



University of Hawai'i at Mānoa Outreach College  
Noncredit Programs

# UHM Matsunaga Institute for Peace Communication and Dispute Prevention Series



**ALL CLASSES ARE HELD IN UH MĀNOA KRAUSS 012**

**Elizabeth Kent**, JD, William S. Richardson School of Law, is sole proprietor of Meeting



Expectations Hawai'i, providing a variety of alternative dispute resolution processes and training, including mediation and facilitation

services tailored to meet clients' needs. While director (1996-2013) and research analyst (1994-1996) for the Hawaii Judiciary, Center for Alternative Dispute Resolution, Kent helped develop mediation programs for the courts and executive branch; worked on education and training on communication and dispute prevention and resolution; researched and advised the courts on ADR-related issues; oversaw the Judiciary's contract with the community mediation centers; and mediated/facilitated cases that affected public policy.

**Carole Petersen**, Harvard Law School, is a



Professor and Director of the Matsunaga Institute for Peace. She is also a member of the University of Hawai'i Center for Chinese Studies and

teaches International Law, International Human Rights, and Gender and the Law in the William S. Richardson School of Law.

## **Negotiation for Women — FREE! Enrollment limited; register early! (P13714)**

Learn the components of effective negotiation and review the challenges that people — especially women — face in negotiation. Presenters offer tips on ways to overcome these challenges.

*Wednesday, April 29, 2015 • 6:00-7:30pm • Elizabeth Kent & Carole Petersen*

## **Powerful Listening: How To Listen So People Will Share Their Concerns With You (P13728)**

An introduction to basic dispute resolution skills, focusing on verbal and non-verbal components of messages, listening skills, understanding positions and interests, and effective use of questions.

*Friday, May 8, 2015 • 8:00am-12:00pm • \$100 (General), \$90 (UHM) • Elizabeth Kent*

## **Challenging Conversations: How To Share Your Concerns So People Will Hear You (P13729)**

Acquire a four-step process to discuss difficult issues in a way that maximizes the possibility of dispute prevention.

*Friday, May 15, 2015 • 8:00am-12:00pm • \$100 (General), \$90 (UHM) • Elizabeth Kent*

## **Overview of Meeting Management Basics (P13730)**

For those who plan, run, and attend meetings -- make meetings as effective as possible: understand the importance of setting agendas and remaining focused.

*Friday, May 22, 2015 • 8:00am-12:00pm • \$100 (General), \$90 (UHM) • Elizabeth Kent*

## **Run a Great Meeting! (P13731)**

Get tools and in-depth practice to plan and conduct successful meetings. (May be taken alone or following *Overview of Meeting Management Basics*.)

*Fridays, June 19 & 26, 2015 (2 meetings) • 8:00am-4:00pm • \$450 (General), \$400 (UHM), \$375 (Meeting Management Basics students: must attend throughout) • Elizabeth Kent*

Find details and secure online registration under  
BUSINESS AND MANAGEMENT (Communications Skills) at:

[www.outreach.hawaii.edu/noncredit/courses](http://www.outreach.hawaii.edu/noncredit/courses)

or call (808) 956-8400 during normal business hours.



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