

Seventh National Conference

Transforming Conflict Nurturing Human Relationships

22 February 2017



WELCOME & NOTE OF THANKS

“I’m reminded
and draw
strength from
the quote by
Neil Strauss –
No matter what
the situation
may be, the
right course of
action is always
compassion and
love.”

Welcome to Cyrenians’ Scottish Centre for Conflict Resolution’s (SCCR) seventh national conference, **Transforming Conflict – Nurturing Human Relationships**. This is a title which gives me hope as our core purpose is to support and complement you in any way we can to help us all be able to resolve conflict. We could not be more delighted to have you with us today and we are incredibly excited to connect and re-connect with you all on our journey moving forward.

We have an opportunity today to own our personal and professional narrative around conflict through nurturing human relationships. If we take this opportunity we can be both focused and present to do whatever we can to help reduce youth homelessness in Scotland.

Recent research undertaken by the SCCR highlighted that for 45% of young people and 73% of parents/carers conflict at home happens at least weekly with 18% of young people thinking about leaving home due to arguments at home at least on a monthly basis.¹

What are we going to do about it?

We are asking you for your help. I’m particularly drawn to the phrase “one step away” – we are all one step away from giving help but we are also one step away from needing help. We need your help and together we are just a step away...

I would also like to personally thank all our Conference Speakers, George Hosking OBE, Dr John Coleman OBE, John Carnochan OBE and Ximena Vengochea, as well as all our workshop facilitators and conference staff. We are also incredibly fortunate to have Mark MacDonald MSP, Minister for Childcare and Early Years deliver our Ministerial Address. Our journey of reducing homelessness faced by young people due to family breakdown would not be possible without Scottish Government support.

The SCCR has made significant steps over the last 12 months, a number of which we will be sharing with you today. I truly hope that by creating this space, we can nurture our own relationships to empower us all to extend beyond our reach and take our shared learning and experience with us on our respective human relationship journeys. It begins with connections, which then develop to relationships which has been championed by the SCCR since our launch in April 2014. We would like to thank all of you present here today, for all that you have done, continue to do and will yet do to support our work. When we started our journey this was a vision but I am filled with a real sense of confidence in Scotland’s strength and ability to work together.

The SCCR Team have yet again done a magnificent job pulling together a fantastic conference programme and my final thanks must go to them for their hope, belief and the values-led leadership of the SCCR. Thank you, Diane and all the Team, for your compassion and love.

Drew Drummond

Drummond International

SCCR Patron and Conference Chair

¹ SCCR National Surveys 2016

Transforming Conflict

NURTURING HUMAN RELATIONSHIPS

9:30

REGISTRATION AND REFRESHMENTS

10:00

Welcome and Introduction

Diane Marr, Scottish Centre for Conflict Resolution

10:10

SCCR Film

10:20

Setting the Scene & Welcome Exercise

Drew Drummond, Drummond International, SCCR Patron and Chair

10:45

How the Early Years Can Shape Human Relationships

George Hosking OBE, WAVE Trust

11:15

REFRESHMENT BREAK

11:30

Conflict Between Parent and Teenager – Does It Have To Be A Fact of Life?

Dr John Coleman OBE, University of Oxford

12:00

WORKSHOPS

13:15

LUNCH - NETWORKING & STALLS

14:00

Welcome Back

Diane Marr, Scottish Centre for Conflict Resolution

14:10

Ministerial Address

Mark McDonald MSP, Minister for Childcare and Early Years

14:30

“It’s All About The People, Always The People”

John Carnochan OBE QPM (hon.) LLD FFPH

15:00

NETWORKING AND REFRESHMENTS

15:15

Making a Difference with Legislation and Little Things

Ewan Aitken, CEO, Cyrenians

15:25

Understanding Others

Ximena Vengoechea, Faculty of Advocates

15:55

Reflections and Conference Discussion

Drew Drummond, Drummond International, SCCR Patron and Chair
Diane Marr, Scottish Centre for Conflict Resolution

16:30

CLOSE

CYRENIANS

For nearly 50 years, Cyrenians has served those on the edge; working with the homeless and vulnerable to transform their lives by beginning with their story, helping them believe that they can change their lives, and walking with them as they lead their own transformation.

Our Vision: An inclusive society in which we all have the opportunities to live valued and fulfilled lives, and we work to make that vision a reality.

Our Mission is: To support people excluded from family, home, work or community on their life journey.

Our way of work is built on our four core values:

COMPASSION: We believe that everyone should have the chance to change, no matter how long that might take.

RESPECT: We believe in tolerance, acceptance, valuing diversity and treating each other as equals.

INTEGRITY: We are committed to the highest quality of work, grounded in honesty, generosity, sincerity and professionalism.

INNOVATION: We are willing to take risks, challenge convention and be very creative in our search for new ways of working, in particular by taking account of the environmental impact of our decisions.

SCOTTISH CENTRE FOR CONFLICT RESOLUTION

“The Scottish Centre for Conflict Resolution plays a vital role in reducing family conflict and equipping young people with the skills to develop healthy relationships and cope when family relationships break down.”

**MARK MCDONALD MSP,
Minister for Childcare
and Early Years**

In 2007, Cyrenians established the award-winning Amber mediation service, which works with young people and families to help them rebuild communication and restore relationships. However, the fact remains that every year in Scotland 4,500 young people become homeless² - and relationship breakdown is still the predominant cause.

Launched in April 2014, with the aim of reducing family conflict and relationship breakdown, the Scottish Centre for Conflict Resolution (SCCR) is a national resource centre promoting and supporting best practice in mediation, family conflict resolution and early intervention work with a particular focus around young people and families. We acknowledge the support of the Scottish Government through a CYPFEIF and ALEC Fund Grant.

The SCCR recognises that conflict in relationships can have a significant impact on the lives of those involved. Building on the success of our first three years, the Centre continues to raise awareness of the impact of conflict in family relationships. We provide free events including training, conferences, seminars and workshops; and are further developing and designing our website that acts as a platform for our innovative online resources.

The SCCR is committed to breaking down barriers and changing the culture of conflict in Scotland. We continue to nurture, connect and grow a community of specialists that share their knowledge and experience with other professionals, parents and young people, creating a community that is supported and connected across Scotland. A community that empowers people to improve both their relationships and life chances.

SPEAKER BIOGRAPHIES

DIANE MARR SCOTTISH CENTRE FOR CONFLICT RESOLUTION

Diane Marr has a first class honours degree in Social Policy, a diploma in Criminology and achieved certification in Leadership and Management. Diane trained and qualified as a mediator over 15 years ago and has a proven track record of professional expertise. She is also an experienced mediation trainer and has supported and supervised other mediators. Diane leads on the development, delivery and management of the SCCR and is committed to developing collaborative and supportive relationships to ensure the SCCR, as a national initiative, brings about positive change for families and young people across Scotland.

DREW DRUMMOND DRUMMOND INTERNATIONAL

Drew Drummond (SCCR Patron & Conference Chair), is Managing Director of Drummond International, a family owned Leadership Consultancy business which helps individuals and organisations deal with change, culture and conflict. He is highly regarded for his coaching, interpersonal skills and work in mediation. His experience spans from the shipping industry, to the not-for-profit sector with Columba 1400, through to the public sector working in residential child care. These experiences have helped him and those with whom he works to realise the importance of values-led leadership.

GEORGE HOSKING OBE WAVE TRUST

An economist, accountant, psychologist and clinical criminologist, George had a distinguished career in business, first working globally with Unilever, then as CEO of an international strategy consultancy. George has led nearly 30 successful international corporate turnarounds, and worked in 35 different countries. In 1996 he set up the charity WAVE Trust to bring a business strategy approach to the challenge of reducing violence and child abuse in the world. Its 20 years of research have identified parenting practices in the early years of a child's life to be crucial to the formation of a child's emotional and social personalities. Over the past 10 years George has been an advisor to the UK Cabinet Office and Departments of Health and Education, the Scottish Government, and the Metropolitan Police. UNICEF recommended adoption of WAVE's report "Conception to age 2 – the age of opportunity" to Health Ministries across Central and Eastern Europe, to guide policies in the early years. George was awarded an OBE in 2014 for his work to reduce violence and child abuse.

DR JOHN COLEMAN OBE UNIVERSITY OF OXFORD

Dr John Coleman is a clinical and developmental psychologist. He was for many years the Director of the Trust for the Study of Adolescence (TSA), and he has been a Senior Research Fellow in the Department of Education at Oxford University (2006-2015). He is the author of many books, including "The nature of adolescence: 4th Edition" (Routledge, 2011) and "Why won't my teenager talk to me?" (Routledge, 2014). He has served as a Policy Advisor in the Department of Health, and is currently Chair of the Association for Young People's Health (AYPH). He is also a Trustee of Family Lives. His current research interests include the adolescent brain, life skills education, and the impact of the digital world on teenage development. He runs workshops for parents of teenagers, and is the lead for the Hertfordshire "My Teen Brain" programme. He was awarded an OBE in 2001 for services to youth.

MARK MCDONALD, MSP MINISTER FOR CHILDCARE AND EARLY YEARS

Mark was born 7 June 1980 in Aberdeen, North East Scotland. Educated at Dyce Primary School and Dyce Academy, Mark went on to gain an MA in Politics from the University of Dundee and a MLitt in Strategic Studies from the University of Aberdeen. From 2003 to 2011, Mark worked as a Parliamentary Assistant to MSPs Richard Lochhead, Maureen Watt and Nigel Don. He was elected to Aberdeen City Council in 2007, representing Dyce, Bucksburn and Danestone. Mark was later elected to the Scottish Parliament in 2011 from the North East Scotland regional list. A by-election in April 2013 saw Mark selected as the SNP candidate for Aberdeen Donside, where he resigned his regional seat. He was returned to the Scottish Parliament as MSP for Aberdeen Donside on 20 June 2013 and again on the 6th May 2016. Mark was subsequently appointed to his current position as Minister for Childcare and Early Years by the First Minister.

JOHN CARNOCHAN OBE QPM (HON.) LLD FFPH

John Carnochan was an active police officer for nearly four decades, including as deputy head of the Criminal Investigation Department within Strathclyde Police. He rose to the rank of Detective Chief Superintendent and was awarded the Queen's Police Medal in 2007. As the co-founder and co-director of the Violence Reduction Unit (with a Scotland-wide remit), John led a variety of successful initiatives in tackling gang violence, knife crime and domestic violence. John is an adviser to the World Health Organisation, lectures at the Scottish Police College, is a consultant for the Inter-American Bank and serves on the Scottish Government's Early Years Task Force, as well on the boards of several groups (including Alcohol Focus Scotland, Children's Parliament and the Poverty and Truth Commission). In 2013, John was on the public health faculty of St Andrew's University. He recently co-authored a book "On Being a Man" (Luath Press 2014).

EWAN AITKEN CYRENIANS

Ewan Aitken was appointed CEO of Cyrenians in May 2014. A former Convenor of Education and then Leader of the City of Edinburgh Council, Ewan has 30 years' experience in the third and public sectors. He has founded several charities, is on the board of the Edinburgh International Science Festival and the Ripple Project, and is an advisor to Circle Scotland. He is chair of the National Prison Visitor Centre Steering Group, BBC Children in Need Scotland grants committee and the Scottish Labour Party's Social Justice Sounding Board. He is also a member of the CoSLA Commission on Strengthening Local Democracy.

XIMENA VENGOECHEA FACULTY OF ADVOCATES

Ximena has expertise in human rights, having worked as a human rights adviser and prosecutor in Colombia. She trained at the International Institute of Human Rights in Strasbourg and at the Raoul Wallenberg Institute for Human Rights in Lund, Sweden. She is a certified specialist in constitutional law and holds an MA degree in Peace Studies and Conflict Resolution from the University of Lancaster. She has been awarded several international scholarships. Doubly qualified, Ximena brings 21 years of legal experience of both the private and public sectors into her practice as a Scottish advocate. This allows her to identify key legal issues accurately and quickly, and present practical and appropriate solutions to them in a flexible, problem-solving manner.

WORKSHOPS

WORKSHOP 1

Helping Teenagers Understand the Teenage Brain

The focus for this workshop will be outlining the 'My Teen Brain' programme which has been running in Hertfordshire for the last two years. We will show how this has impacted on professional practice, and outline future developments planned for the programme. Among these is the development of a set of materials for young people themselves. These are in the pilot phase at present, and we will give some examples of the material being trialled, and discuss the challenges involved in helping young people understand the major changes in the brain that take place during the teenage years. In addition we will explore how the SCCR are using current professional knowledge around brain development to create innovative digital resources which support families and practitioners to better understand how the brain plays a role in our reactions and responses to conflict.

Facilitated by:

Dr John Coleman OBE
Oxford University

Dr John Coleman is a clinical psychologist with a long-standing interest in adolescence. He is the Founder of the Trust for the Study of Adolescence, and from 2006-2016 he was a Senior Research Fellow at the University of Oxford. He is currently working on projects to do with parenting, mental health, and the teenage brain.

Abbey Krause
Cyrenians' Scottish Centre for Conflict Resolution

Abbey works with the SCCR in the role of Mediation and Conflict Resolution Advisor where she assists with the design, development and delivery of resources and training. She also practices as a mediator with the Cyrenians Conflict Resolution Service. Abbey's background includes an MA in Social Anthropology and Social Policy and an MSc in Mediation and Conflict Resolution. Abbey has worked for various mediation providers including the Cyrenians, Sacro and Common Ground Mediation where she has gained experience in community, workplace, common repairs, young people and families and additional support for learning mediation. Abbey is currently a visiting lecturer at Queen Margaret University assisting with the delivery of the 'Mediation Theory' module of the MSc in Dispute Resolution. Abbey has a special interest in the dynamics of family relationships and linking theory with practice.

WORKSHOPS

Childhood Adversity and Consequence

WORKSHOP 2

This workshop will explore an understanding of adversity in childhood and the impacts on childhood development and the life course. It will cover what research around adverse childhood experiences tells us and provide participants with the opportunity to discuss and hear about the psychology of adversity.

Facilitated By:

Katy Hetherington
NHS Health Scotland

Katy has worked for NHS Health Scotland, a national NHS Board focused on tackling health inequalities since 2006. As part of her role on child and adolescent public health, she is leading work with a range of partners on adverse childhood experiences (ACEs). This includes shaping action which will contribute to a Scotland-wide movement on the prevention of ACEs and to a more informed response in policy and practice. Prior to working on child and adolescent public health, she led national work on public health's role in the prevention of homelessness in Scotland. Katy was also involved in the health sector's contribution to Scotland's National Action Plan on Human Rights and continues to have an interest in how a right to health approach can bring action on health inequalities. Prior to NHS Health Scotland, Katy worked in the Scottish Government including in education policy and in the Minister for Health's private office where she developed a keen interest in the causes of health inequalities. She has a degree in Psychology and an MSc in Human Resource Management.

Dr Adam Burley
NHS Lothian

Dr Adam Burley works as a consultant clinical psychologist at the Edinburgh Access Practice, a service dedicated to the provision of care to individuals who struggle to access mainstream care. He graduated from St. Andrews University in 1994 with a psychology degree and a large overdraft, and worked at the Royal Hospital for Neurodisability in London before embarking on clinical psychology training in Edinburgh in 1998. Following this he worked on the east coast of New Zealand establishing a clinical psychology service in a rural district working with marginalised populations. He returned to Scotland in 2004 to develop the homeless clinical psychology and psychotherapy service in which he currently works. He is obsessed with collecting 20th century glass and refurbishing steel frame bikes from the 1980's.

WORKSHOPS

From Conflict to Connection

WORKSHOP 3

Our day to day disagreements, arguments and conflict can bring about positive change or it can destroy relationships. While conflict handling skills can help us deal more constructively with a conflict, it is not sufficient especially when the conflict is with those we care about (this can be as micro as our own family or as wide as to include the stranger on the bus). Most often in the thick of an argument, there is a tendency for the focus to shrink to holding on to our positions and the outcomes we want. What is often lost is the human connection; connection with all the parts of ourselves and the other. We speak to each other and attempt to solve the conflict from behind 'walls'.

The term 'connection' is used here for want of a better word; connection is felt. Through reflection on her yoga practice and working in the field of conflict resolution, Githa proposes that we need to re-connect or maintain the connection with as much of ourselves and the other, before and during the attempt to resolve the conflict. Having this sense of connection helps us to widen our lenses and can enable a more creative approach to conflicts.

In this workshop, we will explore how we can strengthen 'connection' with Self and Other.

Facilitated By:

**Githa Overton
Sacro**

Githa has studied yoga for nearly 23 years, and has experience teaching yoga. Her early career includes a spell as an advocate & solicitor, a Master's in International Law at University of Cambridge, and a PhD in conflict resolution at Lancaster University. She facilitates workshops in conflict resolution skills, including on a voluntary basis for the Alternatives to Violence Project, and is a Sacro mediator for the Bright Choices Services. She enjoys storytelling and hill walking.

WORKSHOPS

Relationship Dynamics

WORKSHOP 4

This is a collaborative workshop between SCCR and The Spark, exploring relationship dynamics. Stigma, judgement and conflict are central themes of the workshop with participants asked to consider how thoughts, feelings and behaviours towards self and others are impacted, and how relationships within families and communities are adversely affected. The workshop is interactive and participants will be encouraged to reflect on their own experiences of supporting others.

Facilitated By:

Duncan Gordon

Cyrenians' Scottish Centre for Conflict Resolution

Duncan is a qualified trainer and has worked in a variety of roles within the third sector for many years, working and managing projects related to the employability of ex-offenders and young people at risk of offending. Duncan's last position saw him involved in workforce development, designing and delivering staff development programmes and performance management workshops. As the SCCR's Trainer, Duncan delivers Conflict Resolution training to those who work with young people and families and to young people and families themselves across Scotland.

Jennifer Graham

The Spark

With 20 years' experience working in management and training posts in the public, private and voluntary sectors, Jen is qualified in Career Guidance, Human Resource Management and commences an MSc in Mediation & Conflict Resolution in 2017. At The Spark, Jen has responsibility for counselling and education programmes for children and young people, and for relationship based workforce development training programmes.

WORKSHOPS

WORKSHOP 5

From Solution Oriented Thinking and Conflict Resolution

The purpose of this workshop is to provide an introduction to solution oriented ideas and approaches and to facilitate a conversation about how these can be used to nurture human relationships and resolve conflict. The term solution 'oriented' is used here to reflect an inclusive, person-centred practice which draws on a range of strengths-based approaches including solution focused brief therapy (Steve De Shazer), possibility therapy (Bill O'Hanlon) and narrative therapy (Michael White, David Epston). It is an approach to practice which helps people develop goals and build solutions rather than explore and analyse current conflicts and problems.

Solution oriented conflict resolution begins with an active acknowledgement and validation of the story the person brings. Solution oriented listening and conversation helps move clients from a "conflict focus" to a consideration of the possibilities for change in the situation. This shift can occur over a relatively short time-scale without the need for extensive discussion and analysis of the problem. In this workshop participants will listen to a brief overview of solution oriented principles and have a chance to try out these principles in their own area of practice. For those delegates who already use solution oriented ideas in their practice, there will be a chance to review what works in their practice and what needs to happen to improve effectiveness and impact.

Facilitated By:

Michael Harker
Renfrewshire Educational Psychology

Michael Harker is an educational psychologist and Principal Educational Psychologist with Renfrewshire Council. He is also a solution oriented trainer and consultant. He was a key figure in the introduction of solution oriented thinking and practice to public services in Scotland, particularly within the field of educational psychology. He was joint author of the Scottish Government "Towards Solution Oriented Children's Services" training approach. He continues to train educational psychologists and teachers in solution-oriented practice.

Recent Publication: "Solution Oriented Educational Psychology Practice" in Frameworks for Practice: A Textbook for Trainees and Practitioners Edited by Barbara Kelly, Lisa Woolfson and James Boyle 2016.

WORKSHOPS

Autism and Mediation: Finding the path

WORKSHOP 6

This workshop will explore the potential challenges that exist for people with Autism when engaging with our services, and in particular when taking part in mediation.

Following a synopsis of current thinking, this workshop will use group discussions to help explore how by focusing on an individual's strengths, we can most effectively support clients with Autism to engage with us when we are meeting with them.

Facilitated By:

Andrew Boyd
Cyrenians' Conflict Resolution Services

Andrew is a mediator, working with Cyrenians Conflict Resolution Services. Andrew works predominantly with young people and their families and has a special interest in working with people with Autism. Initially trained in community mediation, Andrew also mediates in workplace, employment and landlord/tenant disputes. Andrew is a consultant with Common Ground Mediation, which provides Additional Support Needs Mediation Services throughout Scotland. Andrew is also a lead mediator in the small claims court in Glasgow Sheriff Court. Following completion of an LLB in Law, Andrew completed his MSc in Mediation and Conflict Resolution at Strathclyde University.

Mike Hannam
City of Edinburgh Council

Mike Hannam has worked in the field of learning disability for over 15 years. Since 2013 he has worked as a local area coordinator supporting young people (16-24) with high functioning Autism and Asperger's through periods of transition. Mike works closely with young people and their families to identify attainable goals and to devise pathways and support networks through which these can be achieved. He liaises closely with local and national Autism services.


NOTES

NOTES

The Scottish Centre for Conflict Resolution (SCCR) offers a range of resources to better support young people, families and the people who work with them to deal with family conflict.

CONTACT US

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We acknowledge the support of the Scottish Government through a CYPFEIF and ALEC Fund Grant. Cyrenians is a Scottish Charitable Incorporated Organisation (SCIO), registered charity SC011052. Illustrations by Hannah Foley.

