

34th AGM and Conference

ADRIO 2019

June 6, 2019
9:00AM-3:30PM

Novotel North York
3 Park Home Ave. Toronto, ON.

Early Bird Member \$220 (ends May 9)
Member Regular \$270
Non-Member \$370
President's Circle \$220



Marc Bhalla

Catch Up or Get Left Behind... Arbitrating Online in 2019



Jennifer Webster
Creative Conflict Management



Colm Brannigan
Med-Arb as a Well-Designed Stand-Alone Process



Debbie Kassirer
Managing Difficult Conversations



Marc Emond
Claim it and Name it to Tame it: Awareness First in ADR



John Shippam

The Advantage of Understanding How Belief Systems Operate



Angela Bradley
Workplace Harassment Investigation and Mediation: What it Means to be "Appropriate in the Circumstances"



Brian Knowler
Keynote Speaker
Police Officer, Lawyer, Mental Health Advocate and Leadership Expert



Ann Morgan
Mental Health and Psychologically Safe Workplaces



Helen Lightstone
Understanding how Film Contributes to the Pedagogy of Dispute Resolution

EXPANDING THE PIE:

APPROPRIATE DISPUTE RESOLUTION IN THE NEW MILLENNIUM

Join us on June 6th, 2019, for our 34th Annual General Meeting, followed by an incredible showcase of professional development workshops that will explore innovative, important and forward-thinking Dispute Resolution and Conflict Management Processes. These workshops will illuminate, challenge and refine the definition of Appropriate Dispute Resolution in the New Millennium. Registration includes workshop materials, breakfast, lunch and refreshments.



REGISTER NOW

WWW.ADR-ONTARIO.CA/ADRIO2019

See next page for program agenda.
Sponsorship Opportunities: events@adr-ontario.ca

Lawyers and paralegals must determine for themselves whether an activity is an eligible educational activity for CPD and qualifies for Substantive Hours. +HST on all rates. 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 May 10th, 2019 will receive a refund less a 20% administrative fee; those received on or before May 17th, 2019 will receive a refund less 50%. Absolutely no refunds under any circumstances after May 17th, 2019. Sessions, speakers and times are subject to change. Registrations are tentative until May 30th, 2019. Should ADRIO need to cancel this event, you will receive a full refund.

3 Streams

10 Speakers

6 CEE Points

9:00AM- 10:15AM

Annual General Meeting in Main Ballroom

10:15AM – 10:45AM

Keynote: Brian Knowler



In his session, Brian draws on his experience as a police officer, lawyer, mental health advocate and leadership expert to illustrate the growing ties that exist between dispute resolution and mental health issues. True leadership in the ADR field by necessity has to embrace the unique challenges of dealing with peers and clients living with psychological injuries and acknowledge that, in the near future, more and more ADR will be related to operational stress injuries and psychological safety and wellness in the workplace. Brian has termed this leadership style 'Capital L Leadership.' Brian will provide attendees with basic information and techniques on taking a leadership role when it comes to mental health. He will also touch on the aspects of personal safety and self-care during ADR processes involving heightened possibilities of mental health issues causing conflict, such as workplace harassment and family breakdown scenarios.

10:45:AM – 11:00AM

Morning Break

11:00AM – 12:00PM

Professional Development Program

Catch Up or Get Left Behind... Arbitrating Online in 2019



Marc Bhalla

Hons.B.A., C.Med., Q.Arb, MCIArb

Online tribunals – and online shopping - are legitimizing ODR. As society becomes more familiar with these platforms, ADR practitioners can either embrace technology or get stuck in the past.

This interactive session will explore the benefits technology offers to arbitrators and the new challenges that come with it:

- The illusion of distance
- Power imbalance through technological literacy
- Managing expectations in a world of instantaneous communication

Can online arbitration overcome inherent bias? Will it matter if parties don't see their decision maker? What is the ultimate price of convenience?

Join us for a discussion about these modern practice considerations!

Workplace Harassment Investigation and Mediation: What it Means to be "Appropriate in the Circumstances"



Angela Bradley

B.SC., J.D.

Workplace Investigator, Mediator, Lawyer

The Ontario Occupational Health and Safety Act mandates that employers conduct workplace harassment investigations that are "appropriate in the circumstances." What does that mean for dispute resolution professions? Is there still an opportunity for mediation or facilitated discussion in workplace harassment files? This interactive workshop will explore what "appropriate in the circumstances" may mean for the role of dispute resolution in harassment files that may or may not invoke human rights grounds. Participants will work through scenarios, share their own experiences and leave with a threshold-assessment tool to use in their own workplaces.

Managing Difficult Conversations



Debbie Kassirer

MSW, MBA, Q.Med

Beyond Conflict Dispute Resolution Services

Conflict is a normal part of any healthy relationship, whether at work or in one's personal life. When conflict is poorly managed or ignored, it can erode trust and contribute to lost productivity. Even highly skilled communicators are not immune to feeling anxious and a little uncertain about how to manage "difficult" conversations. This session will look at what makes these types of conversations so anxiety provoking. More importantly, participants will be provided with tips and workable strategies that will maximize their chances for a successful outcome. Through sound planning and some emotional awareness, "difficult" conversations will suddenly become easier.

12:00PM – 1:00PM

Networking Lunch

More program agenda on next page. To read speakers' bios./ register, visit: www.adr-ontario.ca/ADRIO2019

1:00PM – 2:00PM

Professional Development Program

Med-Arb as a Well-Designed Stand-Alone Process



Colm Brannigan
C. Med., C. Arb.

As we look to expand the pie, we should also look at expanding the toolbox and providing more process options to users of ADR. Med-arb is frequently used in labour and family law disputes in Ontario. Outside of these subject areas, lawyers and ADR practitioners often look at it as a cobbled together mixture of all that is bad about both mediation and arbitration. It is time to change that perception and to recognize Med-arbitration as a separate entity from both mediation and arbitration.

This interactive introductory workshop will explore the process and potential of med-arbitration. Topics include:

What is Med-arbitration?
Opportunities/Challenges
Options/Models
Med-arbitration agreements
Procedure/Rules
What do the courts say about Med-arbitration?
What do you need to be a successful Med-arbitrator?

In the appropriate case, med-arbitration can provide our clients with the benefits of mediation and the certainty of arbitration.

The Advantage of Understanding How Belief Systems Operate



John Shippam
MCC ThD(cand)

Belief systems we create are intrinsic to why we (and our clients) behave the way we do. This session will assist those present to understand how we create belief systems and how they apply in the mediation room. Neurology for the layman 101, a brief insight into brain activity, explained at a practical level, using real life stories from the therapy and mediation room.

Once a basic understanding has been accomplished, I will demonstrate some tools that assist in gaining legitimate control in the mediation room when the atmosphere is toxic, at an impasse, or stonewalled. The tools are simple and easy to use requiring little practice.

The end product with these tools is a client who has a better understanding of their own motivations in the presenting situation.

Mediators attempt to create win-win situations; clients who are educated in understanding their own motivations can help in this regard.

Understanding how Film Contributes to the Pedagogy of Dispute Resolution



Helen Lightstone
LL.M.(DR), C.Med

For 126 years, we have been captivated by the art of film, starting with the first soundless motion picture, to the most advanced computer-generated effects to date. Film has the capacity to take us back in time, bring us to new worlds, and take us on a roller-coaster of emotions. "Love means never having to say you're sorry," left audiences weeping during Love Story, and this line; "Norman Bates' mother has been dead and buried in Greenlawn Cemetery for the past ten years." chilled viewers of Psycho to the core.

The purpose of this workshop is to address how film contributes to the pedagogy of dispute resolution. Considering the growing appetite for social media and technology, most students fall into a visual/spatial and divergent learner category. With film in the classroom as a springboard for the pedagogy of dispute resolution concepts, historic influences, the power of love, the impact of culture, and the multi-layered impact of politics provide an opportunity to understand dispute resolution concepts in a unique way.

Film choices include *12 Angry Men*, *The Tenth Man*, *Music from the Big House*, *Colonia*, and *War of the Roses*.

2:00PM – 2:15PM

Afternoon Break

2:15PM – 3:15PM

Professional Development Program

Claim it and Name it to Tame it: Awareness First in ADR



Marc Emond
M.Ed, B.Ed., B.A (Hons.)

When working with disputing parties, the first approach/step for the ADR practitioner is to be aware and to engage with their awareness. Awareness relates to the context in which the dispute has arisen; to the dispute itself and the parties to it; and finally, to oneself. Awareness is THE critical skill in working with the parties to bring about resolution.

In this session, we will explore how awareness can be identified and used as a very crucial first step to better understand a given dispute and help others especially do the same - particularly when engaged in complex conflict where the various pieces are always moving and shifting. Marc will present a simple formula which can be used to cue ADR practitioners to engage and stay with their awareness. When we "claim it" and become and stay aware of the dispute contexts - parties and their interests, we are able to "name it" and identify and label the thing, process or behaviour occurring; in order for us to "tame it" and take appropriate next steps.

Mental Health and Psychologically Safe Workplaces



Ann Morgan
BA, CVP, RRP, RP, WFA

Psychological health and safety is the new frontier in occupational health and safety. With depression quickly becoming the leading cause of disability and workplace stress ever increasing, preventing harm and supporting mental health in the workplace has become a business and social imperative.

Canada's Standard on Psychological Health and Safety in the Workplace invites a serious re-examination of how work is organized, how people are managed and the quality of relationships among workers.

In this workshop we will:

- Review the known workplace risk factors associated with mental illness
- Explore the 'medicalization' of conflict
- Examine workplace fairness as the route to protection and promotion of workplace mental health

Creative Conflict Management



Jennifer Webster
B.A., LL.B.

We understand that there is diversity in conflict styles, but how do we apply this understanding to our approach to conflict management?

Through this interactive workshop, Jennifer will provide an introduction to the use of visual practices and play for creative conflict management. The introduction of play and different visuals in mediation and facilitation are powerful strategies to engage diverse thinking and support innovation in problem-solving. The workshop will include an overview of the LEGO SERIOUS PLAY facilitation approaches and an opportunity for participants to experience LEGO SERIOUS PLAY through model building exercises.

Jennifer Webster is a mediator, arbitrator and facilitator and member of the ADRIO. She has been a certified facilitator in LEGO SERIOUS PLAY since 2015 and uses this approach with other visual practices in her conflict management work.

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THE BOND HOTEL



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