

# Mediating High Conflict Disputes

## Advanced Training for Dispute Resolution Professionals

Presented by **Bill Eddy, LCSW, Esq.**  
Attorney, Therapist, Mediator, Author

Thursday, March 29th & Friday, March 30th 2012  
Vancouver, BC

**Register early as spaces are limited!**

### ABOUT THIS WORKSHOP

High conflict disputes are increasing in every setting: in legal disputes, in divorce, at the workplace, between neighbours, among family members, against employers and government agencies. They often involve one or more people with high-conflict behaviour, characterized by:

- All-or-nothing thinking
- Unmanaged emotions
- Extreme behavior
- Preoccupation with blaming others
- Prolonged, unresolved conflict
- Drawing in many other people
- Draining energy, time and resources

Yet these disputes can generally be managed by understanding high conflict behaviour and using skills to manage the dispute that are often different from ordinary conflict resolution methods.

This intensive two-day training will focus on understanding and practicing conflict management skills that are not obvious and natural. They will be practiced in small steps in several role-play exercises which involve high-conflict emotions and behaviour. Professionals will gain skills and confidence which will assist them in handling any high-conflict situation, whether in formal mediation or other dispute settings.

### AGENDA

#### DAY ONE

##### Understanding High Conflict Disputes

Right-brain and Left-brain conflict styles  
Personality patterns of high conflict behavior  
Reducing client resistance to problem-solving  
Managing your own anxiety  
Managing client responsibility  
A Structure for High Conflict Disputes

LUNCH (on your own)

##### Practice Exercises

Connecting with high conflict clients  
Structuring the process

#### DAY TWO

##### Practice Exercises

Managing disputes over the basic facts  
Educating the parties about legal realities  
Assisting the parties in making proposals  
Guiding the decision-making process  
Dealing with resistance to resolution of disputes

LUNCH (on your own)

##### Managing Special Issues

Coaching high conflict clients for self-management  
Mediating high conflict divorce  
Mediating workplace conflicts  
Dealing with terminating the process  
Questions and final discussion

Law Society of BC CPD Hours: **12.0 HOURS**

Mediate BC Roster Professional Development and Ongoing Education Hours: **12.0 Hours**

### KEY SPEAKER

**Bill Eddy, LCSW, Esq.**, is President and co-founder of **High Conflict Institute**, based in Scottsdale, Arizona. As an attorney, **mediator** and therapist, he has become an international author and speaker to professionals managing high conflict disputes, especially involving people with personality disorders. As an attorney, Bill is a Certified Family Law Specialist in California and the Senior Family Mediator at the National Conflict Resolution Center in San Diego. Prior to becoming an attorney in 1992, he was a Licensed Clinical Social Worker with twelve years' experience providing therapy to children, adults, couples and families in psychiatric hospitals and outpatient clinics. He has taught Negotiation and Mediation at the University of San Diego School of Law for six years and his articles have appeared in law and counselling journals.

[www.highconflictinstitute.com](http://www.highconflictinstitute.com)

### WHO SHOULD ATTEND

This training is designed for mediators and professionals who work in a mediation setting, such as lawyers, collaborative practitioners, accountants, human resources professionals, union representatives, and other professionals who are involved in dispute resolution. This workshop is restricted to 35 participants.

### ORGANIZED BY

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**REGISTRATION FORM**

**Mediating High Conflict Disputes**  
Advanced Training for Dispute Resolution Professionals

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- Discounted Rate**  
(available for Mediate BC Roster members and Canadian Bar Association members)  
**\$700+HST= \$784.00**
- Regular Rate**  
**\$750+HST= \$843.60**

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**Mediate BC** offers mediation information, services and programs for individuals, families and organizations. We also support mediators and other dispute resolution professionals with training, professional development and resources.

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**REGISTRATION**

**BY PHONE**

**250-385-5523**

Have your credit card ready.

**BY EMAIL**

[billeddyevent@telus.net](mailto:billeddyevent@telus.net)

**BY FAX**

**250-385-7420**

Credit card information must be provided.

**BY MAIL**

**Michael Lomax Law Corporation**  
**202-895 Fort Street**  
**Victoria, BC V8W 1H7**

**PRIVACY**

Michael Lomax Law Corporation is committed to respecting your privacy. We do not share information with any other organization or individual.

**REFUND & CANCELLATION POLICY**

Registrations are accepted only when accompanied by payment. Participants are entitled to a full refund if they cancel their registration by March 1, 2012, after which there will be a \$150 cancellation fee. Cheques that are not honoured will result in a loss of registration status. Bank charges incurred by us as a result of an NSF cheque are the responsibility of the registrant.