The Summer Institute is a series of workshop-style courses designed to enable participants to manage disputes and differences collaboratively in both professional and personal settings. The Institute draws on the highly regarded faculty of Syracuse University’s Maxwell School and noted practitioners who specialize in state-of-the-art theory, research, and practice in the processes of constructively managing disputes.

### COURSE OFFERINGS

**Interpersonal Conflict Resolution Skills**

**MAY 11 - MAY 16**

Instructor: Neil Katz

This course enhances communication and rapport-building skills to interact more effectively and solve problems creatively. It provides a foundation in reflective listening, problem solving, assertion, and managing conflicts among needs and values. The course includes theory, demonstrations, skill practice, and critique, as well as a workplace mediation component. It is designed to have immediate and wide applicability in interpersonal and group settings.

**Negotiation: Theory and Practice**

**MAY 17 - MAY 22**

Instructor: Robert Rubinstein

This course introduces negotiation theory and the skills associated with successful practice. It explores tensions between distributive and integrative negotiation, principles of interest-based negotiation, importance of preparation, sources of power, role of culture, and ways to overcome dirty tricks and other barriers to successful negotiation. An interactive learning approach is featured, using lecture, discussion, exercises and simulations, to build personal capacities for successful negotiating. Exercises include two-person to more complex multi-party negotiations, in both domestic and international cases.

**Conflict Resolution in Groups**

**MAY 26– MAY 30**

Instructors: Neil Katz and Catherine Gerard

Whether you work in student groups or manage workplace groups, facilitation skills are essential to your success and the effectiveness of your group. This course focuses on the role and competencies of the facilitator in effectively managing group process, group dynamics, and differences among group members. Among the subjects explored are contracting, design of agenda and process, stages of group development, observing and giving feedback on group dynamics, and managing group conflict.

*These courses can be taken individually, based on your interest, or as a series. Each course counts as a 3-credit undergraduate or graduate course at Syracuse University. If taken for graduate credit, these courses can be accepted toward PARCC’s 12-credit Certificate of Advanced Study in Conflict Resolution.*