

DRAFT

Historical Background of Training

Provided by the Iowa Peace Institute (Now Known as the Conflict Resolution Center of Iowa) and Funded by the Iowa Department of Education

In 1995, Jeananne Hagen, Bureau Chief, Iowa Department of Education, shared with Dee Ann L. Wilson, Consultant, some conversations that she had had with several AEA special education directors. They had expressed a desire for the department to address conflict management training. The department and the directors shared a common vision:

Create a system-wide approach that allowed for the resolution of differences between parents and educators (or anybody in PreK-12 education) who needed a process to help resolve concerns at the lowest level possible, without state involvement.

As a follow-up to this discussion, the department contracted with the Iowa Peace Institute (IPI) to design and present conflict resolution training to two staff participants from each of the 15 area education agencies (AEAs) in November 1995. The original intent was to provide a three-day train-the trainer seminar, with follow-up sessions, depending on the identified needs of the participants. The purpose of the training was to improve negotiation skills, learn new negotiation skills, and learn how to use these skills to improve working relationships. The seminar also was intended to help participants create a new conflict resolution process for each AEA. At the conclusion of the three-day training session, participants expressed interest in additional training in conflict resolution skills. A two-day follow-up session was designed and presented by Iowa Peace Institute trainers in March 1996.

Dates	Type of Training	Attended by
Nov. 15-17, 1995	Negotiation Skills for Conflict Management	34 AEA Special Education Representatives
March 5-6, 1996	Negotiation Skills for Conflict Management – Part II	23 AEA Special Education Representatives

Upon completion of the five days of training, the participants expressed a desire to continue with additional training; therefore, four additional days were planned and scheduled. Basically, the same group continued through the nine days of training over the one-year period. All told, these participants completed an introductory mediation skills training course plus advanced training in mediation, negotiation and conflict resolutions skills.

Dates	Type of Training	Attended by
Oct. 15-16, 1996	Creative Thinking for Conflict Resolution and Interest-Based Conflict Management Systems Design	23 AEA Special Education Representatives
Nov. 12-13, 1996	The Mediation Process	22 AEA Special Education Representatives

At the end of the nine days of training, the AEA representatives expressed a desire to learn more about mediation and to have additional staff learn mediation skills. The Iowa Peace Institute was again contacted by the Department and was asked to design a four-day Introductory Mediation training program. The IPI consented to designing the sessions for people in an educational environment with an emphasis on mediating section 504 disputes.

During that same year (June 1996), three days of *Conflict Negotiation Training* was provided by IPI to the Parent-Educator Coordinators. Deb Samson and Karen Martens, state PEC consultants, coordinated that training. Thirty-one people attended.

On November 25, 1996, the department sent a letter to each AEA Special Education Director asking whether there was an expectation that the bureau should be doing more to assist with formal and informal alternative dispute resolution strategies. Nine responded in the affirmative, four said no and one had no opinion.

Dee Ann Wilson made a presentation before the statewide AEA Chief Administrator group about the possibility of each AEA receiving mediation training, with the funding provided by the Department. A conscious effort was made to emphasize that this training was not to be considered solely for people involved in special education but to have a cadre of people trained to help resolve differences involving Section 504, general education or special education. It was also envisioned that the mediation process and/or mediation skills could be used to resolve conflicts between parents and educators, as well as between adults within the educational setting, e.g., when AEA employees, whether licensed or support, were having differences.

Following the presentation, a letter was sent to all AEAs, with the Department offering this guidance:

The AEA should extend invitations to people it believes have potential to serve as mediators, as well as those having an interest in receiving mediation training. The Department has envisioned the trainees could be staff from AEAs or LEAs, as well as community members and parents.

AEAs were notified that they could contact the Iowa Peace Institute (or other any mediation training organization of their choosing), to negotiate dates for the training to be presented at a location chosen by the AEAs.

The Department negotiated a discounted fee for the training with IPI and paid for the full cost of the training (8-20 trainees; \$3,500; 21-25 trainees (\$4,000) plus \$500 to be applied to cover incidental expenses for the AEAs.

1997-98

Dates	Type of Training	Attended by
July 28-31, 1997	Introductory Mediation	AEA 5, 27 participants
Oct. 28-29 & Nov. 4-5, 1997	Introductory Mediation	AEA 1, 25 participants
Nov. 18-19 & Dec. 2-3, 1997	Introductory Mediation	AEA 4, 12 participants
Jan. 19-20 & 27-28, 1998	Introductory Mediation	AEA 13, 24 participants
Feb. 3-4 & 10-11, 1998	Introductory Mediation	AEA 6, 24 participants
May 11-12 & June 11-12, 1998	Introductory Mediation	Statewide (organized because we needed to train mediator/ALJ) 12 participants
June 15-18, 1998	Introductory Mediation	AEA 10, 31 participants
July 13-16, 1998	Introductory Mediation	AEA 11, 11 participants
July 28-31, 1998	Introductory Mediation	AEA 15, 12 participants
August 11-14, 1998	Introductory Mediation	AEA 16, 12 participants

At the end of the 1997-98 school year, nine of Iowa's 15 education agencies completed the training. (AEA 9 had earlier received some mediation training from another agency before this offer.) A letter was sent to the AEAs not completing the introductory training, with a second invitation to complete the four days of training during the 1998-99 school year. An additional three AEAs completed the Introductory Mediation training.

1998-99

Dates	Type of Training	Attended by
May 3-6, 1999	Introductory Mediation	AEA 12, 29 participants
May 24-27, 1999	Introductory Mediation	AEA 14, 14 participants
September 8-9, 29-30, 1999	Introductory Mediation	AEA 7, 12 participants

In the fall of 1998 (October 30), the AEAs were advised that a four-day advanced mediation training was available from IPI. It was suggested that the advanced mediation training be offered regionally at four different locations, although AEAs had the option of having the training presented at their locations.

1999-2000

Dates	Type of Training	Attended by
June 3-4; Aug. 11-12, 1999	Advanced Mediation	AEA 10, 29 participants
June 30-July 1; July 12-13, 1999	Advanced Mediation	AEAs 9, 15 & 16 14 participants
July 19-22, 1999	Advanced Mediation	AEAs 11&13 , 12 participants
June 12-13, 2000	Advanced Mediation	Statewide, 19 participants

The Department paid for this training, and the fee was contingent on the number of trainees attending (maximum \$8,000 for four days of training at each site, plus expenses incurred by IPI).

From April through July, 1999, the Iowa Peace Institute provided *Creating Solutions: Skills to Effectively Resolve Differences between Parents and Educators* (for Parents) to the following AEAs: 1, 7, 10, 11, 12, 14, 15. All institutes lasted one day with the exception of AEA 12, which included two sessions (one three days and one two days). The Department of Education provided the funding.

Dates	Type of Training	Attended by
April 6, 1999	Parent Training	AEA 14, 9 participants
April 9, 1999	Parent Training	AEA 10, 6 participants
April 10, 1999	Parent Training	AEA 10, 21 participants
April 12-14 & 29-30	Parent Training	AEA 12, 27 participants
April 19, 1999	Parent Training	AEA 15, 9 participants
April 21, 1999	Parent Training	AEA 1, 21 participants
April 27, 1999	Parent Training	AEA 11, 19 participants
April 30, 1999	Parent Training	AEA 7, 31 participants

During one of the advanced mediation training days some of the participants started envisioning a more specific process for what later became known as the Resolution Facilitator Process. A group was participating in a role-playing scenario involving conflict between a district and a parent. A participant made a comment, “Since we’ve had eight days of mediation training we could be invited to help resolve differences. However, we don’t want to be called “mediators” because it makes the process sound more formal than how I envision this process could work.” Both Dee Ann Wilson and Glenn Grove were witnesses to the discussion and were excited because of the possibilities they saw. They then held informal telephone conversations to discuss “next steps.”

At the same time, we were hearing people comment:

- ✓ “We have people trained to help resolve conflicts. Let’s use them.”
- ✓ “We aren’t being asked.”
- ✓ “We are being used but it is on a very limited basis. I want to be used more. I have something to offer.”
- ✓ “We need a process to use these people who have been trained.”

Glenn Grove (AEA 13) contacted Joe Ulman (AEA 3), Chairperson of AEA Special Education Directors at the time, and Glenn Grove became the group’s official liaison with the department. He discussed with Joe “the possibility of the directors supporting a work group to have mediation services from each other for issues we all face.”

On October 13, 1999, Glenn and Dee Ann made a joint presentation (ICN) before the directors’ group. They asked several questions, one of which was the basic question of whether the group was willing to pursue a statewide system to resolve differences. At that time, there was a consensus that they did want to pursue this. Glenn and Dee Ann were to work together to formulate a more definite proposal. At that time, the department was developing a brochure to promote the preappeal process and approval was given by the directors’ group to include information that could be used to promote the cadre of people trained in mediation skills.

By March 1, 2000, Glenn Grove and Dee Ann Wilson had developed a Q and A document entitled, *Proposal for Cadre of People Located Within Each AEA Who Could Facilitate Differences (Before Party Files Preappeal or Mediation)*. It was in this document that it was suggested that there be a statewide name for the person acting as a mediator, and that this person be called a “Resolution Facilitator.” It was also proposed that each AEA have a designated Contact Person and that the Department could devise a model pamphlet to be used for promoting the process. This communication was sent to all AEA Special Education Directors on March 2, 2000, in preparation for a March 8 ICN session about the proposal.

During the March 8, 2000, meeting consensus was reached that the Q & A basically defined the expected process that would be implemented. (By this time, 259 people had completed some mediation training.) Glenn Grove was requested to send a form, seeking a response from each AEA director, indicating whether he/she was “in” or “out.” He faxed the inquiry March 22, 2000, to each AEA special education director. He also asked, “Do you agree to pay the expenses only for sharing across AEAs and to leave salary etc., out of the mix of expenses?”

On September 13, 2000, another ICN session was held with the AEA Special Education Directors to more fully define and review the Resolution Facilitator process. All materials that had been e-mailed or sent to the directors previously were sent again in one complete packet by the department the following day. The packet included:

- *Proposal for Cadre of People* – This is the original Q & A draft document.
- *Suggested Guidelines for the Resolution Facilitator Process* – This was material to be sent to participants in preparation for the meeting. Attached to this was a second page for participants to read prior to the meeting and to sign on the date of the process.
- *Resolution Facilitator Process Evaluation* – This was an evaluation instrument to be used by all participants at the end of the Resolution Facilitator process.

- *Easy Does It! Working Things out with a Resolution Facilitator* – This is the brochure the state uses to promote the Resolution Facilitator process.

During the September 13, 2000, meeting there was agreement by the group that each AEA would send the name of the contact person to Dee Ann Wilson so the Department would have the name when inquiries were made at the state level. (A contact list is now disseminated automatically in the parent packet when parents call with a question.)

March 29, 2001, the AEA Directors were informed that the brochure would be translated into Vietnamese, Bosnian, Laotian and Spanish. Mary Bartlow asked for guidance from the directors on how to proceed.

October 3, 2002, Steven Bevilacqua, *Counterpoint*, contacted Dee Ann Wilson for additional information about the Resolution Facilitator process. An entire page of *Counterpoint* included information about the Iowa process in the winter edition.

November 16, 2002, Dee Ann Wilson presented at CADRE in Washington D.C. following an invitation from CADRE to provide a session on the Resolution Facilitator process in a breakout session of the symposium.

March 4, 2003, a survey was sent to all AEA Special Education Directors about the frequency of use for the AEA Resolution Facilitator process. Because of the recent national publicity about the Resolution Facilitator process being used in Iowa, the state was often asked about the frequency of its use. For example, two members from the U. S. General Accounting Office spent a day in Iowa asking numerous questions about the various alternatives for dispute systems in place after Judy Schrag praised the state for the many opportunities for parties to resolve differences.

September 19, 2003, as has been done in the past, the department sent an inquiry to the AEA Resolution Facilitator Contacts to determine the number of brochures the AEA wanted to order from the DE: *Working Things Out When Things Go Wrong* (about the preappeal conference), *Easy Does It! Working Things Out with a Resolution Facilitator* (about the Resolution Facilitator process), *Preparing for Preappeal or Mediation*, *Preparing for The Resolution Facilitator Process*. The inquiry included an option of ordering these posters: *An Option For Conflict Resolution: Special Education Preappeal Conference*, *Easy Does It! Working Thing out with a Resolution Facilitator*. (This poster has a pocket for the resolution facilitator brochures.)

Next Chapters in the History

RESPECT Training

In 2003 Dee Ann Wilson approached Greg Buntz, Director, Iowa Peace Institute, requesting his leadership in developing a training program to address resolving differences at the earliest and lowest level. The realization was that the mediation courses were helping people resolve differences at IEP meetings (and before) but part of the time at the training was spent discussing the mediation process, such as opening remarks and how to write a mediation agreement.

Another realization was that some of the training participants were never going to be mediators or Resolution Facilitators, so the question became whether it was a good use of their time to go through the entire mediation training. Was there another type of training that would fulfill the need to provide people with the necessary skills to address conflict and differences at IEP meetings?

Greg Buntz consented to addressing these identified concerns. After much research, he became the primary designer of RESPECT training (Recognizing Everyone's Strengths by Peacebuilding, Empathizing, Communicating and Trustbuilding). On September 29, October 16, and November 19, 2003 the first RESPECT training was offered. This was considered to be a pilot training. It was held in Grant Wood Area Education Agency, Cedar Rapids, and was taught by Greg Buntz and Val Vetter, Iowa Peace Institute, and Leslee Sandberg (Resolution Facilitator Coordinator) and Geri Pettit (Parent Coordinator with Parent-Educator Connection), Grant Wood AEA).

Other Historical Dates

January 1, 2004 – The Iowa Peace Institute (IPI) was reorganized. The past work done by IPI was transferred to a new company called the Conflict Resolution Center of Iowa. (The Director of IPI and CRCI was Greg Buntz.) It continued to be located in Grinnell, Iowa.

January 13, 2004 – Dee Ann Wilson sent a survey to the AEA Special Education Directors whether they were supportive of getting the information about the Resolution Facilitator process in district student and parent handbooks. Model language for the handbook was provided. It was agreed that the AEA Directors would pose the question at their superintendent meeting.

February 2004 – Kathy Collins with the School Administrators of Iowa (SAI) wrote a feature story about the Resolution Facilitator process in Iowa and provided each AEA's contact person.

September 20, 2004 – Dee Ann Wilson held an Improving the Resolution Facilitator Process using ICN with representatives from the AEAs for two hours.

October 14, 2004 – Dee Ann Wilson spoke before the AEA Special Education Director's group about a reaffirmation of having a statewide Resolution Facilitator process. The AEA Special Education Director Liaison for the Resolution Facilitator indicated to Dee Ann in January 2005 that all directors had notified him in writing that they agreed with the terms of the system.

Each year Dee Ann Wilson has sent an e-mail reminding AEA Special Education Directors, AEA Directors of Media, AEA Directors of Educational Services, License Renewal Coordinators, Urban Network Special Education Directors, and Contacts for the Resolution Facilitator Process of the opportunity to complete training provided by the Conflict Resolution Center of Iowa (CRCI) and funded by the Iowa Department of Education.

Numerous inservices have been provided and numerous articles written.

The various options for Conflict Resolution are found on the Iowa Department of Education website at <http://www.state.ia.us/educate/ecese/cfcs/conres/index.html>.

Fall 2005 Dee Ann Wilson contacted Sue Etscheidt, professor, UNI, about the possibility of initiating a Preservice Pilot Project about conflict resolution skill building at UNI. Sue Etscheidt and a graduate student, Amber Stroh Benedict, worked with the Conflict Resolution Center of Iowa in the development of the curriculum. Next steps for assisting other IHEs will be formulated.

CADRE NOTE: THE FOLLOWING 6 PAGES ARE DATA ON NUMBER OF TRAINEES, ETC.

Additional Training

Dates	Type of Training	Attended by
March 26-29, 2001	Advanced Mediation	AEA 12, 24 participants
December 5-6, 10-11, 2001	Advanced Mediation	AEA 6, 15 participants

Dates	Type of Training	Attended by
July 10-11, 2000	Advanced Mediation, Part II	Statewide, 21 participants
August 24-25, 2000	Advanced Mediation, Part II	AEA 10, 18 participants
April 15-16, 2002	Advanced Mediation, Part II	AEA 12, 8 participants

Dates	Type of Training	Attended by
March 23, 2001	Advanced ICN Refresher	State-wide, 14 participants
April 27, 2001	Advanced ICN Refresher	State-wide, 26 participants
May 25, 2001	Advanced ICN Refresher	State-wide, 22 participants

Dates	Type of Training	Attended by
February 26, 2002	Advanced Refresher Course	AEA 10, 18 participants

Additional introductory training – 2000/2001

Dates	Type of Training	Attended by
January 6-7, 25-26, 2000	Introductory Mediation	State-wide, 8 participants
May 16-19, 2000	Introductory Mediation	AEA 3, 4&12, 28 participants
January 8-9, 30-31, 2001	Introductory Mediation	AEA 6, 30 participants
January 15-18, 2001	Introductory Mediation	AEA 12, 27 participants
February 8, 22&23, 2001	Introductory Mediation	State-wide, 27 participants
February 13-14, 27-28, 2001	Introductory Mediation	AEA 6, 30 participants
April 11-12, 16-17, 2001	Introductory Mediation	CRCSD-AEA 10, 32 participants
October 8-11, 2001	Introductory Mediation	AEA 12, 27 participants

Creating Solutions: Skills to Effectively Resolve Differences between Parents and Educators (for Parents) 2000-2001

Dates	Type of Training	Attended by
January 13, 2000	Parent Training	AEA 14, 8 participants
February 6-7, 2000	Parent Training	AEA 5, 13 participants
February 26, 2000	Parent Training	AEA 10, 8 participants
April 10, 2000	Parent Training	AEA 9, 25 participants
April 11, 2000	Parent Training	AEA 12, 17 participants
September 11&13, 2000	Parent Training	AEA 7, 19 participants
September 12&19, 2000	Parent Training	AEA 1, 28 participants
March 6, 2001	Parent Training	AEA 12, 13 participants
March 12, 2001	Parent Training	AEA 15, 12 participants
March 24, 2001	Parent Training	AEA 10, 28 participants
September 20&25, 2001	Parent Training	AEA 1, 12 participants

Also

October 14-15, 1999	Parent Training (Part II)	AEA 11, 14 participants
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Training conducted by the IPI for DE - January through December 2003

Dates	Type of Training	Attended by
Jan. 7-8 & 20-21	Introductory Mediation	AEA 10, 18 participants
Feb. 17-18 & 24-25	Introductory Mediation	AEA 11, 32 participants
Mar. 4-7	Introductory Mediation	AEA 12, 30 participants
May 6-7 & 20-21	Introductory Mediation	AEA 14, 8 participants
Oct. 30-31 & Nov 13-14	Advanced Mediation Pt. I	DE DM 10 participants
Jan. 28	Mediation Skills Refresher	AEA 10, 19 participants
Apr. 4	Mediation Skills Refresher	AEA 12, 9 participants
Apr. 8	Creating Solutions Parent Training	AEA 12, 12 participants
Sept 29, Oct 15 & Nov 19	RESPECT	AEA 10, 10 participants

Total: participants

2004 Training Programs Presented for the Iowa Department of Education

Date	Training	Location	Trainers	# Participants
Jan 9 & 26 Feb 26 & Mar 3	RESPECT	PTI – Des Moines	Greg, Val, Jule, and Lori	18
Jan 29	Refresher	AEA 10 Cedar Rapids	Greg, Susan	18
Apr 19, May 12, June 7 & July 1	RESPECT	AEA 10 Cedar Rapids	Greg, Val, Geri and Leslee	23
Oct. 21-22, Nov. 11-12	Intro	AEA 12 Sioux City	Greg, Susan, Bonnie	16

Nov. 8-9, 15-16	Intro	PTI – Des Moines	Greg, Susan, Bonnie	13
	RESPECT Day 1&2	AEA 10 Cedar Rapids	Greg, Val, Leslee, Geri	17
			Total:	

2005 Training Programs Presented for the Iowa Department of Education

Date	Training	Location	Trainers	# Participants
Jan. 18, Feb. 8 (day 1 & 2 were presented in Dec. '04)	RESPECT Day 3 & 4	AEA 10 Cedar Rapids	Greg, Val, Leslee, Geri	17
Jan. 13-14,20-21	Intro	AEA 267 Cedar Falls	Greg, Susan	8
Jan. 27	Creating Solutions	AEA 11 Johnston	Greg, Bonnie	29
Feb. 14	Mediation Refresher	AEA 10 Cedar Rapids	Greg, Susan	15
Feb. 22	Mediation Refresher	AEA 13 Council Bluffs	Greg, Susan, Bonnie	14
Mar 1&22 Apr 12, May 3	RESPECT	AEA 12 & 4 Le Mars	Greg, Bonnie, Linda & Dedie	5
April 6	Mediation Refresher	AEA 8- Pocahontas	Greg, Susan	11
April 19-20 & 28- 29	Intro	AEA 8- Pocahontas	Greg, Susan, Bonnie	20
May 10-11 & 17-18	Intro	AEA 267-Clear Lake	Greg, Susan	8

			Total:	

Training Programs Presented for the Iowa Department of Education
2005-2006 Academic Year

Date	Training	Location	Trainers	# Participants
Sept 22, Oct 11 Nov , Jan 19	RESPECT	AEA 10 Cedar Rapids	Greg, Val, Leslee, Geri	13
Nov. 14-15 & 28-29	Advanced	PTI – Des Moines	Greg, Susan, Pat	17
Jan. 26-27 & Feb 9- 10	Intro	AEA 267 Cedar Falls	Greg, Susan	12
Jan. 30	Mediation Refresher	AEA 10 Cedar Rapids	Greg, Susan	12
Feb 17,20-21 and March 1	Intro	AEA 10 Cedar Rapids	Greg, Bonnie	7
Apr, 6,25, May 18, June	RESPECT	AEA 8 Storm Lake	Greg, Bonnie	24
May 2-3 8-9	Adv. Med.	AEA 267 Cedar Falls	Greg, Susan,	11
June 26-29	Intro Med	AEA 11 Johnston	Greg, Susan, Bonnie	20

Total Training Programs Presented – 8

Total Participants

The others were reported by calendar year. This will need to be submitted for 2006.

Training Programs Presented for the Iowa Department of Education

2006-2007 Academic Year

Date	Training	Location	Trainers	# Participants
Sept 19, Oct 12, Nov 20, Dec 13	RESPECT	AEA 10 Cedar Rapids	Greg, Bonnie, Leslee, Geri	12

2006-07 Training Programs Scheduled and Not Yet Presented

Date	Training	Location	Trainers	# Participants
Jan 15 postponed due to weather – Rescheduled May 1, 2007	Refresher	AEA 10	Greg , Pat	
Feb 12-13 and 19- 20	Intro	AEA 13 & 14 Council Bluffs & Red Oak	Greg, Bonnie Pat	14
April 4-5 and 16-17	Intro	NW AEA Sioux City area	Greg, Bonnie, Pat	
May 30-31 June 5-6	Advanced	AEA 11 Des Moines	Greg, Bonnie, Pat	
Want-funding?	Intro	AEA 11		
Want—funding?	Intro	Grant Wood		