

38<sup>th</sup> AGM AND CONFERENCE

# ADRIO 2023

## Dispute Resolution for Today's Workplace

### Event Sponsors



**1 & 7**

**9:00 am - 4:00 pm**

**JUNE**

**NOVOTEL NORTH YORK**  
3 Park Home Ave, Toronto  
ON M2N 6L3

**REGISTER NOW**

### ABOUT THE CONFERENCE

Join us on June 1st, 2023, for our 38<sup>th</sup> Annual General Meeting, followed by an incredible showcase of professional development virtual workshops, and on June 7th, 2023 for the in-person presentations at Novotel North York. The workshops are designed to explore innovative, important and forward-thinking Dispute Resolution for Today's Workplace. Registration for In-person presentations includes access to workshop materials, breakfast, lunch and refreshments.

- ✓ 3 Streams
- ✓ 15 Speakers
- ✓ Up to 12 CEE Points  
(2 CEE points per hour)
- ✓ Virtual & In-person presentations

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, 2023 will receive a refund less a 20% administrative fee; those received on or before May 17th, 2023 will receive a refund less 50%. Absolutely no refunds under any circumstances after May 17th, 2023. Sessions, speakers and times are subject to change. Registrations are tentative until May 30th, 2023. Should ADRIO need to cancel this event, you will receive a full refund.

**Register at [www.adr-ontario.ca/adrio2023/](http://www.adr-ontario.ca/adrio2023/)**

See next page for program agenda

Sponsorship Opportunities: [events@adr-ontario.ca](mailto:events@adr-ontario.ca)

# June 1<sup>st</sup>

9:00 AM – 10:00 AM

Annual General Meeting

Virtual

12:00 PM – 1:30 PM

Ombuds in the Workplace

Virtual



**Marshall Schnapp**

B.A., J.D., LL.M (ADR)

[Read more about Marshall here](#)

Exploring a new perspective of managing issues and concerns in the workplace, with the integration of an external Ombuds into workplaces.

This presentation will look at the use of Ombuds to both address individual concerns within a given workplace and address systemic challenges. It will look closely at what the role of an organizational Ombuds would be and why utilizing this role improve would benefit the workplace. It will take an in depth look at how an Ombuds office would work within current workplace structures. As well as, how the four principles of Ombuds: Confidentiality, Informality, Impartiality, and Independence, would improve employee and organizational satisfaction.



**Kelly Brown**

B.A., M.A.

[Read more about Kelly here](#)

2:00 PM – 3:30 PM

It's Not Called "Dispute Resolution" Anymore

Virtual



**Blaine Donais**

LL.B., LL.M., RPDR, PHSA,  
C. Med., Q. Arb.

[Read more about Blaine here](#)

Since 2013 with the creation of the National Standard on Psychological Health and Safety, we have started calling it "conflict management". Now we are involved in the proactive practice of managing conflict rather than the reactive practice of resolving disputes.

In this seminar we will explore how our practice has evolved from transactional interventions, to holistic consulting about workplace practices that reduce the risk for negative conflict to arise in the first place. This seminar will be useful for all workplace practitioners including investigators, consultants, mediators, HR and coaches.



# June 7<sup>th</sup>

9:00 AM – 9:45 AM Registration

9:45 AM – 10:00 AM Opening

10:15 AM – 11:15 AM Professional Development Program

Streams 



**Bruce Ally**  
PhD, LLM, DRE (York U),  
WFA, CP.Med, PsyD (c)

[Read more about Bruce here](#)



**Mary T. Lee**  
LL.M.

[Read more about Mary here](#)



**Rameen Sabet**  
MPPAL

[Read more about Rameen here](#)



**Pramila Javaheri**  
B.A. (Hons), C.Med,  
Q.Arb, WFA - Moderator

[Read more about Pramila here](#)

## Ontario's ADR Stakeholders: Opportunities for Today's Professionals

In this first of its kind research study in Ontario, ADRIO is pleased to unveil the findings based on today's workplace. Humber College in partnership with ADRIO has conducted research to capture necessary data to inform and promote post-pandemic evidence-based policy in the Alternative Dispute Resolution (ADR) sector growth, the development and sharing of best practices and targeted training and business development opportunities. This session will cover the ADR processes framework developed, provide answers to the 6 main research questions and recommendations, and the action items that will be taken by ADRIO as next steps.



**James Reiman**  
Esq., FCIArb, Q.Arb

[Read more about the James here](#)


## Mediators are NOT Negotiators: A Framework to Achieve Better Results

This session will define both mediation and negotiation, focusing on the different roles and mindsets of mediators and negotiators. Four core skills will be identified that great mediators and negotiators hone to achieve their results, and multiple examples of how those skills are used will be related as well as the tools that both wield.

The session's take-away: An analytical framework and a process for preparing for and executing negotiations and mediations which, if followed, yields improved results.

11:15 AM – 11:45 AM Morning Break

11:45 AM – 12:45 AM Professional Development Program

Streams 



**Dorna Zaboli**  
J.D., B.C.L., B.A.(Hons), Q.Med

[Read more about Dorna here](#)

## The Good Boss: How to Cultivate Conflict Competent Workplace Leaders

As businesses navigate the Great Resignation, the old adage, "People don't leave bad jobs, they leave bad bosses," has never rang more true. With employees quitting en masse due to conflict, toxic work culture and distrust in management, organizations have been on the hunt to identify the antidote to this pervasive problem. I aim to provide one such antidote. In this workshop, the speaker explores how to leverage conflict competence to build an organizational culture where harmony, respect and collaboration thrive. You will learn the root causes of workplace conflict, strategies on how to effectively use ADR to resolve disputes and the necessary skills to transform into a conflict competent leader.



**Shaaron Jones-Crawford**  
Barrister, LLM, ECCM, C.Med

[Read more about Shaaron here](#)



**Harold Tan**  
Q.Med, LLM (ADR)

[Read more about Harold here](#)



**David Stinson**  
Mediator, Investigator, BAA

[Read more about David here](#)

## Facilitated Dialogue Model (FDM): Towards the Next Generation of ADR

Facilitated Dialogue Model (FDM) is a fresh process that addresses ongoing Conflict Management discourse in civil/commercial practice related to: time efficiency; cost expediency; virtual delivery; increased scope of responsibility and accountability on participants; and enhancing ADR skill development. FDM is a directive, fast-paced, time-efficient Model for an experienced Facilitator to conduct Direct Dialogue between parties experiencing disconnect. FDM applies to non-entrenched cases (under 1.5 years) and was designed to be completed in 5.0 hours. FDM is for advanced ADR Practitioners, and clients who are articulate and can self-represent.

# June 7<sup>th</sup> Continued

12:45 PM – 2:15 PM Lunch

2:15 PM – 3:15 PM Professional Development Program

Streams



**Mardi Edelstein**  
Hon BA, Q.Med, AccFM

[Read more about Mardi here](#)

## Disrupting the Signal: The Art & Neuroscience of Mediation

Higher functioning clients lead to better engagement, better conversation, empathy, and better results. Mardi will share some tools from neuroscience for use in all stages of the mediation process, which honour the best in the humans at our table and tap into their true and higher selves. The results she has seen have been co-worker apologies given at the top of a mediation, workplace teams excited and re-engaged proposals for their organization, opening offers given by civil respondents higher than what was asked for, and high conflict family cases settled that were deemed 'unlikely to settle' by the Court. We will experience a palette of breakthrough insights and methods, to bring out the best in people and results and challenge us in the ways we view the humans at the table.



**Ali Soleymaniha**  
LLM

[Read more about Ali here](#)

## Dynamic Mediation: Managing Complex Disputes and High-Conflict Situations

Conflict can emerge, grow, branch out, deviate, change shape, and expand during a mediation process, and the deeper the conflict, the more complex the dispute resolution process. In response to this challenge, Ali has developed as a practical model for managing high-conflict and complex disputes by uniquely combining and merging Cybernetics, Conflict Management, Systems Science, and Change Management. The core idea of this model is for the mediator to manage the transformation process for all disputants, helping them move away from immovable positions towards reaching a sustainable agreement—an agreement that is viable and can endure the test of time and future challenges.



**Rekha Lakra**  
LL.B, M.B.A, Q.Med, Q,Arb, WFA

[Read more about Rekha here](#)

## Mental Fitness and Dispute Resolution in the Workplace

The presentation focuses on developing mental fitness to resolve disputes effectively in the workplace. The practice harnesses the power of our minds to strengthen relationships, boost performance and happiness.

The dynamics underlying mental fitness are often invisible to those involved. During a mediation or dispute resolution process, these dynamics persist resulting in the process breaking down and sabotaging results. The presentation seeks to bridge what has successfully been applied in the business world across Fortune 500 companies and hundreds of CEOs globally to the alternative dispute resolution arena. The audience will leave with practical and tactical strategies.

3:30 PM – 4:00 PM Mentorship Cafe

A unique opportunity to connect with experienced practitioners in the field! The Mentorship Cafe is a networking space where new and seasoned ADR practitioners come together to engage and learn from each other. Hear from mentors who have successfully navigated the challenges of breaking into the industry and gain valuable insights that you can apply to your own practice to help propel your career forward.



# Early Bird Registration Is Open – Register Now!

Members receive \$50 off the regular registration fee when registering early (ends May 14)

To register, read speakers' bios, and view the sponsorship package, visit:

[www.adr-ontario.ca/adrio2023/](http://www.adr-ontario.ca/adrio2023/)

## Registration Options

	Online		In-Person	Bundle
	1 Session	2 sessions	3 Sessions	Online & In-Person
<b>Early Bird Member</b> - ends May 14	-	-	\$ 229	\$ 299
<b>Member Regular</b>	\$ 45	\$ 80	\$ 249	\$ 319
<b>Affiliates</b>	\$ 55	\$ 100	\$ 259	\$ 349
<b>Non-Member</b>	\$ 65	\$ 120	\$ 269	\$ 379

+HST on all rates

[Register now](#)

Attendees can take advantage of special rates for their hotel accommodations by inquiring with us. Rates are only available until May 8th as per hotel availability.

[#ADRIO2023](#) [#ADRIOConference](#)

## Sponsorship opportunities

Connect with Alternative Dispute Resolution Practitioners and Leaders by Sponsoring ADRIO 2023. The ADRIO Conference provides unparalleled networking opportunities and exposure to mediators, arbitrators and other ADR practitioners. Many organizations sponsor ADRIO events every year to build new relationships and maintain old ones. Whether you want to increase your visibility as a small or large ADR firm or showcase your valuable products and services to dispute resolution practitioners, we have a sponsorship package that is perfectly suited for you. Position your organization for success, – associate your brand with ADRIO today. If interested in sponsorship opportunities, please contact: [events@adr.ontario.ca](mailto:events@adr.ontario.ca)

