



ADR Institute of Ontario

Solution-Focused Conflict Resiliency for ADR Professionals

An information-packed, interactive and practical workshop with transformational design exercises

March 10, 2022, 12:00pm – 4:00pm | 8 CEE Points

\$130 Member, ADRIO | \$170 Non-Member

\$150 Member, ADRI Affiliates

Did you know there are 16 Innate Personal Resiliency Traits and 12 Environmental Traits? You may not have them all, but if you can't name your own innate traits, how do you retrieve them when you need to cope (or help others) with the next conflict, adversity or trauma?

Learn to identify your own innate Resiliency traits and/or those of your clients' to create an environment that supports solution-focused outcomes, while creating a protective resiliency web for the next conflict, adversity or trauma.

In this robust and interactive online workshop, you will learn how to approach conflict with a solution-focused resilient process. This workshop will challenge you with a transformational design exercise to reach the desirable outcomes, as determined by the parties in conflict.

Read more on the next page.



This online workshop will be led by:

Treena Reilkoff, BA, BSW, Q.Med, PHSA, WFA

"During this unprecedented time, we are facing pressures and stressors that are testing our resiliency. Treena's presentation offered invaluable and timely insights, tips and techniques to identify our resiliency traits and to further develop our skills."

-Laura Storrie, Senior Communications Advisor, Department of Justice Canada

Agenda Topics

What is a Solution-Focused Conflict Management?

Interactivity: Role play to practice using solution-focused questions in a pre-mediation/mediation

What is Conflict Resiliency?

What is the Resiliency Self Assessment Tool?

Interactivity: Role play to practice using the assessment tool on others

Overview of the Canadian National Standards of PHS and 13 Psychosocial Factors – Marrying the new OHS legislation of psychological violence in the workplace with solution-focused conflict resiliency in the workplace

Sustaining Solution Focused Conflict Resiliency

Interactivity: Role play to incorporate a solution-focused conflict resiliency framework

This workshop is ideal for Mediators, Investigators, Human Resources and Labour Management Professionals, Union Representatives, Non-Profit Business Leaders, Health Care Management Professionals and Educators.

Register: www.adr-ontario.ca/conflictresiliency

* +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 February 1, 2022 will receive a refund less a 20% administrative fee; those received on or before February 5, 2022 will receive a refund less 50%. No refunds after February 5, 2022. Sessions, speakers and times are subject to change. Registrations are tentative until February 22, 2022. Should ADRIO need to cancel this event, you will receive a full refund. Once payment has been processed, this refund policy applies under all circumstances.

Learning Outcomes

This workshop provides an opportunity for you to:

- 1) Define and apply a solution-focused conflict resilient framework within ADR processes
- 2) Learn the Canadian National Standards of Psychological Health and Safety in the Workplace, the 13 Psychosocial factors and how it can be used in the context of conflict resolution in the workplace
- 3) Learn about the Zone of Conflict Resiliency - with a empowering lens of Diversity, Inclusion and Equity
- 4) Fortify and enrich your conflict management toolkit with the deep understanding of the Solution Focused Resilient Management Approach

About the Speaker

Treena Reilkoff is a Trauma Informed Conflict Management & Resiliency Specialist. She has provided international training on the topic of Trauma Informed practices. She has over 25 years of working in the fields of ADR, mental health, and resiliency. Her fundamental pillars of dispute resolution are trauma informed lens, neutrality, unbiased and anti-oppressive practices that promote strategies for optimizing resiliency.

She has experience working in diverse, complex, high risk, safety sensitive environments. Her unique credentials include being certified as a Psychological Health and Safety Advisor, Workplace Fairness Analyst & Workplace Restoration Specialist, Certified Resiliency Trainer, Qualified Mediator and Certified in Critical Incident Stress Management. Treena has worked with people from various ethnic, cultural, and socio-economic backgrounds with demographics crossing international borders. She has lived and worked in five provinces across Canada, thus her experience in various organizations and communities includes the private and public sector, union environments, criminal justice system, educational institutions, health care, non-profit associations, and within Indigenous communities.

Treena has her Executive Certification in Conflict Management, Bachelor of Social Work (clinical speciality) and Bachelor of Arts. Treena is the Founder of TLR Solutions4Conflict and is a Consultant/Mediator with the Canadian Cannabis Dispute Resolution Centre, Resiliency Trainer with the International Fairness Institute and is on the Independent Complaints Facilitator roster for the LHIN. She volunteers her time as a Director on the Board for the Alternative Dispute Resolution Institute of Ontario and Mediator with the Community Conflict Resolution Service of Halton.

Register: www.adr-ontario.ca/conflictresiliency

* +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 February 1, 2022 will receive a refund less a 20% administrative fee; those received on or before February 5, 2022 will receive a refund less 50%. No refunds after February 5, 2022. Sessions, speakers and times are subject to change. Registrations are tentative until February 22, 2022. Should ADRIO need to cancel this event, you will receive a full refund. Once payment has been processed, this refund policy applies under all circumstances.