

SC Scottish Centre for | cyrenians
CR Conflict Resolution

Tenth National Conference

The Faces of Transition

29 January 2020



WELCOME & NOTE OF THANKS

“We hope today
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To each and every one of our delegates and speakers a very warm welcome to Cyrenians' Scottish Centre for Conflict Resolution's (SCCR) tenth national conference, 'The Faces of Transition'. Inspired by the Roman God Janus, today's event explores the themes of beginnings and endings of conflict, transitions, time, duality and how our past can impact our future but does not define us. To coincide with this event and to celebrate our work under Scottish Government's Children, Young People and Families Early Intervention Fund, the SCCR has published a new report detailing the impact of our work over the last four years, plus the findings from our latest 2019 National Surveys. We are delighted you can join us today to highlight and share the legacy of the SCCR. We will be looking to the future regarding our ambition, purpose and strategic work in relation to earlier intervention and prevention for young people and families across Scotland.

Whilst we know there is a firm commitment in Scotland to tackle the causes and consequences of youth homelessness with numbers steadily declining, it continues to be a deep concern in 2020. Just over 4,000 young people continue to present as homeless in Scotland due to relationships in their family fracturing and falling apart. We also know this figure is just the tip of the iceberg with many families struggling behind closed doors. Conflict happens in all our lives, for a myriad of reasons, often with minimal consequences, but sometimes the impact can be devastating and debilitating, with the propensity to affect relationships, life chances, education, mental health and well-being.

We hope today inspires you and supports you in your work, enabling you to empower and support others; ultimately creating a community that is supported and connected across Scotland. We believe it is through caring, human kindness and the dedication of professionals and practitioners who work out in communities that can and does bring about positive change.

We are also delighted to welcome our conference speakers: Maree Todd MSP, Minister for Children and Young People, Dr Vanessa Collingridge, Callum Hutchison, Gordon Jackson QC, Natalie Young and Ewan Aitken who have all taken time out of their busy working lives to share their insight, knowledge and understanding. Thank you to you all.

Thanks also to Drew Drummond, our very dedicated Cyrenians Ambassador and Conference Chair, and to the SCCR team for once again working to achieve all that we set out to do and more. Finally to everyone that supports our work in so many varying and valuable ways – we couldn't do what we do without you. Collaboration and working in partnership is at the heart of what we do in the Cyrenians and SCCR; you have enriched our lives and the lives of others too. Thank you.

The team and I very much look forward to being with you today and continuing to work with you in the future, as we collectively strive to reduce conflict and improve relationships and lives across Scotland.

Diane Marr

Senior Network Development Manager
Cyrenians' Scottish Centre for Conflict Resolution

THE FACES OF TRANSITION

Join the conversation @sccrcentre #TransformingConflict

9:00	REGISTRATION AND REFRESHMENTS - CANONGATE
9:30	Welcome and Introduction from Conference Chair Drew Drummond, Cyrenians Ambassador
9:45	SCCR Film - Phases of transition
10:00	Is anybody out there? Dr Vanessa Collingridge, Monster Media Productions
10:30	REFRESHMENT BREAK - CANONGATE
10:45	Transforming the emotional and human cost of conflict Diane Marr, Scottish Centre for Conflict Resolution
11:00	Ministerial Address Maree Todd MSP, Minister for Children and Young People
11:15	WORKSHOPS PLEASE REFER TO YOUR NAME BADGE FOR YOUR WORKSHOP
12:45	LUNCH - CANONGATE
13:30	Change is possible Callum Hutchison, Violence Reduction Unit
14:00	The SCCR and the Faculty of Advocates. Different approaches with a common purpose. Gordon Jackson QC, Dean of Faculty of Advocates
14:30	COMFORT BREAK - CANONGATE
14:45	When the mind is still the heart can speak and be heard Natalie Young, Peaceful Alchemy
15:15	Love is all you need... Ewan Aitken, Cyrenians
15:45	What is our shared narrative? Drew Drummond
16:00	CLOSE

CYRENIANS

"If we experience compassion, we will be compassionate. If we experience respect, we will be respectful. If we experience integrity in the actions of others towards us, we will act with integrity."

EWAN AITKEN
Cyrenians CEO

For over 50 years Cyrenians has been delivering sustainable solutions to address the causes and consequences of homelessness. Our values-led, relationship-based approaches ensure we are able to offer person-centered support to those in need of our services. By reacting to both the consequences of homelessness and working to prevent homelessness occurring in the first instance, we are proud of our history of delivering life-changing support in our communities. Cyrenians has always worked with professionals and families to ensure children and young people feel loved, safe and respected, and can reach their full potential. This includes working in communities and schools to support individuals to get the most out of their education and lives to feel valued, included and part of society. By working with individuals to support their self-transformation, Cyrenians contributes to communities becoming more resilient and safe.

Providing and developing services to:

- alleviate conflict and promote understanding between young people, families and communities;
- support and accommodate people who are homeless or at risk of homelessness;
- assist people without work into employment;
- educate and support people in the values of food, nutrition and health;
- promote environmental sustainability and minimise waste;
- relieve poverty, exclusion and need.

Our way of working is built on our four core values: **compassion, respect, integrity** and **innovation**.

Please visit www.cyrenians.scot for more information

SCOTTISH CENTRE FOR CONFLICT RESOLUTION

"Together we can positively contribute to the lives of young people and their families to create a society where conflict isn't the norm, and when it does happen, we have the ability to navigate through to safe shores, or be clear about where to ask for help."

DIANE MARR
SCCR Senior Network
Development Manager

Since launching in 2014, the SCCR has played a key strategic role in developing a progressive model of earlier intervention. Initially funded under **Scottish Government's Third Sector Early Intervention Fund (2013-2016)** and currently funded by **Scottish Government's Children, Young People and Families Early Intervention and ALEC Fund (CYPFEIF) (April 2016 - June 2020)** our work delivers and establishes a continuing legacy that encourages and enables young people, families and the professionals who support them to address conflict and access knowledge, understanding and life skills, in creating healthy, safe and loving relationships and a more resilient and flourishing society.

Through building on our expertise, the SCCR has a proven track record of creating new solutions to problems rooted in the past, to help young people, parents/carers and those who work with them to transform the emotional and human cost of conflict and its impact on individuals and communities in terms of education, mental health and wellbeing, isolation, homelessness and violence. Our work is directly shaped by the needs of our varied service users through a process of research, consultation and co-production; our work is extensively evaluated, culminating in substantive reports which freely share our approach and the outcomes and impact of our work.

To read earlier reports and Annual Impact reports visit our website: www.scottishconflictresolution.org.uk

SCCR NATIONAL TRAINING & EVENTS

1 DAY TRAINING

The skills, knowledge and information **young people**, **parents/carers** and **professionals** receive via our national free training and events is **highly transferable** and can be used in **nurturing citizenship**, **improving communication** and **resolving conflict at home, work** and **school**. Our sessions have been specially developed for each target group and encourage all participants to acknowledge the **impact conflict has at home**, **highlighting support available** and developing and further enhancing existing conflict resolution **knowledge** and **skills**.

"[I would recommend SCCR training to parents and others because] I feel it could help many families to reduce household conflict and be able to deal with their own conflict."

Parent/Carer
Parent Network Scotland
April 2019

3 DAY TRAINING

Our three-day skills course **Untangling the Knots** assists practitioners working with young people and families to further develop their **knowledge** and **skills** in conflict resolution with a particular focus on **assisting families to manage difficult relationships**. This will be achieved through the sharing of **knowledge**, **skills practice** and **self-reflection**.

The course is aimed at those **directly working with young people and their families** within the **Third, Health, Criminal Justice, Parenting, Family, Education, Social** and **Housing, Mediation** or **Conflict Resolution** sectors, either as a practitioner/worker/volunteer or manager of service or department.

"[I] Found this invaluable for self reflection in terms of personal judgement or conflict. I saw some strengths and weaknesses and what to work on for the future both personally and professionally."

3 Day Training, Edinburgh
September 2019

The SCCR run a series of **FREE** open training sessions, seminars and workshops and conferences across Scotland for

- Young People
- Parents/Carers
- Professionals/Practitioners

The SCCR can also deliver **FREE** events in-house to organisations or groups, and we are keen to work in partnership with others from all 32 local authorities connecting with various communities and sectors.

If you're interested in hosting a session or have an idea for a collaborative event, please do get in touch via our website!



scottishconflictresolution.org.uk/events

SOME OF OUR DEVELOPMENTS & RESOURCES TO EXPLORE...

"I'm hugely impressed by the quality of SCCR's products, so I have no doubt at all that the new resources will be of real value to children and young people, parents and carers, and practitioners."

Maree Todd MSP
Minister for Children and
Young People



Scientific knowledge belongs to everyone! Which is why the SCCR takes academic and professional knowledge and distils it down to create accessible, engaging and informative content with universal appeal.

Following the success of our three digital developments (**Monkey Vs Lizard**, **#KeepTheHeid** and **Meet Your Emotional Homunculus and the Brain's Drugs Cabinet**) the SCCR launched a new online **Resource Hub** available on our website to ensure our free digital tools are accessible to all, regardless of geographical location. This **interdisciplinary approach** allows us to **reach across sectors and communities** with science and kindness helping us to tackle the issues that single disciplines and practices cannot reach.



This hub brings together our popular psychoeducational digital resources including downloadable postcards and educational posters, as well as our newly published **Resource Booklet** which provides examples of how the resources can be used - in groups or one-to-one sessions, in the classroom or for running workshops.



GO FOR IT!

No previous knowledge of science is required to run the sessions in the Resource Booklet!

Designed for the 'non-expert' to prompt helpful discussions about different emotional responses all of which are equally valid, these resources provide opportunities for discussion and engagement.

This includes the willingness to think through appropriate, open-ended questions and engaging our own active listening skills; **a little thought and preparation will** go a long way to **ensure meaningful engagement and shared learning**.

As some of the discussion may bring up emotions for participants in the group, we suggest that you **plan some time for group reflection at the close of the session**. This can be as simple as asking everyone how they're feeling before they leave the session and suggesting an informal one-to-one session for anyone who is in particular need of support.

Explore the science behind our emotions and feelings, conflict styles and relationships by visiting the Resource Hub and Booklet on our website: scottishconflictresolution.org.uk/resource-hub

Example workshop sessions include:

#MONKEYVSLIZARD

Monkey Vs Lizard is a **light-hearted** and **engaging** way to begin to think about the way in which we **manage conflict in family life**, and depending on the results, offers different tips and suggestions on improving our conflict management techniques.

This resource helps people understand which part of the brain they tend to use when faced with a difficult situation; the reactive reptilian brain (**the Lizard**), the reflective mammalian brain (**the Monkey**) or a bit of both.



#KEEPTHEHEID

#KeepTheHeid is designed to help us recognise what happens internally when anger takes hold of us. By exploring the science of flipping our lid we can recognise how to engage our thinking and emotional brain and what we can do to help keep them regulated.

This resource explores the science behind our **actions** and **reactions** and asks us to consider when **'the bomb goes off'** what's more important: being **"right"** or **rescuing the relationship**?



#CRANIALCOCKTAIL

All of our emotions related to conflict arise from the biological connection between our **bodies, brains** and **memories**.

In learning to observe what we're feeling in our bodies and being aware of how our brains are perceiving these feelings, we can begin to understand our own **emotional states** and those of others.

This resource helps us to understand why we **react in a certain way** when we are in different emotional states and learn how the **body** and **brain** work together to **create or change** our emotional states.



SPEAKER BIOGRAPHIES

DREW DRUMMOND DRUMMOND INTERNATIONAL

Drew (Cyrenians Ambassador & Conference Chair), is Managing Director of Drummond International, an Edinburgh based Leadership Consultancy business which helps individuals and organisations worldwide deal with change, culture and conflict. An accredited Mediator, he is highly regarded for his ability to work with individuals and teams, enabling ownership and belief through the power of inspirational story telling and lived experiences across all sectors. A committed family man, his core values are courage and kindness exemplified by his setting up and continued involvement with Project Present Fife, supporting Fife Kinship Carers.

DIANE MARR CYRENIANS SCOTTISH CENTRE FOR CONFLICT RESOLUTION

Diane leads on the strategic development and delivery of the SCCR and is passionate about developing collaborative and supportive relationships to ensure the SCCR as a national initiative, brings about positive change for families and young people across Scotland. She 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 and practiced for over 16 years and has a proven track record of professional expertise, an experienced mediation trainer and has supported and supervised other mediators.

DR VANESSA COLLINGRIDGE MONSTER MEDIA PRODUCTIONS

Vanessa is an award-winning broadcaster, writer and academic specialising in science, environment and history. She has lived and worked on all 7 continents, with numerous books and credits including BBC, ITV, Channel 4 & 5, ABC, Discovery and The History Channel. Vanessa believes passionately in the value of communication to break down social, cultural and intellectual barriers.

MAREE TODD MSP MINISTER FOR CHILDREN AND YOUNG PEOPLE

Maree grew up in the West Highlands, attending Ullapool High School and then studying pharmacy and prescribing at Robert Gordon's and Strathclyde, as well as taking an ante-natal teaching diploma at the University of Bedfordshire. A pharmacist by profession, Todd worked in NHS Highland for 20 years, mainly as a mental health pharmacist in a psychiatric hospital. She also contributed to SIGN guidance on perinatal mental health.

CALLUM HUTCHISON VIOLENCE REDUCTION UNIT

Callum was born and raised in a very challenging environment in Glasgow's east end. His early life was one of trauma which resulted in low aspiration, exclusion, fear, addiction and crime. Both as a perpetrator and victim, Callum was no stranger to violence and prison was a regular destination for him. Life changing interventions from people and organisations he thought would be the last to help him has resulted in Callum turning his life around.

GORDON JACKSON QC

FACULTY OF ADVOCATES

Gordon is regularly instructed as defence counsel across the full gamut of criminal practice, including trials and appeals. He is held in high respect for his no-nonsense practical approach coupled with his eloquent oratory and dexterity in interpreting key relevant facts of a case. Together these skills ensure Gordon's reputation as a well instructed and feared opponent at the Criminal Bar.

NATALIE YOUNG

PEACEFUL ALCHEMY

Natalie began her journey in her field in 1997 when she trained as a mediator and used her skills to help people build better relationships, externally, with others. In 2014 Natalie trained as a yoga teacher and now uses yoga philosophy to help people have better relationships with themselves, internally, then others. She believes in creating strong bodies, beautiful minds and grateful hearts.

EWAN AITKEN

CYRENIANS

Ewan is CEO of Cyrenians, a charity tackling the causes and consequences of homelessness. Born in Dunfermline, Ewan has over 30 years' experience working in the public and third sectors. Alongside his position at Cyrenians, he holds a number of roles, including: co-chair of the Edges of Care workgroup for the Independent Review of Care; member of the Scottish Governments Rapid Rehousing Transition Plans Delivery Group; member of the Regional Council of the Edinburgh and South East Scotland City Regional Deal. In 2018, he received the SCVO Charity Awards Leading Light Award.

WORKSHOPS

Kinship Care: The Past, Present and Future

WORKSHOP 1

The workshop will consider the roles of Kinship Carers and how this is embedded in their past, and not necessarily what they would have chosen for their future. The stigma and message which Kinship Carers receive from professionals and how they are often self-directed. How we can ensure that they feel valued and confident in their caring role and how the messages they receive can be made more positive? We will explore Kinship Care, what it is and how it has changed and been acknowledged over the years including;

- Before becoming a priority for the Government, what Kinship Care looked like
- Early beginnings of support, what was available and comparisons with Fostering, Looked After and non-Looked after
- Current situation, support which is available, where the gaps are and
- Future developments and what we would like to see happen. How do we reach informal Kinship Carers?

Facilitated by:

**Susan Hunter, National Coordinator (Kinship Care Advice Service)
Citizens Advice Scotland**

Susan is currently employed by Citizens Advice Scotland since March 2018. Previously she was a Civil Servant working for the Department of employment, then a series of part time roles including sessional worker for Women's Aid. Then worked for 12 years for Women's aid in East Lothian and Midlothian managing the refuge service and the Women's outreach service. She is mum to 5 children and grandmother to 3 boys keeping her on her toes.

WORKSHOPS

Go For It! (SCCR Digital Resources)

WORKSHOP 2

Are you feeling more Monkey brain or Lizard brain today? What makes us flip our lids? Ever get the feeling your body has a mind of its own? This workshop will give participants the opportunity to explore the SCCR's digital resources through activity and discussion, helping participants to look at how they deal with conflict and how they can help others to manage conflict better, showing understanding and compassion.

The SCCR's digital resources provide individuals with tools to help them be more self-aware about their own relationship with conflict. Supporting self-awareness helps us to change how we manage conflict better by transitioning from reliving past experiences to making future plans.

Facilitated by:

Duncan Gordon, Trainer
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 across Scotland.

Andrew Boyd, Mediation and Conflict Resolution Advisor
Scottish Centre for Conflict Resolution

In his role with SCCR, Andrew inputs his conflict resolution experience to the SCCR resources and events. Andrew also delivers training throughout Scotland to young people, parents/ carers and professionals. Andrew is a registered mediator and also provides training to mediators nationally.

WORKSHOPS

It Takes More than Two to Tackle Conflict!

WORKSHOP 3

Family life is always changing. There are beginnings, there are endings and all that stuff in between. Most of the time these transitions go smoothly but sometimes life can start to feel a bit tangled, where normal everyday conflict can have devastating effects.

The dual nature of conflict can mean at its worst it is damaging to lives, relationships and futures, at its best it can be an opportunity for change, growth and a deeper connection. The way we talk to each other and think about our relationships can influence the direction conflict can take.

Cyrenians Mediation and Support works with young people and their families experiencing conflict and going through difficult times. Join us to explore the whole family approach we use to help families better manage conflict, avoid homelessness and improve mental health and wellbeing.

Participants will gain knowledge in relation to how our approach of mediation and support works to increase engagement with families and helps to make strong emotions and complex issues more manageable for families to talk about. Participants will be encouraged to reflect on their own lives and practice and consider what we can all do to support young people and families have positive conversations.

Facilitated by:

Abbey Krause, Mediator
Cyrenians Mediation and Support Service

Abbey is a mediator, conflict resolution practitioner and facilitator working in Scotland since 2009 with experience working with families, professionals and communities. She believes in the strength and imagination of everyone to shape their own story and have a different conversation. Abbey loves mountains, remote islands and food. She is a parent to twins which has been the best and hardest thing she has done with her life so far!

Stephen Kernaghan , Family Outreach Worker
Cyrenians Mediation and Support Service

Stephen has worked as a Family Outreach Worker with Cyrenians Mediation and Support service for 4 years working with a variety of families in conflict, relationship breakdown and preventing youth homelessness. He has recently graduated from Queen Margaret University with a Masters in Art Psychotherapy.

WORKSHOPS

WORKSHOP 4

Be That Person – The Power of Relationships and Supporting Peers to Prevent Gender-Based Violence

This workshop has been developed to support those who work with young people to consider the impact of trauma on the children and families that they work with, reflect on and develop their practice, using the five ways to Wellbeing. After watching Fife's 'Be That Person' film, we will discuss how the Mentors for Violence Prevention programme connects with the five ways around the importance of healthy relationships and take part in some activities to support this.

The workshop looks at the impact that positive relationships can have on young people who have suffered traumatic experiences. It supports the message that our pasts do not define us, that we can all flourish and thrive despite negative experiences with support from peers, adults and communities.

Facilitated by:

**Louise Stean, Our Minds Matter Lead Champion
Fife Council**

As the lead champion for the Our Minds Matter Framework, Louise supports the strategic development of all work relating to young people's emotional wellbeing across Fife. Her role includes collaborating with multi-agency partners, identifying innovative and effective practice, designing and delivering training around key wellbeing priorities such as trauma awareness, body image and normalising mental health, and providing wellbeing support to staff for the children they work with and themselves.

**Clare Williams, Secondary RME Teacher and Mentors for Violence Trainer
Fife Council**

Clare is a teacher of Religious Moral and Philosophical education at Balwearie High School, Kirkcaldy. She has a keen interest in Health & Wellbeing & Emotional Literacy. As a cluster group champion for Fife's Our Minds Matter network Clare is able to promote the 5 Ways in both her school and across cluster group primaries. In her role as The Mentors for Violence Prevention lead for her school Clare trains both staff in Fife and senior pupils in her school. Clare is proud knowing that she is helping to create a more peaceful future for young people and regularly promotes MVP as the way forward for a better society for all.

WORKSHOPS

Positive Conversations

WORKSHOP 5

The workshop aim is to showcase the benefits of peer mediation training for young people and how the conflict resolution skills learned can be used in many areas of their lives. Valuable life skills for negotiation, resilience and building relationships learned in peer mediation helps prepare young people negotiate conflict and life transitions. This in turn supports positive health and wellbeing. The workshop will give examples of techniques used in our training.

Facilitated by:

**Sarah Welsh, Peer Mediation Officer
Scottish Mediation**

Sarah has managed the peer mediation training programme for the last 2 years with Scottish Mediation. She has worked in the voluntary and statutory sectors with NHS and Relationship Scotland. Her work has mainly been in management, Training and as a family mediator and mediator supervisor. Her focus for most of her career has been with families and young people.

**Conor Bruce & Sirinlak Nudang, 6th Year Pupils & Peer Mediators
Morgan Academy (Dundee)**

Conor Bruce and Sirinlak Nudang are both 6th year pupils who have been peer mediators in the school for 3 years. They both have been involved in providing peer mediation in the school and the promotion and development of peer mediation with Scottish Mediation.

NOTES

Cyrenians' 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 on young people and families. Our award-winning digital resources and free events improve understanding of conflict and emotional needs, to transform relationships and lives.

Acknowledgement

We would like to personally thank everyone who supports us in the development and delivery of our work and events in so many varying and valuable ways – we couldn't do what we do without you! Collaboration and working in partnership is a cornerstone in all that we do in the SCCR and Cyrenians as a whole.

FIND OUT MORE ABOUT OUR WORK

✉ sccr@cyrenians.scot

🌐 www.scottishconflictresolution.org.uk

📘 [sccrcentre](https://www.facebook.com/sccrcentre)

🐦 [@sccrcentre](https://twitter.com/sccrcentre)

Illustrations by Hannah Foley.

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.

