



ADRIO 2022



37th Annual General Meeting & Professional Development Conference

ADR AS THE CONSTANT: PIVOTING THROUGH CHANGE

THE CONFERENCE EXPERIENCE AT A GLANCE

June 2, 3 & 7, Online, 3 Days, 11 Leading Dispute Resolution Experts, 24 CEE Points

Tova Bar-Dayana, MIR, CHRL, WFA, *The Unseen Impact of Workplace Investigations* * Jason Dykstra BA, MA, Acc.FM, FDRP Med, *Good Grief: Journeying Alongside Others Through Grief*
Helen Lightstone, C.Med, Q.Arb, *Photography and Conflict Resolution, What Do They Have in Common?* * Hayley Glaholt, PhD, Acc.FM, *Powerlessness and its Impact on ADR Processes*
Kathryn Munn, LLB, C.Med, C.Arb, *ADR Opportunities – Pandemic or Not* * Pramila Javaheri, BA, C.Med, *Leadership and Alternative Dispute Resolution: Responding to Rapid Changes*
Afsana Gibson-Chowdhury, Q.Med, Solicitor (UK), Barrister (UK NP), *The Changing Cultural Landscape of ADR: Building New Skills and Remaining Inclusive* * Colm Brannigan, C.Med-Arb;
Kavita Bhagat, BA, LLB, LLM, Acc.FM; Marc Bhalla, LLM (DR), C.Med, C.Arb; Kathryn Marshall, BA, JD, *Med-Arb – Overcoming Challenges with Creativity, Caselaw & Common Sense*

Read more on the next 4 pages

Registration Options

The Full Conference Experience (All 8 Sessions)

\$200 ADRIO Member, \$250 ADRIC Affiliate Member, \$300 Non-Member

Individual Sessions

\$45 ADRIO Member, \$55 ADRIC Affiliate Member, \$65 Non-Member

Register Here:

www.adr-ontario.ca/adrio2022

Transfer Policy: If you are unable to attend, your registration can be fully transferred to another person of your choosing. If you must cancel, notice must be received in writing. All refund requests received on or prior to May 10, 2022 will receive a refund less a 20% administrative fee; those received on or before May 20, 2022 will receive a refund less 50%. No refunds after May 20, 2021. Sessions, speakers and times are subject to change. Registrations are tentative until June 2, 2022. Should ADRIO need to cancel this event, you will receive a full refund. Once payment has been processed, this policy applies under all circumstances.

CONFERENCE AGENDA

DAY 1 | JUNE 2, 2022

9:00am – 10:00am | ADRIO's 37th Annual General Meeting

Join us at the 37th Annual General Meeting of the ADR Institute of Ontario Inc. to hear from our Board President about our organization's membership statistics, achievements last year and upcoming plans for this year. Other meeting items include Treasurer's Report and elections for the ADRIO Board. You can register for the AGM by visiting our events calendar [here](#).

12:00pm – 1:30pm | The Unseen Impact of Workplace Investigations



Tova Bar-Dayyan,
MIR, CHRL, WFA

Read more about
Tova [here](#).

Among the many significant and impactful changes employers have had to navigate as a result of the global pandemic has been a rapid rise of focus on employee wellbeing, both physical and mental. This presents opportunity for employers to take stock of how existing processes may psychologically impact employees.

We will identify how workplace investigations relate within the ADR context and touch upon their place on the continuum with related practices such as workplace assessments and restoration.

A session focus will be the importance of the “how”, i.e. how the manner in which the workplace investigation is conducted will have ramifications (either positive or negative) on the quality of the outcome; in what manner a trauma-informed approach to investigations can favourably affect their quality will also be highlighted.

Lastly, we will take in a view of culture and engagement in the aftermath of a workplace investigation, exploring how the impact travels beyond those directly involved to the organization at large.

2:00pm – 3:30pm | Photography and Conflict Resolution, What Do They Have in Common?



Helen Lightstone,
C.Med, Q.Arb

Read more about
Helen [here](#).

The goal of this presentation is to inspire your practice by thinking creatively and outside of the box. Learn how to “frame” conflict differently by exploring your creative side. In order to help you focus we will look at two subject matters, landscape and people; through your eyes as a conflict management practitioner and through the camera lens, we will be able to see the conflict broadly as in a wide angle lens, or narrowly as in a zoom lens. We will explore composition (what is creating the conflict), lighting (what needs to be highlighted and addressed) and cropping (looking deeply at the subject matter).

Taking yourself outside of COVID, if only for an hour and a half, can refresh, reboot and revamp your creativity and subsequently help you readjust your conflict resolution settings!

Learn how to “frame” conflict differently by exploring your creative side:

- ✓ Learn how to look at conflict from a different perspective
- ✓ Appreciate that not everyone sees an image in the same way and that beauty is in the eyes of the beholder!
- ✓ Frame the conflict to suit the big picture or a narrower focus
- ✓ Gain some great photography tips!

Conference Agenda Continues on the Next Page

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CONFERENCE AGENDA

DAY 2 | JUNE 3, 2022



Gary Furlong,
BA, C.Med, LLM (ADR)
Read more about Hayley
[here](#).

10:00am – 11:30am | Power and Powerlessness in Negotiation

Power is ever-present in negotiation, yet it is one of the most elusive elements for any party, or mediator, to work with. Often, parties to a negotiation feel like they have less power than the other party, creating a sense of powerlessness. Innately, when parties feel a lack of power and control, they seek it, often in ways that harm other interests. This session will look at aspects of power, powerlessness, and influence, along with ideas and strategies to help parties see a broader range of their goals and interests that power issues often obscure.



Jason Dykstra,
BA, MA, Acc.FM,
FDRP Med
Read more about
Jason [here](#).

12:00pm – 1:30pm | Good Grief: Journeying Alongside Others Through Grief

Grief is a natural response to loss and loss is something that all of us experience. Loss comes in many forms and its companion, grief, is just as unique. As common as grief and loss are, there are considerable stigmas that exist surrounding it, which also means there is a plethora of fear and misinformation around grief and loss because it makes us feel uncomfortable. So, what does it look like for us to get more comfortable with being uncomfortable so that we can sit with our clients even in the midst of their grief and loss? As ADR professionals, it is our job to facilitate conflict situations in various forms and contexts. Some of this work is unpacking grief that has manifested itself in reactions to others, and sometimes, we facilitate conversations that are causing grief and loss. After all, conflict often involves change, and change involves a thousand deaths. Humans process this grief differently and uniquely, so what may be difficult for one person may not be difficult for another; What rocks one's world may not have the same impact on the other. As such, there is no set script for journeying with others through grief and loss.

The better we are able to journey alongside the grief of our clients, the better equipped our clients will be in their personal lives and the facilitated conversations we are hosting, which gives the potential for better outcomes and settlements. We can't solve grief and loss, though; we need to journey alongside it for our clients to move through it. As such, we need to better understand what grief is, how it shows up and impacts our clients, and how we can journey alongside others to help them better understand their own grief.

This workshop will explore exactly this and give participants a model that they can use to better journey alongside people who are experiencing grief (regardless of the type of grief they are experiencing).

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CONFERENCE AGENDA

DAY 3 | JUNE 7, 2022

10:00am – 11:30am | The Changing Cultural Landscape of ADR: Building New Skills and Remaining Inclusive



Afsana Gibson-Chowdhury,
Q.Med, Solicitor (UK),
Barrister (UK NP)
Read more about Afsana [here](#).

The COVID-19 pandemic has bought a new “normal” to the ADR community. Since May 2020, dispute resolution has shifted to a virtual platform across the globe, with little certainty on whether it will ever fully return to in-person. There are several benefits to both online and in-person dispute resolution. For many mediators, this change has had little impact on their ability to continue a successful practice. This workshop considers the nuances of virtual mediation for new practitioners and how to build skills to remain an effective practitioner online. We will consider the changing cultural landscape of ADR and how we can build new skills into our online practice and remain inclusive whilst increasing diversity in ADR, based the Neutrals Diversity Report published by the Ontario Bar Association*. Many ADR practitioners have needed to pivot marketing strategies to ensure they remain competitive. We will explore ideas on how to successfully market your brand and build a successful practice.

Learning Outcomes:

- ✓ Navigating practice skills
- ✓ Understanding diversity and inclusion in ADR and the OBA report
- ✓ Learning new skills to remain inclusive
- ✓ Changing marketing strategies to accommodate the new normal

12:00pm – 1:30pm | Leadership and Alternative Dispute Resolution: Responding to Rapid Changes



Pramila Javaheri,
BA, C.Med
Read more about Pramila [here](#).

Change is the one constant you can count on yesterday, today and tomorrow. This session will provide a road map of practical techniques, tips and tools for you to reassess, refocus and reset your leadership plan of action. Identifying and taking inventory of your skills and strengths, you will learn how to embed alternative dispute resolution principles in your leadership style to respond to the changes that you experience in your leadership role during these consistently changing times. Participants will be embark on an interactive session to identify and capture the skills and strengths they exhibit and integrate ADR principles into a leadership action plan with the goal of providing strong, steady and reassuring leadership moving forward.

Learning from the last few years, it is apparent that responding to change positively and productively is an aspired skillset. It is not only responding to change that is necessary but the strategies you choose to employ in the moment that will make a difference to your success. This session will reveal how adding ADR principles to your leadership will give you compounded exponential results whether you are leading yourself, your team, and stakeholders.

Learning outcomes:

- ✓ Interactive session to identify your skills and strengths to build on as the foundation of your leadership moving forward.
- ✓ Practical techniques, tips, and tools to reveal how to embrace and leverage your unique expertise to build a robust leadership plan of action.
- ✓ Strategies that maximize how to reassess, refocus and reset your leadership while exhibiting strong ADR skills to effectively lead.

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CONFERENCE AGENDA

DAY 3 | JUNE 7, 2022

2:00pm – 3:30pm | ADR Opportunities – Pandemic or Not



Kathryn Munn,
LLB, C.Med, C.Arb
*Read more about
Kathryn [here](#).*

Are you...

- ✓ considering a job in an ADR field?
- ✓ establishing a business in an ADR field?
- ✓ developing the marketing strategy for growth of your ADR business?

Join with ADR colleagues for a hands-on, interactive exploration of opportunities in ADR. This workshop will include the December, 2021 video "Post Pandemic ADR – What's Next?" This will be followed by co-creating an inventory of current opportunities in ADR fields. Participants will consider marketing strategy for their ADR business or career and have the opportunity to connect with other participants.

5:30m – 7:00pm | Med-Arb – Overcoming Challenges with Creativity, Caselaw & Common Sense

This practically focused session will acknowledge challenges that emerge with the med-arb process and discuss how to overcome them to address a wide variety of disputes. Drawing on the vast experience of our panelists and moderator, discussions will consider when med-arb is the appropriate forum to fit the fuss for their fields and beyond. We will review direction offered from the courts and realize how both creativity and common sense can provide solutions to overcome hurdles and make the most of all med-arb has to offer.

Panel:



Colm Brannigan,
C.Med-Arb
(Panel Moderator)
Read more about Colm [here](#).



Kavita Bhagat,
BA, LLB, LLM, Acc.FM
Read more about Kavita [here](#).



Marc Bhalla,
LLM (DR), C.Med, C.Arb
Read more about Marc [here](#).



Kathryn Marshall,
BA, JD
Read more about Kathryn [here](#).

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