

Airport depart Vancouver from the Sandman Inn at 7:00 am, 10:00 am and 4:30 pm daily. Reservations: (604) 591-3571 or fax (604) 591-8539. Reserved seats are advised during the busy summer months. Please be sure to confirm the times of departure and arrival when you make your reservations.

An Airporter bus service runs from Vancouver International Airport to most of the downtown Vancouver hotels. Buses depart from the pick-up area outside level 2 at Vancouver International Airport every 30 minutes. Tickets can be purchased from the driver or the shuttle bus booths on levels 1 and 2. These buses follow two routes. Check with the customer sales representative before you board the bus to ensure that you are on the correct bus for your hotel. Cost one way into Vancouver is \$7.00. This service operates between 6:15 am and 12:30 am. Taxis are also available; current cost is approximately \$20.00. Travel time from the airport to downtown Vancouver is 35-45 minutes. All major car companies are located at the airport

#### **Currency**

All prices quoted in this brochure are in Canadian dollars except when stipulated in US and Canadian dollars. International currencies can be exchanged at any bank or the International Currency Exchange Services at the Vancouver International Airport and at the Douglas (White Rock) border crossing point on the Canadian/US border. Banking hours vary between banks and branches. Generally, banks are open from 9:30 am to 4:00 pm, Monday through Friday, though some offer evening and Saturday hours as well. Conference delegates are advised to exchange funds into Canadian dollars at a bank or foreign currency exchange outlet where they will receive the prevailing rate of exchange. By using Canadian money during their travels in British Columbia, visitors will avoid exchange problems.

Please note that you will need Canadian dollars to pay for your taxi or the shuttle bus service to your hotel. Delegates who arrive in Seattle from abroad will need some American currency for incidentals.

#### **Customs/Entry Regulations**

Visitors from the United States can cross the border without delay or difficulty. No passport or visa is required for US citizens. However, native-born United States citizens should carry identity papers (birth or voter's certificate) establishing nationality.

Naturalized citizens should carry documentary evidence of citizenship (e.g. green card). Permanent alien residents of the United States are advised to carry their alien card.

All persons visiting Canada from countries other than the United States should be in possession of a valid passport. Certain citizens require a visa for entry. Because visa requirements for countries change all the time, we suggest that you give the Canadian Consulate/Embassy a call when you receive this brochure to check on document requirements for your visit to Canada.

#### **Health Insurance**

Visitors to Canada should have medical protection coverage. Canadian government health plans do not cover non-residents visiting Canada. We suggest that you purchase health insurance before your visit.

#### **Time Zones**

Vancouver is located in the Pacific Time Zone. The time in Vancouver is the same as the time in San Francisco and Los Angeles and is three hours behind New York and Washington.

#### **Tours**

Local tours of Vancouver attractions can be arranged by visiting the Grey Line Sightseeing Tours desk at the Hotel Vancouver (across from the Hotel Georgia). A wide variety of local sightseeing tours leave the Hotel Vancouver daily and can be booked a day in advance. Pre- and post-conference tours to Seattle, Victoria, and the Canadian Rockies can be arranged either by calling toll-free 1-800-663-0667; fax (605) 682-0625 or direct dial (604) 681-8687 or writing Grey Line Tours, Suite 108, Hotel Vancouver, 900 West Georgia, Vancouver, BC V6C 2W6.

**For further information about the conference or Vancouver, please write, fax or call Conference Services, Continuing Studies, Simon Fraser University, Burnaby, British Columbia, Canada V5A 1S6. Telephone (604) 291-4910 or 291-3649; fax (604) 291-3420.**

## **THIRD ANNUAL CONFERENCE OF THE INTERNATIONAL ASSOCIATION FOR CONFLICT MANAGEMENT**

*Simon Fraser University at Harbour Centre  
Vancouver, British Columbia, Canada  
June 13-16, 1990*



**Co-Sponsored by  
Simon Fraser University  
Cleveland State University  
Messiah College  
University of Missouri  
and Western Kentucky University**

**Hosted by Faculty of Business Administration  
Simon Fraser University**

**Accommodation Deadline - Mid-May 1990  
(see inside for details)**

**PRINTED IN CANADA**

## CONFERENCE REGISTRATION

Third Annual Conference of the  
International Association for Conflict Management  
June 13 - 16, 1990

Name \_\_\_\_\_  
(as you would have it appear on your name tag)

Department \_\_\_\_\_

Institution \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

City \_\_\_\_\_

Province or State \_\_\_\_\_

Country \_\_\_\_\_

Postal/Zip Code \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_  
(institution) (home)

I am a university student; attached is a letter of verification from my department chair.

Registration fee (please check appropriate category):

Before May 31, 1990 After June 1 and On-Site  
IACM Member  \$ 85 (US)  \$100 (Cdn)  \$105 (US)  \$124 (Cdn)

Student Member  \$ 65 (US)  \$ 77 (Cdn)  \$ 85 (US)  \$100 (Cdn)

Non Member  \$110 (US)  \$130 (Cdn)  \$130 (US)  \$154 (Cdn)

Student  \$ 90 (US)  \$106 (Cdn)  \$110 (US)  \$130 (Cdn)

Harbour Dinner Cruise (June 14)  \$35 (Cdn)  \$30 (US)

I would like \_\_\_\_\_ cruise tickets. Total \$ \_\_\_\_\_ for cruise tickets:

Total enclosed \$ \_\_\_\_\_

Payment is made by:

Cheque (payable to Simon Fraser University for IACM 90)

VISA  MasterCard

Card number \_\_\_\_\_

Expiry date \_\_\_\_\_  
(if MasterCard, please indicate issue date, as well)

Name of cardholder \_\_\_\_\_  
(if different from registrant above)

Signature \_\_\_\_\_  
(mandatory if using a credit card)

Return this form with payment, as soon as possible, to:

IACM 90, Conference Services, The Halpern Centre, Simon Fraser  
University, Burnaby, British Columbia, Canada V5A 1S6  
Fax (604) 291-3420.

You are invited to attend the Third Annual Conference of the International Association for Conflict Management to be held June 13-16, 1990 at Simon Fraser University at Harbour Centre, 515 West Hastings Street, Vancouver, British Columbia, Canada. The conference opens on Wednesday evening with registration and a reception at the Hotel Georgia and closes on Saturday afternoon. The program, which begins on Thursday morning at Simon Fraser University at Harbour Centre, features debates, dialogues and sessions with invited and contributed papers. It also includes social activities and opportunities for meetings and discussions in smaller groups. The objective is to provide a forum for discussion of recent developments and future directions in conflict management.

### Acknowledgements

The conference organizers gratefully acknowledge the financial contributions of the Offices of the Vice President, Academic and the Dean of Business Administration, Simon Fraser University. Financial contributions received after the printing of this brochure will be acknowledged in the on site program. The conference is co-sponsored by Simon Fraser University, Cleveland State University, Messiah College, University of Missouri, and Western Kentucky University. It is hosted by the Faculty of Business Administration, Simon Fraser University.

### Organizing Committee

Dr. Dean Tjosvold, Local Arrangements, Simon Fraser University, British Columbia  
Dr. James A. Wall, Program Chair, University of Missouri, Missouri

### President of the International Association for Conflict Management

Dr. M. Afzalur Rahim, Western Kentucky University, Kentucky

### International Association for Conflict Management - Membership Information

Please contact Dr. M. Afzalur Rahim, Department of Management and Marketing, Western Kentucky University, Bowling Green, KY 42101, (502) 745-2499/782-2601.

## PROGRAM

The program is organized around eight tracks - *Organizational Conflict, Communication and Conflict, Negotiation and Bargaining, Mediation and Arbitration, Conflict in the Public Sector, International Conflict, Papers based on Doctoral Dissertations and Masters' Theses (1987-1990) and Decision Making*. Over 120 papers will explore conflict research and its application to organizational, societal, family and international settings. In addition, professionals will bring their first hand perspectives to conflict issues.

## SCHEDULE OF EVENTS

(A detailed program will be mailed to all registered participants)

### Wednesday, June 13

5:00 pm Registration - Hotel Georgia

6:00 pm Welcome Reception - Hotel Georgia

### Thursday, June 14

All program sessions take place at Simon Fraser University at Harbour Centre

8:00 am Registration desk opens

8:30 am Concurrent sessions

1) *Enhancing the Process of Conflict Management: Communication Between Practitioners and Scholars* (panel discussion)

2) *The Effectiveness of Arbitration*

3) *Issues in Conflict Management and Intervention in Several Contexts*

4) *Dispute Resolution in International Settings*

10:00 am Refreshment break

10:30 am Welcome remarks from the conference chairs  
Keynote address  
*"Fifty Years of Conflict Research,"*  
Dr. Morton Deutsch, Columbia University

12:15 pm Lunch on own

1:30 pm Concurrent sessions

1) *International Conflict and Resolution*

2) *Negotiation and Bargaining*

3) *Alternative Approaches to Conflict Managing (Debate)*

4) *The Mediator as Message (Section 1)*

2:45 pm Refreshment break  
 3:00 pm Concurrent sessions  
 1) *The Mediator as Message* (Section 2)  
 2) *Theory Building and Experimentation in Conflict Management*  
 3) *Negotiations and Bargaining*  
 4) *Conflict: Looking Back—Looking Forward - An Open Dialogue*  
 Dr. Dean Pruitt, SUNY at Buffalo,  
 Dr. Morton Deutsch,  
 Columbia University

7:00 pm Optional Harbour Cruise and Salmon BBQ Dinner

**Friday, June 15**

8:00 am Concurrent sessions  
 1) *Procedural Justice, Alternatives to Dispute Resolution and Decision Making in Organizations*  
 2) *Interorganizational Conflict, Public Policy and the Environment*  
 3) *Symposium: Mediation Concepts and Applications*  
 4) *Confronting Conflict: Community Justice Perspectives*  
 9:30 am Refreshment break  
 10:00 am Concurrent sessions  
 1) *Relationships, Goals and Orientation*  
 2) *Mediating Government Conflict Creatively*  
 3) *Integrating Theory and Practice I: Qualitative and Case Research Investigating Labor—Management Conflict*  
 4) *Confronting Conflict: Managers' Perspectives*

11:30 am Lunch on own

1:00 pm Concurrent sessions  
 1) *Information, Knowledge and Ambiguity*  
 2) *Politics and Bureaucracy: Conflicts Over Roles and Accountability*  
 3) *Theoretical Developments in Organizational Conflict*  
 4) *Confronting Conflict: International Perspectives*

2:30 pm Refreshment break  
 3:00 pm Concurrent sessions  
 1) *Third Party Behaviour in Dispute Resolution*  
 2) *Managing Personnel Conflict in Public Agencies: An International Comparison*  
 3) *Managing Organizational Conflict in Times of Change: Consultants' Perspectives*  
 4) *Confront Conflict: Alternative Dispute Resolution—Lawyers' Perspectives*

4:30 pm General Business Meeting

6:30 pm Hosted Awards Dinner (Chinese Banquet)

**Saturday, June 16**

8:30 am Concurrent sessions  
 1) *Mediation in Third World Conflicts: Symposium* (panel discussion)  
 Sponsored by the Centre for Conflict Analysis at the University of Kent  
 2) *Antecedents and Consequences of Supervisors' Approaches to Conflict Management*  
 3) *Managing Organizational Conflict During Emergencies and Disasters*  
 10:00 am Refreshment break  
 10:30 am Concurrent sessions  
 1) *Interdependence and Social Dilemmas*  
 2) *Role and Gender Issues in Managing Conflict*  
 3) *Communication and Dispute Resolution*

12:00 noon Conference ends

**REGISTRATION**

Complete and return the attached conference registration form if you are planning to attend (photocopy acceptable). Fee payment should accompany the registration form. Registration forms accompanied by credit card fee payment only may be returned by fax (604-291-3420). Conference registration fees are quoted in both Canadian and American dollars and are as follows:

	Before May 31, 1990	After June 1 and On-Site
IACM Member	\$ 85 (US) \$100 (Cdn)	\$105 (US) \$124 (Cdn)
Student Member	\$ 65 (US) \$ 77 (Cdn)	\$ 85 (US) \$100 (Cdn)
Non Member	\$110 (US) \$130 (Cdn)	\$130 (US) \$154 (Cdn)
Student	\$ 90 (US) \$106 (Cdn)	\$110 (US) \$130 (Cdn)

There are a limited number of spaces. Please allow sufficient time for mailing (note that U.S. and international mail can take 10-14 days or longer). University students who are interested in registering should obtain a letter from their department chair verifying that they are students. If you have not registered by June 1, 1990, please call Conference Services to find out if space is still available before you book your airline reservations. The registration fee includes

- all conference sessions
- the opening reception at the Hotel Georgia (June 13)
- all refreshment breaks (June 14-16)
- the Awards dinner (Chinese Banquet) (June 15)
- Conference Program
- Conference Proceedings

Accommodation and transportation costs are **not** included in the conference registration fee.

**Methods of Payment**

Delegates may pay conference fees by VISA or MasterCard. Other credit cards cannot be accepted. Canadian and American delegates may submit a cheque or money order in Canadian or U.S. funds. Delegates from outside North America may pay either by international money order in Canadian or U.S. funds or by VISA or MasterCard. Cheques and money orders should be made payable to **Simon Fraser University for IACM 90** and should accompany the conference registration form.

**Cancellation Policy**

Requests for refunds must be approved by the International Association for Conflict Management. If approved, cancellations received by June 1, 1990 (in writing or by telephone) will be refunded, less a Canadian \$20 handling fee. *To be issued a refund by the University, delegates must return their original Simon Fraser University receipt to Conference Services.* Registrations may be transferred to another individual, but please advise Conference Services of the changes before June 8.

### Harbour Dinner Cruise

On Thursday evening, delegates can set sail aboard the historic *Hollyburn* for a dinner cruise. This optional three hour cruise features a buffet salmon BBQ dinner (no host bar). Cameras are a must as the boat sets out from the busy Vancouver harbour, past the spectacular Stanley Park seawall and travels up the scenic Sunshine Coast. Cost is Cdn \$35 (US \$30) per person. Order ticket(s) with registration, as space is limited.

### ACCOMMODATION

#### Vancouver

Conference participants are responsible for making accommodation reservations directly with the hotel of their choice. Block bookings have been made at the hotels listed below which are situated within easy walking distance (5-10 minutes) of Simon Fraser University at Harbour Centre. Mention you're with the "Conflict Management" conference when you make your reservation to receive the special IACM rate. All hotel rates are quoted in Canadian funds.

Hotel reservations should be made immediately (see individual deadlines listed below) as during this high season period there is a shortage of hotel accommodation. If you find you are unable to reserve one of the rooms block-booked for the conference at the hotels listed below, please call your Travel Agent for suggestions.

#### Hotel Georgia

Georgia & Howe, 801 West Georgia Street, Vancouver, BC V6C 1P7  
A traditional favourite set in the heart of the city. Over 300 guest rooms. Restaurant, two lounges, sing-along pub. Airport transportation available. Secured parking at \$6 per day for registered guests. Four blocks from Simon Fraser University at Harbour Centre. Rates: \$100 (single), \$115 (double/twin) plus 10% provincial room tax. Reservations: Tel: (604) 682-5566, toll free (Canada and U.S.A.) 1-800-663-1111. Fax: (604) 682-8192. **Reserve before May 11, 1990.**

#### Abbotsford Hotel

Pender & Burrard, 921 West Pender Street, Vancouver, BC V6C 1M2  
Small European-style hotel. Completely refurbished in 1990. Dining room, lounge, English-style pub. Parking in adjacent lots \$8-10/day. Four

blocks from Simon Fraser University at Harbour Centre. Rates: \$65 (single/double); \$75 (twin) plus 10% provincial room tax. Reservations: call the Sales Office at (604) 681-4335, toll free (Canada and U.S.A.) 1-800-663-1700, Telex: 04-51596; Fax (604) 681-7808. **Reserve before May 11, 1990.**

#### Hotel at the YWCA

Burrard & Dunsmuir, 580 Burrard Street, Vancouver, BC V6C 2K9  
An economical alternative for families. Accommodates over 150 guests. Restaurant. Weight room, fitness classes, indoor pool (women only). Parking in adjacent lots \$8-10/day. Four blocks from Simon Fraser University at Harbour Centre. Rates: \$35 single (1 single bed with shared bath), \$43 double/twin (double bed/2 singles with shared bath) plus 10% provincial room tax. Reservations: Tel: (604) 662-8188, toll free (Alberta, BC, Idaho, Montana, Oregon, and Washington) 1-800-663-1424; Fax (604) 684-9171. **Reserve before May 13, 1990.**

#### Burnaby

##### Simon Fraser University

Stay at the beautiful mountaintop campus of Simon Fraser University, Burnaby. Eleven miles (17 kilometres) from downtown Vancouver and the conference site at Simon Fraser University at Harbour Centre. Facilities consist of a single bedroom with a small refrigerator and access to communal washrooms and kitchens. Free parking is available adjacent to the residence. Rates: \$26 (single) plus 8% provincial room tax. Reservations: (604) 291-4503 or 291-4201. Ask for the Conference Accommodation Office at McTaggart-Cowan Hall. **Reserve before May 11, 1990.**

### GENERAL INFORMATION

#### Vancouver

Framed by majestic mountains and the sparking Pacific Ocean, Vancouver is one of the world's most beautiful and popular convention cities. There is plenty for a visitor to see and do. Visit the superb shops and fine restaurants (especially seafood and Pacific Rim cuisines), walk the spectacular Stanley Park seawall, board a ferryboat for a ride across the harbour, walk to North America's second largest Chinatown, attend a killer whale show at the aquarium and shop for Pacific Northwest arts and crafts. After the conference, visitors may wish to visit nearby attractions such as the famous Butchart Gardens in Victoria, on Vancouver Island or

Whistler, ranked as the best North American Ski Destination in 1990, just two hours north of Vancouver with skiing all year round. Warmed by the Japanese off-shore current and protected by an embrace of mountains, Vancouver's temperature averages in the low 60's in June. Bring a raincoat or light windbreaker as well as a sweater for evening activities.

#### Simon Fraser University at Harbour Centre

The conference will be held at Simon Fraser University at Harbour Centre, 515 West Hastings Street, the new university campus in downtown Vancouver. The heritage Spenser Building at Hastings and Richards that houses this educational complex is located in the commercial heart of rejuvenated "old" Vancouver, a block south of the harbourfront.

#### Air Transportation

American Airlines is the official airline of the International Association for Conflict Management. Delegates can obtain a Meeting Saver Fare that allows a 35% discount off their round trip unrestricted day coach fare for attendees traveling on American Airlines to a meeting in Canada. Travel to Vancouver must be between June 11 and June 18, 1990. To make a reservation call anytime between 7 am - 12 midnight, toll free 1-800-433-1790 (USA only) or 1-800-433-7300 (Canada) and ask for Star #07604E. Please note that American has a limited service to Vancouver from some U.S. destinations and that the discount offered above may not be the most economical fare, depending on routing and special promotional fares that may apply.

Vancouver is served by most major airlines. American and overseas delegates may find it financially advantageous to fly to Seattle and make their airline connections on to Vancouver from there.

#### Land Transportation

Conference delegates who travel to the Seattle SeaTac airport can take the "As Quick As Air" bus service to Vancouver. Buses depart SeaTac daily at 12:30 pm, 3:00 pm and 10:00 pm from outside the United Airlines "Arrivals" door. Tickets can be purchased from the driver. The cost (one way) to Vancouver is Cdn \$ 32.00; US \$26.00. Travel time is three hours. Drop off in Vancouver is at the Sandman Inn (Cambie & West Georgia), six blocks from the Hotel Georgia. Groups of four or more people can arrange a drop off at any downtown hotel. Return buses to SeaTac