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UNIVERSITY OF DENVER

# CONFLICT RESOLUTION INSTITUTE NEWSLETTER

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John Paul Lederach delivers an inspirational keynote address to Gala attendees.



CRI graduate students (from left) Katie Manderson, Mikaela Ladwig-Williams, and Cathy Peterman enjoy themselves at the Gala.

## CRI CELEBRATES AT SECOND ANNUAL GALA

The Conflict Resolution Institute (CRI) hosted its second annual Gala on May 12, 2006, in the elegant Gotesfeld Room in the Ritchie Center on the university campus. The near sold out event included community supporters, CRI Advisory Board members, faculty and staff, current MA students, prospective MA students, and alumni. The evening began with an inspirational presentation by CRI Advisory Board member John Paul Lederach, internationally renowned expert on peacebuilding and reconciliation and author of *The Moral Imagination: The Art and Soul of Building Peace* (2005), *The Little Book of Conflict Transformation* (2003), *The Journey Toward Reconciliation* (1999), *Building Peace: Sustainable Reconciliation in Divided Societies* (1997), and *Preparing for Peace: Conflict Transformation Across Cultures* (1995). The after dinner program featured welcoming remarks by James Moran, Vice Provost of Graduate Studies and Research, followed by recognition and acknowledgement of Institute faculty, Advisory Board members, staff, and recent graduates. Three awards were also presented: the

second annual "Best Thesis" award presented by the Institute for the best MA thesis completed in 2005, and two recognition awards to outstanding students from the two student organizations SCORE and CRGSA. The evening ended with the unveiling by the CRI Board of Advisors of the Institute's new branding and visioning posters.

Widely known for his pioneering work on conflict transformation, John Paul Lederach is involved in conciliation work in Colombia, the Philippines, Nepal, and Tajikistan, plus countries in East and West Africa. Lederach drew upon his experiences to vividly illustrate his remarks at the Gala where he told the stories of three individuals from Colombia, Ghana, and Nepal who each facilitated great change and achieved conflict resolution in their respective parts of the world. Lederach implored Gala attendees to support conflict resolution at all levels in society, and to especially support the Institute's students, who carry the torch into the future. He told students to not hesitate when asked by

## GALA CONTINUED

friends and family what they are studying, to be proud and to demonstrate the importance of the conflict resolution field.

The Best Thesis award, and its accompanying monetary prize of \$500, was presented to Maureen Mayne by last year's recipient, Patricia Whitehouse. Maureen's thesis, entitled "The Challenges and Contradictions of the National Identity Reconciliation Process" explores the challenges and the limits of National Identity Reconciliation in three case studies in Rwanda, France and Chile. Maureen, a native of France, currently works for the United Nations in New York. In her acceptance remarks, Maureen said that working at the United Nations has given her an opportunity to meet first-hand some of the individuals who survived the conflicts she wrote about in her thesis.

CRI is fortunate to have two student groups, The Society for Conflict Resolution (SCORE) and the Conflict



Carol Alm, CRI Advisory Board member, presents the new vision and branding posters in an official unveiling ceremony.



Current Conflict Resolution MA students celebrate at the Gala. Back row from left: Betsi Young, Jenny Lang, Maggie Helseth, Jason Gladfelter, Chuck West, Angel Preuit, Kit Chalberg. Middle row from left: Katie Arnst, Jen Hennessy, Laurie-Jo Jones, Mikaela Ladwig-Williams, Sammie Gallion, Alana Berland. Front row from left: Cathy Peterman, Rick Rosthauer, Katie Manderson.

Resolution Graduate Student Association (CRGSA), working to integrate the experience of master's students with faculty, the university, the larger community, and with each other. Each year, these two student groups select two conflict resolution students who they feel have gone above and

beyond these goals to receive outstanding student awards. This year, SCORE presented the Brian S. Beck Achievement Award to Jason Gladfelter, past President of SCORE, for his commitment to making new conflict resolution students feel welcome and involved (see SCORE, page 7). CRGSA chose Hanh Do to receive this year's CRGSA Award for Student Excellence, for her work founding CRGSA and for serving as secretary during its first year (see CRGSA, page 7). Jason and Hanh will each receive a one year membership to the Association for Conflict Resolution – the national organization for conflict resolution- courtesy of the student groups.

The CRI Board of Advisors, formed last Fall, recently completed a branding initiative and visioning exercise involving their members, as well as CRI students, alumni, faculty, staff, and members of the community. Carol Alm, Advisory Board Member, presented the newly formed vision and branding materials for the Institute in an official unveiling to cap off the evening. – *T. Thompson*



Patricia Whitehouse (MA '01) presents the Best Thesis award to this year's recipient, Maureen Mayne (MA '05).

## UNIVERSITY OF THE WEST INDIES OPENS ITS MEDIATION RESOURCE CENTRE

In December, members of the CRI faculty made their second visit to the University of the West Indies, St. Augustine campus (UWI), in Port of Spain, Trinidad & Tobago, to continue to develop mediation curricula, programs, and a Conflict Resolution Resource Centre. This partnership project is supported by a grant from the Bureau of Educational and Cultural Affairs of the United States Dept. of State under the authority of the Fulbright-Hays Act of 1961, as amended (see CRI Newsletters: June 2005, December 2005).

CRI faculty included CRI Co-Director Tamra Pearson d'Estrée, Research Professor Ruth Parsons, and CRI Core Faculty member Mary Jane Collier. One of the highlights of the trip for the faculty was a tour of the newly acquired Deane Street House. The opening of the Deane Street House Mediation Studies and Faculty Development Centre, which was to become official in January 2006, is a major step toward the accomplishment of the goals of the grant. Deane Street House is intended to provide space for students in the Post Graduate Diploma in Mediation Studies program and the Masters in Mediation Studies, as well as the participants in the Certificate Training Program sponsored by the UWI faculty. The building is a joint project between the Post-Graduate Diploma in Mediation Studies, the Social Work Program, and the Faculty of Behavioural Sciences. Books and videos will be housed at Deane Street House and the site will have reception and security. Deane Street House was inspiring and quiet and very fitting for its purpose. It is a wonderful symbol of the work that UWI is launching in mediation education and training. Unusual for an educational site, Deane Street House is a lovely old home near

the campus with a large kitchen and dining area, beautiful grounds complete with gazebo and a patio where food can be served for gatherings. It has a large training room, with several small rooms for training, reception and offices. The renovated maid's quarters in the back of the house will be office sites. It is a great site for conferences and meetings, as well as mediation classes and mediation sessions. Many fruit trees grow on the premises, providing both shade to the house from the tropical sun and a treat for students and program participants during rest breaks. It has a roomy kitchen for meal preparation and a gazebo off the kitchen patio which provides a quiet, calm and peaceful place for education, training and eventually a place to conduct mediation services for the campus and the community. It appears to be a perfect setting for peaceful settlement of disputes, for small conferences, and for teaching and learning.

Another highlight of the December visit was a three-day training on Restorative Justice, given by Mark Umbreit, Director of the Center for Restorative Justice and Peacemaking at the School of Social Work at the University of Minnesota. UWI faculty, students, and community practitioners had expressed many times their interest in more training in Restorative Justice. Professor Umbreit was invited to participate by the University of Denver faculty team specifically for his expertise in the area of Restorative Justice.

The first day of training was a community symposium attended by 75+ persons from the University of the West Indies, governmental ministries, and the general community, as well as many members of the press. The symposium was an inspiring



Deane Street House

day with a commanding opening presentation by Dr. Umbreit, who described restorative justice as a "victim-centered response to crime that provides opportunities for those most directly affected by crime - the victim, the offender, their families and representatives of the community – to be directly involved in responding to the harm caused by the crime". This first day laid the foundation for the following two days of training offered to community practitioners and university professors, where Dr. Umbreit presented a framework for restorative justice through many case examples. The second day ended with an overview of restorative justice work in the United States and other countries in the area of murder and serious crimes. Although somewhat controversial in the dialogue regarding crime and punishment, these ideas were well received by the participants.

Many Trinidadians are alarmed by a rising crime rate, including rising murder rates in their country. Restorative Justice is one alternative being considered in their current task of restructuring their criminal justice system. Press coverage of the symposium was noticed by the US Ambassador to Trinidad and Tobago, Dr. Roy Austin, who invited the DU faculty to the Embassy to discuss the program and its implications for Trinidad and Tobago. – *R. Parsons*

## CRI PROFESSOR SPOTLIGHT: DR. KAREN FESTE



Karen Feste, Founder and Director, Graduate Program in Conflict Resolution, and Professor, Graduate School of International Studies.

Dr. Karen Feste is the Director of the Graduate Program in Conflict Resolution and a Professor in the Graduate School of International Studies. She can be reached at [kfeste@du.edu](mailto:kfeste@du.edu).

*This interview was edited for space and formatting considerations.*

### **Conflict Resolution is a fairly young field. How did you become interested in it?**

I've always been drawn to international relations and the set of obstacles facing countries and their citizens—cultural differences, legal barriers, political orientation divides—and how they intersect when parties interact. The potential for miscommunication and misunderstanding is constantly in the shadows. National identity and pride get in the way too. This is not only true when hostilities are brewing and conflict escalation is running apace in preparation for war, but even when everyone wants to cooperate and be friends. In sports, travel, and trade, signing a bilateral agreement between people

or between governments can be complicated. These differences make it difficult, creating conflict. The centerpiece of international politics study, not surprisingly, is conflict. It's always there.

So, I became a student of international conflict and discovered diplomacy, which is basically another term for conflict resolution. But the world of official diplomacy is a world apart: mostly, professional diplomats circulate among the governmental elite and beyond the reach of others. Their skills and services, smoothing out issues of disagreement separating parties, are not widely available. A good diplomat consistently practices alternative dispute resolution techniques. These skills probably reflect innate talent in combination with challenging experience.

Diplomacy means conflict resolution. I was intrigued by problem-solving more than conflict creation, perhaps because it was given less attention. Everyone wanted to know how things got worse; I wondered how they got better. To me this was a more important issue. Conflicts were commonplace; conflict resolution was not. And, why all the attention to conflict when the real story behind understanding human progress was conflict resolution?

These crusading academic ideas gradually acquired more depth and structure as I worked on my doctoral dissertation topic: the Kashmir dispute, a case of up-and-down tensions (including wars, cease-fire accords, an arms race) between India and Pakistan that started in 1947 and hasn't been solved yet. It was a rather random process that brought me to this point; I had never planned to get a Ph.D., nor to research a conflict in South East Asia. I wrote a research proposal on the Kashmir crisis in a class, Politics of India (a subject I knew absolutely nothing about);

other students worked on economic and social development issues affecting the Indian state, but since I was the only International Politics student in the class, the professor assigned me this topic. He liked the paper and decided I ought to join the doctoral program for I already had a dissertation prospectus, a reversed linear process! Well, why not...

### **What particular ideas attracted your attention? What events influenced your thoughts?**

The essence of the drama of conflict lies in its resolution, wrote Kenneth Boulding in his classic book, *Conflict and Defense*. This idea, poetically expressed, has been my mantra. Boulding was an economist and peace activist, very successful in both areas; his work is theoretically rigorous, an impressive application of scientific standards and systematic quantitative analysis for understanding conflict resolution. But it's an abstract approach, away from the world of people. For historical reading, Bob Jervis's work on misperception has always been a favorite. Tom Schelling, another economist makes the game theory case for conflict resolution; Hubert Blalock, a sociologist presents a compelling argument for group identity, ideology and willingness to cooperate in *Power and Conflict*. These scholars stand tall; their works, though, are not standard fare on Conflict Resolution reading lists—too dated, too abstract, too complicated—I don't know. But they pushed my interest in the field, while particular events, as such did not. It's the sway of the big ideas, macro causes that influence the world and micro perceptions and interpretations of these forces, that have always sparked my interest in Conflict Resolution.

### **Have your ideas about the field changed over time?**

Well, yes. The Conflict Resolution field has grown, it's got name recognition. Just a few years back, ACR, the premier professional association was created from smaller, specialized groups of lawyers, educators, counselors who came into a single tent: Conflict Resolution became home base. That unifying move suggested something broader was at stake and would now be taken seriously. President Bush actually used the term in a public speech in Virginia (he was talking about family disputes, not the war in Iraq, but it's a start). Academic conferences, a journal, special dictionaries and handbooks, critical assessment of the subject—all of these accretions exist in the field of Conflict Resolution, strong indicators that the subject has gained respect in the social sciences. Conflict Resolution of the sixties meant peaceniks. Since the 1980s, the Legal profession has been popularizing the ADR theme. The corporate world now speaks of win-win solutions. Diplomats learn the Fisher-Ury technique. These are huge changes, both in accepting the conflict resolution idea, and in admitting it is a serious, developed subject for study.

Another development: my image of conflict resolution expanded into a search for unifying knowledge across various disciplines: psychology, sociology, management, human communications, among others, presented by relevant theories in these diverse areas. There is a tendency for academics to think in tunnel-vision terms. Exploring Conflict Resolution interests on the DU campus made me think more broadly; this was exciting—we could think about forming a multidisciplinary-based community of scholars. Realizing the richness of campus resources and educational quality at

DU, I was convinced we could offer something unique. The entire building process proceeded inductively, where one contact would lead me to another, creating, in the end, a solid network. The net result was a Conflict Resolution Graduate Program that combined six different academic units at the University—a first, and a process itself that was an exercise in conflict resolution!

### **Your books and research interests focus on military intervention and international terrorism—conflict. Does this work connect to conflict resolution?**

I firmly believe in straddling two opposing camps—international security and conflict resolution. Both are important to the course of global political events, and the two communities need to speak to one another to understand their linkage, rather than adopt a segmented approach. My current research combines all of my interests—intervention, terrorism and conflict resolution—and arose from puzzlement over the rise and fall of terrorism. We know something about triggers and causes of terrorism (foreign intervention is critical) but I wanted to understand how terrorist campaigns come to an end, where negotiation entered the scene. My current book project addresses that issue, looking at several historical cases: U.S.-Cuba conflict and Hijacking Terrorism, settled in 1973; U.S.-Iran Conflict and Teheran Hostage-taking Terrorism, settled in 1981; and U.S.-Iran Conflict and Lebanon Kidnapping Terrorism, settled in 1991. It is absolutely fascinating to understand the negotiation tactics used by the parties, and what style reaps what rewards. It's not public knowledge, and it is a very important topic. My research, part of the International Institute for Applied Systems Analysis project, "Negotiating with Terrorists," will be presented in Vienna in June.

### **You seem energized talking about Conflict Resolution. Why are you passionate about it?**

It's the key to security, survival and contentment in the 21st Century. We all function more creatively and more efficiently under these conditions. Conflict is costly, it zaps energy and limits human growth.

### **What are the greatest opportunities for Conflict Resolution students? Any advice to offer?**

Right now is the perfect time to be a student of Conflict Resolution—the field is fresh, ideas are new, public recognition is growing. Set these developments alongside the world of turmoil and violence, whether in the home, in the community, at school or in the workplace, and the need for expert practitioners skilled in mediation, facilitation and negotiation techniques is obvious. Our graduates are getting in on the ground floor and I believe this is very important for the future. Advice? Take theory seriously, it helps you analyze situations. Consider integrating different substantive perspectives in Conflict Resolution (management, law, social work, social psychology, international relations) it helps you get a broader, unified picture. Think about the spiritual approach to peace, Buddhism and Yoga traditions offer a calming approach. And remember, the aim is peace and harmony. ■

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## ALUMNI JOURNAL: WORKING AT THE UNITED NATIONS

by Maureen Mayne, (MA '05)



Seven months ago, I realized my dream: to work for the United Nations. Seven months and three days ago, I was accepted as a project manager for the governance area in Latin America and the Caribbean.

Latin America is characterized by fragile democratic institutions. The region has a recent history of dictatorial political systems, instability and economic crisis. Although most countries succeeded in their transition towards democratic institutions and principles, a lot still has to be done. Indeed, having fair and transparent elections is not enough to call a political system a democracy. Yes, the region has successfully attained what has been called 'electoral democracies'. But it is insufficient. Constructing efficient political systems is a tough enterprise that involves working on numerous facets of democracy.

Nowadays, the political systems in Latin America suffer from a disconnection between the State and citizens who tend to use extra-institutional means to express their demands. The consequences are quite damaging for the functioning and maturation of democracy. The political parties are often quite weak; they lack credibility and struggle to relay successfully the needs of the voters, who do not trust their representatives. Thus, young democracies are ill-armed to face new

challenges such as inequality, the impacts of globalization, development of indigenous rights, environmental issues, etc.

To me, democracy is not a panacea; it's a constant re-definition of constructive relationships. A confident democracy does not fear differences, it embraces and grows from them. My philosophy is that what democracies should fear foremost is indifference and apathy — indifference from the State regarding citizens' well-being, indifference from a civil society that is unable to properly relay the concerns of a country, indifference and resignation from citizens that have lost hope for a better regime.

If I had to put that in 'conres' jargon, which I love to do for any kind of situation, I would probably say that democracies are peaceful conflict management, conflict prevention and conflict resolution systems. A good democracy searches for win/win situations. By responding in an efficient and timely manner to citizens' demands, democracies consolidate themselves and gain credibility. To me, democracy is probably the best conflict resolution instrument human beings have created.

At the UN, our programs aim to strengthen democracy by investigating the weaknesses of its institutions and by contributing, through our projects, to the better functioning of governments in their relations to the civil society and citizens. Latin America needs new bonds between government and citizens and renewed relationships based on trust, understanding and dialogue.

From a personal point of view, more than anything, I am learning. I am learning that, to make the world better, you have to convince people that what you are doing is right and helpful, as well as efficient. It

is not enough to have good ideas. You need credibility, strategies and results. You need to show that your moral values are actually 'marketable'. You can be an idealist, but you cannot be a good idealist if you are not also quite realistic and pragmatic in the objectives you set in your projects. Then, you have to question yourself and your work, all the time.

I have had three major realizations since I started my job: First, that while my Master's degree is crucial for me to do my job, I have to reinvent everything when confronted with reality, like the limitations of bureaucracy or financial resources. Second, out of the dozen internships one has to work at in order to prove oneself, it is thanks to a good internship that I applied for the position I now occupy. Thus, it is important to value internships although they can be frustrating. Last, there are two qualities that I have found extremely important: being adaptable and self-reflective. If you can adapt to people, cultures, organizational structures, urgencies, workload and if you can regularly ask yourself and people around you what you did well and what you should improve, then you will progressively feel more comfortable dealing with new situations.

When I was in high school, I had to write next to my senior photo a proverb that would best describe my philosophy of life. Without giving it much attention, I rapidly scratched a cheesy sentence. I did not realize that in this moment of perplexity and scepticism, I would actually write the rule I have followed since then. I know it is cheesy, but I have assumed it. I had written: "Always hope, never regret".

*Maureen works at the United Nations Development Program, Regional Bureau for Latin America and the Caribbean as a governance project manager.*

## HUMAN SECURITY AND CONFLICT RESOLUTION

The current volume of the United Nations journal, *Regional Development Dialogue (RDD)*, is exclusively devoted to Human Security and Conflict Resolution. Edited by Jack Jones, Research Professor in CRI, the entire issue is a collaborative effort between the journal's publisher, the United Nations Centre for Regional Development (UNCRD) in Nagoya, Japan, and our Conflict Resolution Institute. The University of Denver has had a close working relationship with UNCRD over the years on various research and training projects in Asia and Africa, and this volume is a continuation of that collaboration.

The volume on Human Security and Conflict Resolution includes among its papers by international scholars, practitioners and policy makers, articles by CRI and other DU faculty. The editorial introduction by Jack Jones explains the role of conflict resolution in promoting social development and human security worldwide. CRI Graduate Program Director Karen Feste writes on the Israeli-Palestinian dispute with its conflict resolution strategies and peace prospects. A paper by CRI Core Faculty member Denise Pearson deals with interethnic conflict in Trinidad and Tobago and its post-colonial challenges and opportunities.

Jack Jones and Kate Trujillo examine the causes and consequences of the Zapatista rebellion in Chiapas, Mexico. In a bibliographic essay, Nonny Schlotzhauer covers the literature of conflict resolution.

The role of conflict resolution in human security is not widely discussed in professional conflict resolution circles, although human security itself is at the cutting edge of international social development thinking and practice. It is our hope that the current RDD volume on the topic will raise awareness in the field. — *J. Jones*

## GRADUATE STUDENT NEWS

### THE SOCIETY FOR CONFLICT RESOLUTION (SCORE)

By Sammie Gallion, SCORE President

This Spring has been an awesome time for SCORE and its members. At the CRI Gala on May 12, SCORE had the pleasure of awarding the Brian S. Beck Achievement Award to Jason Gladfelter, past President of SCORE and a student who truly embodies the award. Many of the first year students knew no one when they moved to Denver last Fall to begin graduate work. Jason took the time out of his busy schedule to plan social events, dialogue groups, and networking lunches for the new students to participate in. He worked toward helping the first year students in the Conflict Resolution Program feel welcome and a part of the organization. Congratulations, Jason, and thank you from all of us!

The day after the Gala, SCORE held its annual Spring Picnic at Washington Park in Denver. We grilled out and enjoyed the beautiful spring weather with some very competitive games of Bocce Ball!! Many CRI students attended as well as recent alumni who were back in town for the Gala. Raffle prizes were awarded to Maureen Mayne and Jason Gladfelter.

We, as students and an organization, are looking forward to the summer months' activities. We are planning on attending a few Rockies games, having volleyball games in Washington Park, and much more. The Fall will be even more exciting as we are planning to launch our Cocktail Networking Hours with professionals from various avenues of the Conflict Resolution field. Stay tuned for more details...have a great summer!

### CONFLICT RESOLUTION GRADUATE STUDENT ASSOCIATION (CRGSA)

By Carole Fotino, Outgoing CRGSA President

CRGSA presented this year's CRGSA Award for Student Excellence at the CRI Gala to Ms. Hanh Do. Hanh, a student in both the Conflict Resolution Program and in the International Studies Department, is devoted not only to her own studies but to the experience of fellow students as well. When it was realized that our burgeoning institute would need a student government as well as a student organization, Hanh volunteered to head up the formation committee for what would eventually become CRGSA — the Conflict Resolution Graduate Student Association. She then went on to nearly single-handedly create the constitution and by-laws for that same governing body. She has diligently attended every University of Denver Graduate Student Association Council (GSAC) meeting and reported back the minutes to conflict resolution students. A recent example of her dedication to detail comes to us from Thailand where Hanh is currently traveling and visiting family. Despite being halfway around the globe, Hanh did not let that stop her from delivering her minutes from the last CRGSA meeting which she sent to each of us from her hotel room via email. Congratulations, Hanh, and thank you for all your hard work!

Congratulations to the 2006-2007 CRGSA Executive Council members: President: Mikaela Ladwig-Williams, Vice President: Katie Manderson, Treasurer: Alana Berland.