THE CONFLICT CONFERENCE

April 7-9 2017

THE BELO CENTER FOR NEW MEDIA
BMC 5.208 and 5.212

MOODY COLLEGE OF COMMUNICATION
THE UNIVERSITY OF TEXAS AT AUSTIN
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Schedule at a Glance

Friday April 7th

8:00am	Registration Opens
8:00-8:45	UT Student Poster session
8:45-9:00	Welcome
9:00-10:20	**Panel 1: Culture in Peace Studies: A Critical Component**
10:20-10:35	Session Break 1
10:35-11:55pm	**Panel 2: Conflicts in Nigeria**
11:55-12:55	Lunch Break
1:00-2:30	**Keynote Speech: Dr. Douglas Fry**
2:30-2:45	Session Break 2
2:45- 4:20	**Panel 3: Socio-Political Conflicts Around the World**
4:20-435	Session Break 3
4:35-5:35	UT Landmark Tour

Saturday April 8th

8:00am	Registration Opens
9:00-10:00	**Keynote Speech: Dean Jay Bernhardt**
10:00-10:15	Session Break 1
10:15-11:40	**Panel 4: Workplace Conflicts**
11:40-12:00	Session Break 2:
12:00-1:00	**Panel 5: Voices Against Violence/Theatre for Dialogue**
1:00-2:00	Lunch Break
2:00-3:30	**Keynote Speech: Dr. Mardi Kidwell**
3:30-3:45	Session Break: 3
3:45-5:10	**Panel 6: Difficult Conversations**
6:30-9:30	Reception at Dr. Madeline Maxwell's House

NOTE: The reception is within walking distance of campus. We will provide walking tours and transportation.

Sunday April 9th

9:00am	Conference is opens breakfast tacos and drinks provided
9:40-10:30	**Panel 7: Interactive Working Session**
10:30-11:40	Session Break 1
10:40-11:40	**Panel 8: Citizens and Politics**

NOTE: For Wi-Fi connection, please see us at the registration desk for a login code

Friday April 7ᵗʰ

8:00am-5:00pm   **Registration**

8:00am-8:45am   **UT Student Poster Sessions**

Natural Resource Management in Conflict Afflicted Countries
Marissa Colley, Cléa Derungs, Elisabeth Prieto Strobl, Coline Olivier, Paul Lotze-Hermes, University of Texas at Austin

A harmless approach that can help natural wealth to build with peace, stability and prosperity, explained with the example of the Sudan Conflict Resolution (2003-2005).

Mediation Techniques for Everyday Relationships
Hannah Balduc, Chase Baker, Santiago Fernandez de la Rosa, Cody Vesley, University of Texas at Austin

Have you ever wished you had a mediator by your side during a tough situation? These simple techniques can provide you with some of the tools mediators use to resolve conflicts.

Scientific Mediation
Samantha Boncyk, Caroline Enriquez, Madison Kirk, Meghan Perrin, Michele Tran, University of Texas at Austin
Bridging the gap between scientists and policy makers

Shuttle Diplomacy as a method for Mediation
Chloe Gillmar, Carol Riazzi, Cassie Gianni, Jodie Huynh
Exploring its history and tactics and possible applications to mediation

8:45am-9:00am   **Conflict Conference Welcome**

9:00am-10:20am: Panel 1

CULTURE IN PEACE STUDIES: A CRITICAL COMPONENT

PANEL DESCRIPTION:

This panel proposes an unorthodox approach to Peace and Conflict Studies, one based on the study of cultural production. This proposed panel is part of a burgeoning effort at UT to bring culture (including literature, film, and more) forcefully into the discipline of Peace Studies and, more specifically, into the training and education of those charged with resolving conflict and maintaining peace. We believe that the integration of culture within broader curricula in Peace and Conflict Studies would provide a highly productive perspective to conflict and to the people involved in it. As such, this panel introduces ways we might conceptualize culture as helping to reflect and shape local attitudes and perceptions of conflict. It also considers culture not only as a site that mediates conflict but also, more compellingly, as one that is itself a site of conflict. Our presentations will focus on Israel/Palestine and Iran.

Scandal and the Israeli Curriculum: Education, Access, and Paradox

Karen Grumberg, Associate Professor, Department of Middle Eastern Studies, UT Austin

Scandal has been a driving force in the ongoing debate in Israel about what constitutes an appropriate cultural educational curriculum for a state that defines itself both as a liberal democracy and a Jewish state. Yet the debates that emerge in the public sphere often expose a disjuncture between, on the one hand, the public staging of these questions, which instigates inflammatory rhetoric and dramatic proclamations; and, on the other, the quiet undercurrents that pull these texts into the collective cultural consciousness. My presentation examines a broad range of case studies of such scandals, all based in literary texts deemed somehow threatening to the Israeli social fabric, to confront this tension: a 1949 novella, written by a Zionist Hebrew author; poetry written by the Palestinian national poet; a Hebrew novel written by a Christian Palestinian Arab; a love story between a Jew and an Arab, written by an Iranian-Jewish Hebrew author. These texts are hungrily consumed in the homes and schools of Israeli readers open to their questioning of conventional historiographic and political narratives; but when they enter the public sphere, they become a political battleground, dangerous harbingers to a one-state solution and the end of Israel as a Jewish state. I want to draw attention to this tension that comments, directly or indirectly, on the Israel/Palestine conflict. Several questions emerge from this investigation: What might we learn about the conflict from the kinds

of stories Israelis agree to tell and hear about themselves? What role does scandal play in establishing the place of these texts in the public consciousness? To what extent do the political debates about what's considered acceptable and unacceptable reading for Israeli youth correspond to the public sentiment about these works? More broadly, how can greater knowledge about such tensions contribute to efforts at conflict resolution?

Beyond Resistance: New Visions of Media & Politics in the Islamic Republic of Iran

Blake Atwood, Assistant Professor, Department of Middle Eastern Studies, UT Austin

The commercially-driven pleasures of Hollywood—its entertainment and its escape—have long obscured the power hierarchies implicit to filmmaking. And yet cinema, since its earliest years, has been implicated in some of the most important conflicts of the twentieth century. With examples ranging from Mussolini's Cinecittà Film Studio, whose motto was "Film is the Most Powerful Weapon" and Third Cinema, a movement that emerged alongside the midcentury liberation struggles in Latin America, the history of world cinema is also a history of violence. In many ways, Iranian cinema from the 1970s and 1980s conformed to this narrative of conflict and political violence, as cinema was first a serious point of contention during the Islamic Revolution and later repurposed to encourage support for the Iran-Iraq War (1980-1988). Beginning in the early 1990s, however, Iran witnessed postwar reconstruction efforts, new debates about the role of media, and an unlikely partnership between the film industry and the popular reformist movement. This moment in Iran's film history calls for a reevaluation of the relationship between cinema and politics and begs for a new theoretical framework that can accommodate media not just as a broker of conflict, and resistance but also one of reform, reconstruction, and collaboration. In Iran, the film industry and its various institutions played an important role in the distribution and popularization of reformist movement, which reset the terms of political discourse away from anti-imperialist rhetoric and towards concepts like religious democracy, human rights, and civil society. This presentation folds this history of Iranian cinema into a larger discussion of world cinema in order to theorize "reform cinema" as a concept that allows us to discuss how the media have been part and parcel of political change, not just as a site of resistance but also as an important agent of peace.

Between Privilege and Disempowerment: Divergent Approaches to Empathy in Modern Hebrew and Arabic Literatures

Rachel Green, Doctoral Student, Department of Middle Eastern Studies, UT Austin

Empathy Studies as a field of literary analysis has blossomed in the study of English and Anglophone literatures; this is a field that considers the aesthetics of empathy in literature, as well as sociological questions of how literary works about empathy might intervene in conflict beyond the literary text. However, to date little attention has been paid to how empathy functions in languages other than English. Indeed, a comparative analysis of the aesthetics of empathy in Modern Hebrew and Arabic literatures provides a telling case study in two starkly different, indeed opposite lexicons of empathy and conflict. In this paper I consider Israeli authors S Yizhar, David Grossman and Shani Boianju alongside Arab authors Emile Habibi, Elias Khoury and Hanan al-Shaykh in order to argue that the appeal of empathy as literary construct and social phenomena can be read as a function of a literature's relationship with global power dynamics. Through a comparative reading of Romantic and Social Realist trends in these texts, I suggest that empathy may garner more currency in texts negotiating the ethics of privilege and the dynamics of cultural integration. Conversely, for texts engaged in ongoing political struggle, empathy functions more as an object of critique. I further suggest that these dynamics are particularly pronounced when texts circulate across lines of conflict. Thus, I argue that any attempt to include literature as part of conflict resolution must take into account the divergent vocabularies and aesthetics used to discuss empathy and conflict, depending on whether the text is written from a place of political privilege or disempowerment.

The Citizen Viewer: Democratic Authority and the Camera Phone in Iran and Egypt

Claire Cooley, Doctoral Student, Department of Middle Eastern Studies, UT Austin

From uprisings in the Middle East to police brutality in the United States, the camera phone has played a crucial role in mediating and representing political events to viewers from all geographical and cultural locations. Communications scholars have overwhelmingly relied on citizen journalism frameworks informed by decontextualized and dehistoricized notions of witnessing, objectivity, and democracy to theorize practices of producing and viewing mobile phone images. In drawing links between the camera phone and democracy within these frameworks, however, careful attention has not been paid to these images' frames and the particular context in which they are taken, and they have been imbued with a dangerous democratic authority. Turning to cinema, this presentation examines how Egyptian and Iranian filmmakers working in and subject to the conditions of their particular locations have interacted with new media technologies in order to challenge the democratic authority of the camera phone image, and to bring context and culture to the fore in discussions of the camera phone's role in political events. Drawing on Bill Nichols and Susan Sontag, whose work reminds us to consider what the image enframes and excludes, I examine how Iranian and Egyptian filmmakers have theorized the camera phone and definitions of the cinema to challenge links made between democracy and camera phone images. In the intersection of revolutions in technology and in the Middle East, Jafar Panahi in This Is Not a Film (2011) and Ahmad Abdalla in Rags And Tatters (2013) highlight the mobile phone image's frame and limits and construct a democratic practice of "citizen viewership." Citizen viewership brings critical attention to how images are constructed, accessed, and used to communicate information about a particular event, a practice that proves crucial in foregrounding nuance and cultural context in understanding sites of conflict.

10:20am-10:35am: Session Break 1

10:35am-11:55am: **Panel 2:**
CONFLICTS IN NIGERIA

Talk By: **Dr. Toyin Falola is the Jacob and Frances Sanger Mossiker Chair Professor in the Humanities and a Distinguished Teaching Professor at the University of Texas at Austin**

Hi is Fellow of the Historical Society of Nigerian Academy of Letters. He has received various awards and honors, including the Jean Holloway Award for Excellence, the Texas Exes Teaching Award, and the Ibn Khaldun Distinguished Award for Research Excellence, and the Distinguished Fellow, Ibadan Cultural Group. Toyin Falola has published numerous books, including Key Events in Africa and African Writers and Readers. He is co-editor of the Journal of African Economic History, Series Editors of the Cambria African Studies Series, Series Editor of Rochester Studies in African History and Diaspora, and the Series Editor of the Culture and Customs of Africa by Greenwood Press. The University of Michigan Press publishes his award-winning memoir, *A Mouth Sweeter than Salt*.

Intra Family Conflict and the Role of Alternative Dispute Resolutions in Crisis Management: The Nigeria Example
Opakunbi Doyinsola Odunayo, Masters Student of Peace and Conflict Studies Programme, Institute of Peace and Strategic Studies, University of Ibadan

The judicial system as a tool for resolving intra-family disputes has in recent years proved to be insufficient. As such, there have been rising calls for culturally appropriate mechanisms for dealing with such disputes. Leading this is the suggestion that traditional mediation would go a long way in resolving disputes and restoring harmonious relationship within households. Using a combined methodological approach, this paper seeks to find a synergy in advancing the argument for mediation as a tool for intra-family dispute resolution as against the use of adjudication. Data for the study would be gathered using quantitative and qualitative tools. Key informant interviews will be done and questionnaires served to respondents to know what they consider more culturally appropriate and effective between mediation and adjudication in resolving intra-family disputes. The outcome of the study will provide knowledge and recommendations to fill gaps created by the usage of adjudication in intra-family disputes.

11:55am-12:55am: Lunch Break

1:00pm-2:30pm: KEYNOTE SPEAKER:

Changing Paradigms in the 21st Century: From a War System to a Peace System

Dr. Douglas Fry, Professor and Chair of the Anthropology Department at the University of Alabama at Birmingham and Docent in the Developmental Psychology Program at Åbo Akademi University in Finland

Many lines of evidence support a new perspective on war, peace, and human nature. In various academic disciplines, we are seeing a dramatic shift away from a primarily competition-based view, as reflected in Alfred Tennyson's famous line, "nature, red in tooth and claw," to recognize also the importance of cooperation, pro-sociality, equity, justice, and conflict resolution, as reflected in a turn of the phrase to "nature, read in truth and law." This presentation draws upon data from comparative biology, nomadic forager studies, archaeology, ethnography, and especially a survey of nonwarring peace systems to suggest that humans actually have a natural predilection and preference for peace and pro-sociality over domination and war. Some of the implications of this new perspective for promoting peace and nonviolent conflict resolution are explored.

2:30pm-2:45pm: Session Break 2

2:45pm-4:20pm: **Panel 3:**

SOCIO-POLITICAL CONFLICT AROUND THE WORLD

Marriage equality movement and countermovement on social media– How online interactions contribute to the social movement of marriage equality in Taiwan

JhuCin Jhang, Doctoral Student, Department of Communication Studies, UT Austin

Sociopolitical controversial issues, such as marriage equality, often create social conflicts. In late 2016, legislators in Taiwan passed the first reading of marriage equality bill, causing proponents and opponents to make extreme efforts on various online platforms to rally support for their sides. Persuasive narratives were proceeded and drew a multitude of comments and shares, contributing to the evolution of movement and countermovement. This study uses critical discourse analysis (Fairclough, 2002) to analyze how persuasive narratives are produced, reproduced, commented on, and how they proceeded and generated more movements and countermovements. Preliminary analysis showed that powerfully persuasive narratives were produced by spontaneous efforts (not a part of central organizing efforts, Polletta, 1998), by the central organizers, or spontaneous efforts but published by the organizers. Spontaneous efforts generated the most efforts to spread or inhibit the effect, creating a spiral tug of war. Detailed analysis will follow.

Healing trauma through dialogue: A case study on child sexual abuse

Valerie S. Ringland, Doctoral Student, School of Social Work, UT Austin

This paper presents a case study that utilized restorative justice as a research framework and methodology. A child sex abuse survivor/researcher empathically connected with and gave voice to a sex offender's story. Through the trauma healing ritual of empathic story-telling, motivations and circumstances that led one person to act as a sex offender are explored, along with the impact of this dialogue on both the subject and the researcher. The presentation also asks us to move beyond the dyad of victim-offender, discussing impact on and responsibilities of secondary survivors as well as broader social impacts and responsibilities. It promotes practicing restorative justice dialogue and empathic listening with sex offenders as an act of social justice to

prevent scapegoating and embody restorative justice values such as respect and inclusivity, and is a call for the use of empathy as a healing tool for cultural trauma, and emphasizes the importance of emotionally-engaged research.

Civilian Oversight: The Effect of Observation Mission on Soldiers' Behavior
Dr. Ori Swed
Lecturer, Department of Sociology, UT Austin

Sousveillance, surveillance from below on the government, has been acknowledged as an empowering civil society act that puts the government at check. With its increasing popularity in academic and popular circles came a need to better understand its implications, its intended and unintended consequences. It remains unclear if sousveillance is just another form of protest or like surveillance can incite compliance and panopticism. This question is important since unlike surveillance, where the powerful observe the weak, in sousveillance the power hierarchy is inverted. Using data from interviews, peace organizations reports, and open sources, I examine peace movements sousveillance on checkpoint missions in the West Bank, exploring the association between level of social pressure applied via sousveillance and the result of compliance or resistance. I argue that sousveillance can be panoptic and lead to compliance, and in this case improve human rights in the checkpoints. However, this is true only when the subjects observed feel they are not pressed too much. Too much pressure, in the form of aggressive or invasive sousveillance can easily trigger resistance and in some cases backfire, becoming counterproductive.

What Kind of Justice? Restorative Policing in Belo Horizonte
Mary Ellen Stitt, Ph.D. Candidate, Department of Sociology, UT Austin

Six years ago, the police force of Belo Horizonte, Brazil, began to offer transformative mediation as an alternative to criminal prosecution for a range of lower-level cases. Operating primarily in poor neighborhoods across the city, the project has been overwhelmingly embraced both by a police force with a long history of violent repression and torture and by a public with both an intense distrust of the police and deeply conservative crime and justice politics. How has a restorative project been able to engage thousands of voluntary participants each year under such unlikely conditions? Drawing on archival data, field observations, and interviews with 51 police and program participants, this study explores the reasons for the project's success, finding that both police and civilians reorganize their definitions of crime to

exclude the relevant offenses and reshape conceptions of the justice system to include advocates as well as enforcers.

Using Big Data to Predict and Analyze Cooperation and Conflict

James Fairbanks, Research Engineer II at Georgia Tech Research Institute

Travis Frederick, Master of International Affairs Student at Georgia Institute of Technology

Christine Herlihy, Research Scientist at Georgia Tech Research Institute

Global conflict has a complexity and scale that requires deep understanding and study. Computational and quantitative methods applied to big data can be used to analyze and predict conflict to improve policy outcomes. Our approach uses statistical methods to analyze the GDELT database, which contains information about 431,353,246 dyadic interactions that took place between the years of 1979-2015 and were reported by the multilingual global press. We apply generalized linear models to predict the number of interaction events over time as a function of the number of diplomatic events. These linear models allow us to identify the direction and magnitude of the effect of each type of diplomatic event on short-term future outcome events on a monthly time scale. This method allows us to determine whether certain strategies of conflict management are more effective at reducing or increasing the likelihood and/or intensity of conflict.

4:20pm-4:35pm: Session Break 3

4:35pm-5:35pm: UT Landmark Tour

Join Landmarks for a guided tour of works in the public art collection at UT and discover how artists use visual language to communicate with their audience. Works of public art have the capacity to resonate deeply, stimulate curiosity, and inspire the

imagination in unexpected ways. At The University of Texas at Austin, the public art collection is one of the most distinguishing features of the main campus, shaping impressions and offering a distinctive setting for memorable experiences.

As the university's public art program, Landmarks enriches the lives of students and visitors by presenting art that is broadly accessible and free to all. More than forty works of modern and contemporary art are on view throughout the 433-acre campus. The collection not only enhances the beauty of the landscape, but also supports scholarship and learning by demonstrating significant art historical trends from the past seven decades.

Landmarks projects are viewed by thousands of people every day. For many, the collection provides an introductory opportunity to engage with great works of art. Visit soon to discover why Landmarks is a point of pride for the university and all people of the State of Texas.

Saturday April 8th

8:00am-5:00pm   **Registration**
9:00am-10:00am   **KEYNOTE SPEAKER:**

Managing Work Conflict through Communication and Engagement

Dean Jay Bernhardt, serves as the Founding Director of the Center for Health Communication and holds the Walter Cronkite Regents Chair and the DeWitt Carter Reddick Regents Chair in Communication

Conflict between co-workers and between managers and employees is inherent and somewhat unavoidable in workplaces due to the nature of workplaces with differential power, contradictory goals, and limited resources. Although workplace conflict cannot be eliminated, it can be minimized and mitigated through management and leadership strategies that emphasize communication, transparency, and employee engagement. This talk will explore the experiences and principles of conflict mitigation and resolution from the speaker's experience as the director of a large complex organization in the federal government and as an academic administrator in a large complex college at a major university. Examples of effective and ineffective conflict reduction strategies will be presented and discussed along with lessons for future study and practice.

10:00am-10:15am: Session Break 1

10:15am-11:40am: Panel 4

INEQUITIES AND RESENTMENTS IN PERSONAL AND GROUP CONFLICTS

Exploring Nurse Perceptions of Workplace Conflict

Leigh Maxwell, Associate Professor, Communication Studies, Edgewood College

Beth D. Strauss, AD Nursing Instructor, Blackhawk Technical College

This study explores the nature of conflict among nurses. The research questions were: what are the causes of conflict? how is conflict managed? what is the role of technology? Qualitative data was collected through open-ended structured interviews. The purposive sample population included 17 nurses working in a large Midwestern hospital. Data was analyzed using thematic analysis and Nvivo software. Findings suggest that leading causes of conflict are unequal workloads and shirking of responsibility. While popular belief encourages dealing directly with conflict, our findings suggest that approach rarely improves the situation and often leads to more passive aggressive behaviors. We also found perceptions of conflict to be exceptionally narrow and negative, resulting in denial and avoidance. Finally, technology improves efficiencies, however it is also restructuring interaction and enabling shirking of responsibilities. Recommendations include reconceptualization of conflict, new strategies for managing conflict, and increased opportunities for face-to-face dialogue.

Why So Silent? Silent Responses in the Face of Workplace Bullying

Gabriel E. Pantoja, Doctoral Student, Texas A&M University

A common occurrence is the communicative act of being silent in the face of workplace bullying. This study examined silent bystanders through a grounded theory approach by conducting and analyzing interviews (N =12) with individuals who have been employed or are currently employed. The goal is to gain a greater understanding of what being "silent" means to the participant, and the importance of being "vocal". Four major themes emerged from this study: (1) the conception and definition of workplace bullying vary per individual, (2) what it means to be silent and vocal differ per individual, (3) bullying is expected but always occurs in unexpected ways, and (4) intent to be vocal does not equate to practice. However, one concept that connects a majority of the themes together is Expectancy Violation Theory (EVT).

For most bystanders interviewed, the unexpected forms of bullying resulted in them being silent.

Intergroup Dialogue, Constructive Conflict and Social Power: Towards Transforming Inequality

Diane R. Swords, Ph.D., Intergroup Dialogue Program, Syracuse University

Longstanding complex conflicts around race, gender, class, religion, disability and other identities are rooted in inequalities of social and material power. Intergroup dialogue (IGD) is a specific intervention in such conflicts. I have co-facilitated dialogues following the IGD model for 12 years, including academic offerings focused on race, class, gender and religion, each with an intersectional lens. The investigation in this paper grows from dissonance between believing in the potential of IGD to improve systemic inequality, while taking critiques of dialogue very seriously. Particularly concerning are claims that true dialogue cannot take place in cases of power difference. By foregrounding critiques, then applying research from conflict resolution (CR) and IGD literatures on how specific approaches can work towards more equal power, I highlight cautions already embedded in the academic intergroup dialogue (IGD) model that address the critiques. I recommend research to expand on these and apply them outside the academy

Communication Strategies Used by New Zealand College Students to Manage Romantic Relationships

Rachel R. Lloyd, MA Student, Department of Communication Studies, University of Texas at Austin

The current study was conducted to investigate the strategies that college students in New Zealand use to manage tensions of autonomy and connection with one another in their romantic relationships. Using a qualitative approach, data was primarily collected through 20 semi-structured interviews. Relational Dialectics Theory 2.0 and Cultural Dimensions Theory were used as the primary theoretical frameworks for analysis. Initial results indicate several themes including various applications of direct vs. indirect communication, politeness strategies, identity management tactics, and responses to external pressures. Factors such as sex and duration of relationship seem to influence the different strategies students in New Zealand use to manage tensions of independence and connectedness in romantic relationships. Furthermore, strategies that may lead to either relational prosperity or relational turbulence are discussed.

11:40am-12:00pm: Session Break 2

12:00pm-1:00pm: Panel 5:
VOICES AGAINST VIOLENCE/THEATRE FOR DIALOGUE

Voices Against Violence Theatre for Dialogue (TFD) uses applied theatre and performance to initiate conversations about relationships, consent, boundaries, and signs of power and control. TFD programs are interactive and ask UT students, staff and faculty to consider: What does a healthy relationship mean to you? What are your boundaries around sex? How do you negotiate difficult or uncomfortable conversations? How do you know you are on the same page with your partner? All Theatre for Dialogue programs are performed by undergraduate and graduate students at UT Austin who are trained through the Theatre for Dialogue class.

1:00pm-2:00pm: Lunch Break

2:00pm-3:30pm: KEYNOTE SPEAKER

Cooperation and Conflict in Traffic Stops
Dr. Mardi Kidwell, Associate Professor, Department of Communication, University of New Hampshire

The context in which most citizens are likely to have contact with the police is when they are pulled over for a traffic stop. In accord with community policing ideals, police professionals recognize the traffic stop as a public relations opportunity. They exhort officers to engage citizens with respect and courtesy, postulating that a positive encounter will carry over into future encounters and further cooperation and good will with individual citizens and the community. However, even "good" citizens and "good" officers sometimes find themselves confronting tensions that can erupt into overt conflict in a traffic stop. Drawing on a large collection of videotaped naturally occurring police traffic stop encounters, I show how routine interactional practices employed by both citizens and police mitigate potential tensions and promote rapport. I focus in particular on how citizens' accounts (e.g., that they are late for work, lost, having trouble because of other drivers, etc.) and officers' responses to them work to alter the participation framework of the stop such that police come to act more as "helpers" in the situation than as enforcers, a dynamic that shapes the encounter not only in the short term, but has implications for future police-citizen encounters as well.

3:30pm-3:45pm: Session Break 3

3:45pm-5:10pm: Panel 6:

DIFFICULT CONVERSATIONS: AN INTERDISCIPLINARY PERSPECTIVE

PANEL DESCRIPTION:

This panel will incorporate interdisciplinary perspectives on conflict communicated through difficult conversations. People usually identify difficult conversations as those that seem tricky to navigate. Many aspects of conflict communication are at play during these encounters, including negotiation tactics, face-saving behaviors, emotions, issues of identity, and deception-detection to name a few. Difficult conversations can occur with friends, family, in the workplace, or with total strangers. The presenters on this panel will dig deeper to explore what it means to engage in, facilitate, and manage difficult conversations. They will share their insights across interpersonal, organizational, healthcare, and political contexts; relaying their practical experiences as well as scholarship related to conflict and difficult conversations.

Interpersonal Communication and Conflict: Adult daughters' reports of difficult conversations in everyday contexts
Allison M. Alford, PhD, Texas State University

All relationships encounter conflict and the interactants must choose how to manage it. Between mothers and daughters who are frequently interacting, conflict often manifests in difficult conversations between mother and daughter. This presentation will present key examples of difficult conversations between adult daughters and their mothers taken from narrative interview data. Mothers and daughters rely upon a long history of interactions over a lifetime when considering how to manage these difficult conversations and determine the best manner to address conflict. The examples provided in this presentation provide reports on real-life examples of conflict management strategies. Additionally, participants provided their assessment of the relative success of these conversations, which can be used as a basis for evaluating the conflict strategy's success. Analysis will include suggestions for practitioners to use for improving conflict resolution in mother-daughter relationships.

Difficult Conversations in Organizations
Eleni Gesch-Karamanlidis, PhD, Organizational Consultant
This presentation will focus on difficult conversations in organizational contexts. We've all encountered difficult conversations in the workplace, whether trying to collaborate in cross-functional teams, manage productive meetings, talk from employee to leadership or vice versa. As a researcher, consultant, and advice columnist, Eleni has worked with individuals and teams in organizations across sectors. She will share insights on the difficult conversations that constitute conflict ranging from workplace tension to intractable inter-organizational conflicts, as well as what this insight tells us about how to manage difficult conversations constructively.

Difficult Conversations in Healthcare
Lucas Artusi, MS, Design Institute for Health, Dell Medical School – Systems Designer

Healthcare is messy. It's an incomprehensibly complex collision between science, regulation, and business. And it often forgets the importance of being human. This presentation will explore some of Difficult Conversations Panel, TCC 2017 2 the tensions that exist within the field of healthcare, and how those tensions impact the interactions that occur between patients and the healthcare system. It will also dive into some of the ways that the Dell Medical School at the University of Texas at Austin is hoping to create a more human-centered healthcare experience in its clinical facilities, set to open in 2017.

The Coming Out of Liberals: Difficult Conversations in the Family.
Tim Appignani, PhD Candidate, Department of Communication, University of Illinois at Chicago

In the wake of the 2016 presidential election many liberal and mainstream voters expressed concern about having to face their conservative family members moving forward. The notion of an ideological divide that touched on issues of personal safety, core identity, and mutual respect as a member of society were particularly distressing to women whose family members openly supported a candidate whose chauvinism was a matter of public record. This presentation will liken the experience of liberal voters facing their family members in open political discord to the historical experience of coming out as a gay person to family members who were homophobic. As scholarship identities- there are key points of comparison that make the understanding of coming out not only a useful guide for young people

dealing with anticipated, and experienced conflict, but also as a means of relaying the experience of coming out to heterosexual audiences. For those contending with family members supportive of alt-right, or oppressive political views the notion of family exile may seem unusually threatening, but it could also be an opportunity for the public and the academe to align the studies of gender and sexuality in an innovative and salient way.

6:30pm-9:00pm: Reception at Dr. Madeline Maxwell's

Informal Reception and buffet at Madeline Maxwell's house near campus. Come by for friendly chat and a bite to eat. NOTE: The reception is within walking distance from the conference. We will offer walking tour and driving options.

Sunday April 9th

9:00am   **Conference Doors Open**

NOTE: First session served with breakfast tacos and beverages.

9:40am-10:30am: Panel 7:

INTERACTIVE WORKING SESSION: Please Join us for breakfast tacos during work in progress session. Three students from the Department of Communication Studies at UT Austin will share their work and engage in dialogue with the audience, seeking advice about future directions.

Exploring Uganda's *Mato Oput* and Rwanda's *Gacaca* Courts: A Critical Literature Review of Restorative Justice in Africa
Fred Jenga, Doctoral Student, Communication Studies, UT Austin

This study is a critical literature review of restorative justice systems in Rwanda and Uganda after violent conflicts that led to massive loss of lives and property. Each of the two communities chose the path of restorative justice as opposed to mass incarceration of perpetrators of the conflicts. The Rwandans chose the traditional *Gacaca* courts while the Acholi of Uganda chose *Mato Oput*. With the growing mass incarceration of offenders in the US under its current criminal justice system, the study is an effort to argue that alternative justice systems need to be explored or a hybridization of systems needs to be examined.

Negative Emotions in Conflict: An Examination of How Anger and Sadness Influence Individual's Assignment of Blame and Perceptions of Cooperation and Trustworthiness When Reflecting on Interpersonal Conflict with a Romantic Partner
Karen Schlag, Doctoral Student, Communication Studies, UT Austin

The purpose of this study is to consider how feelings of anger and sadness influence individuals' assignment of blame when reflecting on conflict with a romantic partner as well as their perceptions of their partner's cooperation and trustworthiness during conflict. This study builds from the Appraisal-Tendency Framework, developed by

Lerner and Keltner (2000), which argues emotions elicited from the appraisal of one event can carry over to impact subsequent appraisals of separate events. This study aims to test whether partners induced to feel anger or sadness are more likely to blame their partner or an outside event for a conflict as well as perceive partners as more or less cooperative and trustworthy. Applying past research linking anger to the tendency to assign blame to others and rely on heuristic processing, it is predicted angry participants will be more likely to blame conflict on partners and rate partners as less cooperative and trustworthy.

Responding to Voluntary Confession of A Previous Lie of Sexual Infidelity
Rachel Lloyd, MA Student, Communication Studies, UT Austin

In romantic relationships, dishonesty and infidelity are among the most serious of relational transgressions and often cause turbulence in a relationship. This study seeks to blend the Relational Turbulence Model and Investment Model to investigate how individuals respond to unsolicited confession of a previous lie of sexual infidelity. Using an extension of Rusbult's original framework, the Exit-Voice-Loyalty-Neglect Model is tested in hypothetical scenarios to measure how individuals' respond to their current romantic partner during this potentially pivotal point of their relationship. Based on previous literature, this study states several hypotheses including the willingness to use certain active-constructive vs. passive-destructive responses and the relationship between ones' commitment level and response. Also, multiple research questions are noted to further investigate the relationship between satisfaction and response, factors that influence an individual's response, as well as how length of time between a transgression and confession of the transgression impacts a response to confession.

10:30am-10:40am: Session Break 1

10:40am-11:40am: Panel 8:

POLITICS AND CITIZENRY

Conflict in Online Political Debates

Gina Masullo Chen, Assistant Professor, School of Journalism, University of Texas at Austin

When people talk about politics online – on Twitter, Facebook, or in news website comment streams – it is inevitable that they will face conflict. Exposures to crosscutting viewpoints that disagree with one's own are frequent in the digital space, and these conversations can turn uncivil in an instant. The digital space is particularly hospitable to incivility because it is so public and people can respond instantly to a nasty retort, without taking time to think. The result is frequent conflict in the online space that often spiral into full-out arguments. I will discuss two areas where I focus on this type of conflict in my research. First, I will discuss the question of whether deliberation – the rational talking across difference that is considered a hallmark of a free society – can ever happen online despite the frequent incivility. Second, I will discuss what I call the "defensive effect." This effect happens when people are confronted with uncivil disagreement about politics. They feel a burst of negative emotion that makes them more likely – not less – to reassert their viewpoint as a means of "setting the record straight" about the topic. Thus, some political discussions can occur despite the incivility.

We are All Gatekeepers Now: Ethics for Participating in the Digital Information Environment

Mary Bock, Assistant Professor, School of Journalism, University of Texas at Austin

Journalistic ethics are no longer just for journalists. The digital media environment has flattened the information playing field, giving long-standing news institutions the same access to an audience as extremist propaganda, citizen bloggers and you: yes you. We're all gatekeepers now, whether or not we want the job. This presentation will cover three simple rules for ethical participation in social media: First, seek the best information. Secondly, speak honestly. Third, serve the larger good. Living without information "middleman" is both liberating and fraught with responsibility. A better digital information environment starts with us.

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Support for 2017 keynote speakers comes from the UT Graduate School Academic Enrichment Fund.

Thank you to our Planning Committee!

Dr. Madeline Maxwell, Matthew Ingram, Melissa Dalton, Karen Schlag, Rachel Lloyd, and Kouang Chan