

# Civil Discourse:

The Outward and Inward Work of  
Bridging Divides and Finding Peace  
in the Face of Differences



**32nd Annual Thomas Nevola MD Symposium**

Tuesday, June 19, 2018 Colby College, Waterville, Maine

Presented by the Maine-Dartmouth Family Medicine Residency and  
MaineGeneral Medical Center, in partnership with the National Institute for Civil Discourse



The Thomas Nevola MD Symposium on Spirituality and Health,  
an annual Maine program since 1987 sponsored by the Thomas Nevola, MD Memorial Fund,  
Maine-Dartmouth Family Medicine Residency and MaineGeneral Medical Center  
in partnership with the National Institute for Civil Discourse

# Civil Discourse:

## The Outward and Inward Work of Bridging Divides and Finding Peace in the Face of Differences

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### symposium

We live in a time when the everyday differences and occasional woundedness and estrangement among people have been magnified by a toxic environment of polarization. Given the pivotal importance of meaningful and harmonious relationships to health and well-being, we see this separateness and estrangement as a significant spiritual and public health issue.

Some of the questions we will explore, therefore, are how we might best be able to:

- engage in difficult conversations with other people;
- relate to people and patients with very different values;
- balance compassionate understanding and forthrightness;
- orchestrate or support reconciliation among estranged people; and
- find peace within ourselves as we experience powerful feelings about differences, perhaps allowing those feelings to energize meaningful action.

Our keynote presenter **Carolyn Lukensmeyer, PhD**, is a national leader in the field of deliberative democracy. She serves as the executive director of the nonpartisan National Institute for Civil Discourse, an organization that works to reduce political dysfunction and incivility in our political system.

### dedication

As always, this symposium honors the memory of Thomas Nevola, MD, an energetic and devoted young physician whose personal and professional passion for spirituality and health care was — and continues to be — inspirational.

### symposium objectives

- Describe how you can best approach the “outward work” of civil discourse, having honorable conversations with people whose values or perspectives are very different from yours.
- Describe how you can best approach the “inward work” of civil discourse, looking to your own attitudes to lay a foundation for dialogue with other people.
- Tell a story about a practical, real-world initiative in promoting civil discourse.
- Describe “where you go from here,” identifying one or two ways in which you will bring your ideas and experiences from today to your work or community setting.

### audience

People involved with health care and human services, the religious community, education, business and other interested community members are encouraged to attend.

# Nevola 2018

- 7:15 **Registration** (Athletic Center)
- 8:00 **Welcome, Invocation, Introduction**  
Frederic C. Craigie, PhD and Chuck Hays,  
President and CEO of MaineGeneral Health
- 8:20 **Keynote Presentation**  
**Incivility and Political Dysfunction:  
What can we do about it?**  
Carolyn Lukensmeyer, PhD
- 9:50 **Break and Networking**
- 10:10 **Session 1 of concurrent workshops**  
**Yoga, Meditation and Mindfulness:  
Pathways Toward Inner and Outer Peace**  
Elizabeth (Libby) Abbas, DO
- Listening to Understand (or Learning to  
Disagree Without Being Disagreeable)**  
Jennifer Allen, PhD
- The Value of Public Discourse and the  
Need for Many Voices**  
Diane Atwood, Galen Koch, Greg Kesich
- Improving Civil Discourse through  
Shared Community Stories**  
Sonya Durney, MLS
- Experience a Make Shift Coffee House**  
Craig Freshley
- Let's Talk: Using Text Messaging to  
Encourage Small Groups of People to Talk  
about Reviving Civility**  
Makayla Meachem
- Preparing Elected Officials to Lead Civilly**  
Cheryl Graeve, Roger Katz, Matt Pouliot
- Community Conversations that  
Create Positive Engagement**  
Mark Hews
- How to Embed Civil Discourse in  
Your Community**  
Pam Plumb, Carolyn Lukensmeyer, PhD
- 11:40 **Lunch, music**
- 12:55 **Session 2 of concurrent workshops**  
**Connecting with Immigrants in Central  
Maine: The Capital Area New Mainers  
Project**  
Chris Myers Asch, PhD
- Finding Common Ground:  
A Productive Response to Conflict**  
Tom Bartol, NP
- The Inward Work of Civil Discourse**  
Frederic Craigie, PhD
- Improving Civil Discourse through  
Shared Community Stories**  
Sonya Durney, MLS
- Experience a Make Shift Coffee House**  
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- Let's Talk: Using Text Messaging to  
Encourage Small Groups of People to  
Talk about Reviving Civility**  
Cheryl Graeve
- Learn to Use Text, Talk, Revive Civility to  
Foster Broader Discussions**  
Makayla Meachem
- Community Conversations that  
Create Positive Engagement**  
Mark Hews, MPA
- It's a Song About Love...**  
Mary Kate Small
- 2:25 **Break and Networking**
- 2:45 **Closing Session** (Athletic Center)  
**Coming Together to Explore What's Next**  
Carolyn Lukensmeyer, Makayla Meachem,  
Cheryl Graeve, Mark Hews
- 4:10 **Adjourn**

## keynotes

### morning keynote

#### **Incivility and Political Dysfunction: What can we do about it?"**

**Carolyn Lukensmeyer, PhD**

In the keynote presentation and conversations, Dr. Lukensmeyer will address the causes of incivility and political dysfunction and how they have impacted our families, neighborhoods, places of worship and workplaces. We will explore together how the public, elected officials and members of the media can help restore the social norms of civility and respect.

### afternoon interactive keynote

#### **Coming Together to Explore What's Next**

**Carolyn Lukensmeyer, Makayla Meachem,  
Cheryl Graeve, Mark Hews**

At the beginning of the day, attendees will be asked to individually answer the following questions:

- How do you feel about the widespread incivility and deep divisions in our politics and the impact they are having on us as a people and as a nation?
- What can you do to revive civility and respect and to work together more effectively to bridge divides and find respect in the face of differences?

We hope this personal reflection will help focus people's learning and sharing in conversations during the day. In our closing session, we will explore together what actions we may all take as individuals, in small groups, in organizations and as communities on behalf of civil discourse and bridging divides. Participants will work in small groups to explore individual and collective approaches and the processes, momentum, sustainability and accountability to support them.

## workshop sessions

#### **Yoga, Meditation and Mindfulness: Pathways Toward Inner and Outer Peace**

**Elizabeth (Libby) Abbas, DO**

Participants will practice using yoga, meditation and mindfulness to help promote inner peace, acceptance and togetherness with others in their personal lives and communities. This session will particularly address distress associated with polarization, political or social challenges, and personal estrangement, exploring movement and stillness practices that can be applied to any everyday life to yield good intentions toward ourselves, other people and the larger community.

#### **Listening to Understand (or Learning to Disagree Without Being Disagreeable)**

**Jennifer Allen, PhD**

This workshop will explore the challenges — and rewards — of engaging in meaningful ways with people whose views and values differ from our own. Drawing on Dr. Allen's national experience working with consensus-building and leadership development, we will examine some of the factors that contribute to our difficulty in bridging differences, explore examples of how contentious issues can be approached effectively, and give our "civil discourse" muscles a workout with participatory exercises in "listening to understand" and learning to "disagree without being disagreeable." Come ready to share what's on your mind so we can make this as personally relevant as possible.

## workshop sessions

### Connecting with Immigrants in Central Maine: The Capital Area New Mainers Project

**Chris Myers Asch, PhD**

Capital Area New Mainers Project (CANMP) — based in Augusta — was founded in 2017 to welcome immigrants and build a thriving, integrated, multicultural community in central Maine. Through a broad network of volunteers and a robust set of programs, CANMP works to cultivate personal relationships among immigrants and non-immigrants, meet immigrant needs, and educate the broader community about the challenges immigrants face and the benefits they bring to our area. In this interactive session, we will discuss CANMP's recent work and future aspirations, as well as broader questions about how to build an integrated community.

### The Value of Public Discourse and the Need for Many Voices

**Diane Atwood, Galen Koch, Greg Kesich**

With the advent of the 24-hour news cycle and social media, people more than ever can “cherry pick” where they get their news from. And most likely it is news and information that conform to their world view. This panel program will explore these challenges, the impact on people's well being, and strategies on how to restore trust in media.

### Finding Common Ground: A Productive Response to Conflict

**Tom Bartol, NP**

This session will help you change conflict into opportunity and growth. Patients, colleagues, staff and administrators in health care settings often hold a variety of opinions and perspectives, and their words and actions may lead to conflict, defenses and discord. This is, of course, true for other work and community settings as well. This interactive session will take us

beyond our gut responses to learn and practice techniques to develop common ground. Learn how to engage in difficult conversations in a compassionate, productive way with people who may have different views and ideas. Participants may bring examples of conflict experiences to share and work through with the common-ground strategies.

### The Inward Work of Civil Discourse

**Frederic Craigie, PhD**

The “outward” work of civil discourse involves learning to speak with other people in ways that promote dialogue and understanding. The “inward” work of civil discourse involves looking at our own thoughts, feelings and attitudes so we are emotionally and spiritually able to engage in respectful conversations with other people or, for that matter, to think and speak about people we are never likely to meet. This breakout session will explore the inward work of civil discourse.

### Improving Civil Discourse through Shared Community Stories

**Sonya Durney, MLS**

Libraries are often common gathering places in communities, especially rural communities. Using this common-thread status, this workshop will delve into the ability of libraries to host and hold civil and respectful dialogues. By building trust and breaking down barriers with education and modeling, libraries can help people take the first steps toward restoring their connections with others.

### Experience a Make Shift Coffee House

**Craig Freshley**

These days it's too easy to surround ourselves only with people who share our views and demonize everyone else. A Make Shift Coffee House is a face-to-face place



where people with differing political views talk and learn from each other. There's coffee, food and live music. It's not about persuading each other. It's okay if we don't agree. We just want to understand where each other is coming from. In this session we will hear from Make Shift Coffee House Founder Craig Freshley about what he's learned in the first year or so of the project. And we will experience a real live on-the-spot Make Shift Coffee House!

### Let's Talk: Using Text Messaging to Encourage Small Groups of People to Talk about Reviving Civility

**Makayla Meachem** (morning session) and **Cheryl Graeve** (afternoon session)

This workshop will introduce participants to a structure and format for having discussions about reviving civility through the use of a fun and engaging text messaging platform. This approach has been used successfully nationwide with more than 150,000 high school and college students and adults who enjoy their cell phones just as much as the younger generation.

### Learn to Use Text, Talk, Revive Civility to Foster Broader Discussions

**Makayla Meachem**

Participants will gain a better understanding of how to use this innovative text messaging platform to reach others. Hands-on activities will help participants use the platform with others.

### Preparing Elected Officials to Lead Civilly

**Cheryl Graeve, Roger Katz, Matt Pouliot**

Next Generation is a program of the National Institute for Civil Discourse that works specifically with state legislatures to address hyper polarization and incivility at the state level through workshops entitled "Building Trust through Civil Discourse." These are facilitated by

a trained bipartisan team of state legislators for state legislators. This session will share information about the experience in Maine and its connection with our communities.

### Community Conversations that Create Positive Engagement

**Mark Hews, MPA**

This workshop will introduce participants to Maine Revives Civility's three discussion guides and how to use them with family, friends, neighbors and community. Participants will learn how to have one-on-one conversations, host or organize conversations with family, friends or neighborhoods, and be community connectors for large-scale conversations. The goal is to learn how to talk and listen to each other better.

### How to Embed Civil Discourse in Your Community

**Pam Plumb, Carolyn Lukensmeyer, PhD**

Following on the morning keynote session, this workshop will explore the challenges and opportunities of making civility and respect an everyday expectation in communities across Maine. We will particularly emphasize ways to build trust and make sure every voice is heard.

### It's a Song About Love ...

**Mary Kate Small**

How can any of us, as individuals, bring peace to the world? Bring peace to each moment? In this breakout session, we will focus on working with participants to find their own voices and advocate with both clarity and respect for ideas and causes that are meaningful for them. Beginning with a musical presentation and quiet time, participants will be invited to share reflections on role models, struggles and success from their journeys.

## symposium presenters

### **Keynote Presenter Dr. Carolyn J. Lukensmeyer, PhD**

is the executive director of the National Institute for Civil Discourse. She previously served as founder and president of AmericaSpeaks, an award-winning nonprofit organization that promoted nonpartisan initiatives to engage citizens and leaders through the development of innovative public policy tools and strategies. During her tenure, AmericaSpeaks engaged more than 165,000 people and hosted events in all 50 states and throughout the world. Dr. Lukensmeyer served as consultant to the White House chief of staff from 1993-94 and on the National Performance Review where she steered internal management and oversaw government-wide reforms. She was the chief of staff to Ohio Gov. Richard F. Celeste from 1986-91, becoming the first woman to serve in this capacity.

**Elizabeth (Libby) Abbas, DO, RYT-200**, a senior resident physician at Maine Dartmouth Family Medicine Residency, has a passion for bringing integrative medicine to underserved, rural communities. She completed a predoctoral fellowship in osteopathic manipulative medicine and is a certified yoga teacher.

**Jennifer Allen, PhD** is an associate professor at the Hatfield School of Government at Portland State University, focusing on environmental and natural resource policy and sustainable development. She has been involved in many initiatives helping to bring together people with disparate social, environmental and economic views and values.

A native of Washington, D.C., **Chris Myers Asch** directs the Capital Area New Mainers Project. He has a PhD in American History from the University of North Carolina and teaches history at Colby College. He is the recent author of *Chocolate City: A History of Race and Democracy in the Nation's Capital*.

**Diane Atwood** has been around! In her first career, she was a radiation therapist, then was the health reporter at

WCSH 6, now NEWS CENTER Maine. She also managed marketing and public relations for Mercy Hospital before launching a health and wellness blog called Catching Health in 2011, later adding a podcast. You'll find her work at CatchingHealth.com and in newspapers and magazines throughout Maine.

**Tom Bartol, NP**, is a nurse practitioner at the Richmond Area Health Center. Using "common ground" techniques, he has more effectively worked with patients to achieve healthier lives. Tom believes the way we develop relationships in health care and in our broader lives can bring more understanding and collaboration to our work and communities.

**Frederic Craigie, PhD** is a psychologist and founder and chair of the Nevola Symposium. In 2015, he retired as a full-time faculty member at the Maine-Dartmouth Family Medicine Residency. His principal professional work now is teaching about spirituality, healing relationships and clinician well-being at the Arizona Center for Integrative Medicine at the University of Arizona College of Medicine.

**Sonya Durney, MLS** works to connect people with credible resources. She is a research and teaching librarian at the University of New England and previously served as adult services director at the Portland Public Library where she led the launch of its Choose Civility Initiative with a clear goal of increasing civil discourse in public spaces.

**Craig Freshley** is a professional facilitator, trainer, speaker and author who helps people understand each other. The owner of Good Group Decisions, he has also written a book titled *The Wisdom of Group Decisions*. Troubled by the growing political divide and lack of civility, Craig cooked up the idea of a Make Shift Coffee House where people can talk with each other, in person, about political issues, with live music and good food.

**Cheryl Graeve** serves as the national community organizer with the NICD, working on the Initiative to Revive Civility and Respect that engages community members as connectors with each other and with elected leaders to foster a new respectful civil fabric. Cheryl has seen and believes in the power of people coming together across differences to strengthen and reform our democracy.

**Chuck Hays** is president and CEO of MaineGeneral Health.

**Mark Hews, MPA** is president of M E Hews and Company, LLC, specializing in project coaching and facilitation, rural community and economic development, and strategic planning. The company also offers leadership and organizational development services and community capacity building. Hews is also co-founder of Total Crowd Solutions, which offers project planning and resourcing for small towns and rural areas.

**Roger Katz** has served the citizens of Augusta, China, Oakland, Sidney and Vassalboro in the Maine State Senate since 2010 following two terms as Augusta's mayor. In the Legislature, Katz serves on the Appropriations Committee and chairs the Government Oversight and Marijuana Legalization Implementation committees. He is a senior partner in the Augusta firm of Lipman & Katz and also cohosts "Pingree & Katz — The Maine Event" on MBPN.

**Greg Kesich** is the editorial page editor and former legal affairs reporter for the *Portland Press Herald/ Maine Sunday Telegram*. He has been an active member of his union, the News Guild of Maine, and has been at the bargaining table for nearly constant negotiations under four different ownership groups.

**Galen Koch** is a radio producer and multimedia artist based in Portland, ME. She is a graduate of Skidmore College and the Salt Institute for Documentary Studies.

She has produced work for NPR's Morning Edition, the BBC World Service, Radiotopia's "The Heart," the National Institute for Civil Discourse and various local and national organizations.

**Makayla Meachem** is a senior program coordinator for the National Institute for Civil Discourse (NICD). She coordinates the Next Generation program, which works with state legislatures nationwide. In addition to coordinating Next Generation's workshops, trainings and meetings, Makayla assists with curriculum development and facilitation at NICD.

**Matthew Pouliot**, state representative for Maine House District 86 - West and North Augusta, is a member of the Taxation Committee and also served on the Education and Cultural Affairs Committee. Most recently, Matt co-chaired the National Institute for Civil Discourse Next Generation Program and facilitates the Building Trust through Civil Discourse training which seeks to strengthen relationships across the aisle.

A 20-year member of the People's Music Network for Freedom and Struggle, **Mary Kate Small** works on the Maine board of Pax Christi and volunteers with Congolese refugees. She also serves on the National Council of Pax Christi, USA, which advocates peacefully for justice and against racism among people with widely divergent views on these issues.

**Pamela Plumb** is co-founder of Great Meetings! Inc. and co-author of *Great Meetings! Great Results*, a guide to preparing and facilitating productive meetings. Pam is also the principal in Pamela Plumb & Associates, which provides process, facilitation and conflict management consulting as well as facilitation training for public, non-profit and business clients. She has served as a city councilor and mayor in Portland, ME, and was president of the National League of Cities for a year.

## registration information

### Fees

The registration fee for the 2018 Nevola Symposium is \$110, including lunch and CE certification.

### Scholarships

Scholarship assistance is available for individuals for whom the registration fee would be a hardship. Please call Ann Byron at 626-1889.

### Nevola Fund contributions

Over the years, we have sought to maintain modest registration fees to make these programs available to as many people as possible. We are grateful to our sponsors for their help in underwriting the 2018 Nevola Symposium and supporting this inclusive registration policy.

In addition, tax-deductible contributions to the Tom Nevola Memorial Fund are greatly appreciated. Your contributions support this self-sustaining annual program and underwrite our program of scholarship assistance.

### Continuing professional education credit

**Nursing:** We regret that we cannot offer accredited nursing contact hours this year. Participants can receive a general certificate of attendance.

**Designation Statement:** MaineGeneral Medical Center (MGMC) designates this live activity for a maximum of 6.0 AMA PRA Category 1 Credit(s)<sup>™</sup>. Physicians should only claim credit commensurate with the extent of their participation in the activity. MGMC is accredited by the Maine Medical Association's Committee on Continuing Medical Education to provide continuing medical education (CME) to physicians.

**Joint Providership:** This activity has been planned and implemented in accordance with the Essentials and Standards of the Maine Medical Association Committee on Continuing Medical Education and Accreditation through the joint providership of MaineGeneral Medical Center and Maine-Dartmouth Family Medicine Residency. MGMC is accredited by the Maine Medical Association's Committee on Continuing Medical Education to provide continuing medical education (CME) to physicians.

**Psychology:** MGMC has been designated by the Board of Examiners of Psychologists as a pre-approved sponsor and provider of continuing professional education activities for psychologists. The symposium is eligible for 6.0 hours of credit.

### Social Work and Counseling

**Professionals:** These boards do not pre-approve continuing education activities.

It is the licensee's responsibility to ensure continuing education activities conform to the requirements as outlined in their respective Board rules and to be able to document qualifying hours specified on their certificates.

### Complementary Health Care:

MGMC/AMA has been designated by the Board of Complementary Health Care Providers as a pre-approved sponsor and provider of continuing professional education activities. The symposium is eligible for 6.0 hours of credit. Certification of attendance will be available for other interested individuals who register as above. Please note: Most professional disciplines require participants to attend the entire conference in order to receive continuing education credit.

### Cancellation

We cannot refund registration fees. If you are unable to attend, you are welcome to send someone in your place.

### Sensitivities

In consideration of participants who have sensitivities, please do not wear perfumes or colognes.

### Networking

To promote networking, we include a list of preregistered participants, with contact information, in the registration packet.

We do not distribute it elsewhere.

When you register, please let us know if you do not want your name and address distributed in this way.

### Resource tables

Limited space is available for individuals or organizations to display information. There is no extra charge with paid registrations. Please call Ann Byron at 626-1889 if interested.

### Directions to Colby College

Colby College is in Waterville, Maine, most directly accessed from Interstate 95, Exit 127. Follow signs for parking.

Registration and the opening keynote session are in the Harold Alfond Athletic Center.

### More information

You may call Ann Byron at 626-1889 between 8 a.m. and 5 p.m. Please also call this office if you need special services or assistance to participate in this program.

Payment may be made by cash or check.

Make checks payable to

## Tom Nevola Memorial Fund

and send with completed registration to:

**Nevola Symposium**  
15 E. Chestnut Street  
Augusta, ME 04330

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We regret that we are unable to accept credit or debit card purchases.

For more information, call 626-1889.

We very much appreciate registration before the symposium to help with processing.

If you wish to register on June 13 or later, please call first to make sure there is space available.

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## registration form

Enclosed is registration of \$110 and a contribution of \$ \_\_\_\_\_ to the Tom Nevola Memorial Fund.

Name: \_\_\_\_\_ Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

I would like my contact information to be distributed to symposium participants:

yes  no

**Workshop preferences. Please indicate one preference for each session.**

**This does not commit you; it helps us to match likely attendance with rooms.**

### 10:10 Session 1 of concurrent workshops

- Yoga, Meditation and Mindfulness: Pathways Toward Inner and Outer Peace — Elizabeth (Libby) Abbas, DO
- Listening to Understand (or Learning to Disagree Without Being Disagreeable) — Jennifer Allen, PhD
- The Value of Public Discourse and the Need for Many Voices — Diane Atwood, Galen Koch, Greg Kesich
- Improving Civil Discourse through Shared Community Stories — Sonya Durney, MLS
- Experience a Make Shift Coffee House — Craig Freshley
- Let's Talk: Using Text Messaging to Encourage Small Groups of People to Talk about Reviving Civility — Makayla Meachem
- Preparing Elected Officials to Lead Civilly — Cheryl Graeve, Roger Katz, Matt Pouliot
- Community Conversations that Create Positive Engagement — Mark Hews, MPA
- How to Embed Civil Discourse in Your Community — Pam Plumb, Carolyn Lukensmeyer, PhD

### 12:55 Session 2 of concurrent workshops

- Connecting with Immigrants in Central Maine: The Capital Area New Mainers Project — Chris Myers Asch, PhD
- Finding Common Ground: A Productive Response to Conflict — Tom Bartol, NP
- The Inward Work of Civil Discourse — Frederic Craigie, PhD
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- It's a Song About Love... — Mary Kate Small



15 East Chestnut Street  
Augusta, ME 04330

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