
Colorado State Legislature
Governor Bill Ritter, Jr.

Free Community Educational Presentations

October 14, 2009 from 8:00am to 5:00pm

Pikes Peak Library District-East, 5550 North Union Blvd. C.S., CO

- | | |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8:00 | Welcome |
| 8:15-9:15 | “Non-violent Communication”
(Barry Johnson-Fay, Mediator) |
| 9:30-10:30 | “Collaborative Mediation Process and Career”
(Anne Wamser, Mediator) |
| 10:45-11:45 | “Elder Care Dispute Resolution” (Scott Bartlett, Pike Peak Area on Aging Ombudsman and Monica Lichtenberger, Phoenix Strategies, Inc.) |
| 12 noon-1 | “Domestic and Divorce Mediation”
(Denisa Tova, Divorce Resource Centre of Colorado, LLC) |
| 1:15-2:15 | “Workplace Conflict Management and Mediation”
(Bridgitt Mitchell, Phoenix Strategies, Inc. Colleague) |
| 2:30-3:30 | “Community Services”
Panel: Marvin Adams, Ombudsman School District 11, (Dispute Resolution in Schools); Carol O'Dell, Executive Director, Better Business Bureau (Business/Consumer); Jerry O'Hare, Program Director Fourth Judicial District (NJC Restorative Justice), Lynn Lee, Co-Chair Pikes Peak Restorative Justice Council, Adah MacIndoe (Workout LTD) |
| 3:45-4:45 | “Conflict Management Techniques”
(Annie Cohen, Mediator and Robin Spaulding, Mediator) |

Contact: Monica Lichtenberger 719.266.8181

Sponsors: Better Business Bureau (BBB) and Phoenix Strategies Inc.