



ADR Institute of Ontario

HIGH CONFLICT IN GROUPS

ISSUES, PROCESSES AND PRACTICES – PARTS 1 & 2

OCTOBER 25-26, 9:00 AM TO 4:00 PM

BOND PLACE HOTEL, 65 DUNDAS STREET EAST, TORONTO

Members: Register before October 2nd for the early-bird rate!



With Richard D. Hart, LLB, C.Arb, Director and Conflict Management Specialist.

Building on the success of our offering in 2015, ADRIO is pleased to invite you to a two-part, interactive workshop conducted by Richard Hart, well-known internationally for his extensive experience with

groups affected by high conflict and conflict associated behaviours such as bullying, harassment and violence.

AGENDA

PART 1 [9 AM – 4 PM OCTOBER 25, 2017]

- The Challenges: the complexity of high conflict in groups
- Conflict Ladder: the range of high conflict behaviours in groups
- The Cause of High Conflict Behaviours: moving beyond the Fundamental Attribution Error
- The Incident Map: talking about multiple incidents of behaviour
- Conflict vs. Dispute Model: a framework for assessing and responding
- The Escalation Map: linking the what, when and why
- Straight Talk: preparing people to engage about incidents
- RJ for All? applying restorative justice principles to high conflict in groups

PART 2 [9 AM – 4 PM OCTOBER 26, 2017]

- The Transition to Violence: dynamics of violence
- Warning Signs of Violence: what to watch out for, how to make sense of the information
- Awareness → Action: what to do, who's responsible for doing it
- Linking Risk to ADR Practice: risk-informed best practices for managing the process while taking risk into account
- Weaving Processes Together: how and when to transition between processes, including: RJ & ADR; Investigation; Triage; Threat assessment; Mental health assessment; Return to work

Registration includes:

- Online access to an award-winning drama, Face to Face + viewing guide;
- Breakfast, lunch and one break;
- Session handouts and materials.

CPD accreditation from the Law Society of Upper Canada is currently pending.

Testimonials:

"...the most stimulating and informative PD session that I have attended in the last 15 years." – ADRIO Member

"Excellent Facilitation – Dynamic and Innovative"

"...a rich blend of insights, models and frameworks for understanding group conflict"

"...highly engaging and insightful... This can be applied directly to real-life situations."

See Page 2 for Full Details. **Register now at www.adr-ontario.ca/highconflict**



Richard D. Hart, LLB, C.Arb,
Director and Conflict
Management Specialist

Richard Hart is a lawyer, arbitrator, mediator, and founding director of ProActive ReSolutions, a boutique consultancy focusing on workplace conflict and conduct issues. ProActive has worked with organizations in over 32 countries, including Global 500 and Fortune 500 companies, as well as local, state and national government agencies. Richard has led some of ProActive’s largest engagements, and has developed a particular expertise in dealing with high conflict dynamics involving harassment, bullying, threats and violence. He presents frequently on these topics. Richard’s previous career as a litigator included an extensive family law practice.

To accommodate the amount of material to be covered, we have revised the offering this year, making it a 2-part workshop. Participants who did not attend in 2015 should attend both Parts 1 and 2. Participants who attended 2015 are welcome to only register for Part 2 and will be provided with a concise review of key concepts.

Participants will gain a set of practical concepts, tools, processes and practices that can help people make sense of and address high conflict scenarios in a wide range of group contexts - including workplaces, governance bodies, higher learning institutions, families and family businesses, communities, and criminal and law enforcement settings.



PART 1,
OCTOBER 25TH

Member Early Bird \$345
Member Regular \$365
Non-Members \$380

PART 2,
OCTOBER 26TH

Member Early Bird \$345
Member Regular \$365
Non-Members \$380

PART 1 & PART 2 PACKAGE

Member Early Bird \$660
Member Regular \$700
Non-Members \$730



Members attending the event can receive 25% off regular room rates at The Bond Place. [Reserve your room here](#), or by emailing reservations@silverhotelgroup.com or call 416 362 6061 one month in advance.



Via Bond Place Hotel: "Parking is subject to availability. We offer an underground parking facility located at the North East corner of the Bond Street and Dundas Street East intersection. Self parking rates are \$25.00 overnight, valid until 11:00 AM. Daily parking rate also available. In and out privileges are offered."

Register now: www.adr-ontario.ca/highconflict

* +HST on all rates. ADRIO members must register before 12:00 AM on October 2, 2017 to receive the early bird rate. Cancellation Policy: If you are unable to attend, your registration is fully transferable to another person in your organization. If you must cancel, notice must be received in writing. All refund requests received on or prior to October 2, 2017 will receive a refund less a 20% administrative fee; those received on or before October 9, 2017 will receive a refund less 50%. No refunds after October 9, 2017. Sessions, speakers and times are subject to change.