

ADRIO 2024

39th Annual Professional Development Conference

The Evolving Demand for ADR

Insights + Skills + Strategies to Meet the Moment

The demand for alternative dispute resolution is evolving. Do you have what it takes to meet the moment?

13 successful, highly credentialed, and experienced Dispute Resolution Experts join forces in this 3-day program to offer their hard-earned wisdom and insights on what it takes to manage and transform conflicts within sectors that are experiencing some of the most disruption in our contemporary social, political and economic culture. See full program abstract on the next pages.

Featuring:

Bernard Morrow; Gary Furlong; Oliver Martin; Joy Hulton; Jerry Mings; Craig Thompson; Crista Renner; Jason Dykstra; Penny Tremblay; Eric Morgan; Tova Bar-Dayana; Betty Pries and Cayla Charles.

Registration <i>(Tip: sign up as soon as possible; fees will increase after May 12)</i>	The Full Conference Experience (June 4 in-person and June 5-6 online)	June 4 Only (in-person program)	June 5-6 Only (online program)
ADRIO Member	\$180	\$100	\$100
ADRIC Affiliate	\$200	\$120	\$120
Regular/Non-Member	\$250	\$150	\$150

Register: www.adr-ontario.ca/ADRIO2024

3 Days. 13 Dispute Resolution Leaders. 35 CEE Points.

June 4, 2024, 9:30am – 5:00pm
Pre-Conference Workshops & Networking
In-Person at the MaRS Discovery District, 101 College Street, Downtown Toronto.

June 5 & June 6, 2024
Live Online Conference
Presentations & Workshops
via Zoom Video Conferencing

Join us in building community around the following topics:

- *Mediating Conflicts Involving Competing Marginalizations*
- *How ADR Plays a Role in Ombudging and Patient Ombudsman's Work Resolving Health Care Complaints*
- *The Indispensable Value of the Pre-mediation Conference*
- *Opportunities for ADR Collaboration using Artificial Intelligence (AI)*
- *Elevating Your ADR Practice with Emotional Intelligence*
- *Using Your Conflict Management Skills to Grow Your Business*
- *The Intersectionality of Trauma-Informed Conflict Resolution*
- *How and Why Disputes Started in Court Can Benefit From Arbitration*
- *Using Restoration as a Tool for Prevention and Resolution*

And much more! See the full program abstract on the next pages.

Program Abstract

39th Annual Professional Development Conference
ADRIO 2024: *The Evolving Demand for ADR*

June 4 (In-Person)

Pre-Conference Workshops & Networking

In-Person at the MaRS Discovery District, 101 College Street, Downtown Toronto, ON.

9:00am Registration and Light Breakfast Refreshments

9:20am Welcome and Opening Remarks

9:30am

Masterclass in Questioning Skills for Mediators and Negotiators

Speaker: [Gary Furlong](#)

Negotiation is often wrongly seen as persuasion, when in truth good mediators and negotiators are effective at causing people to think and reflect, primarily by engaging and accessing the powerful analytical and creative abilities that we all have. The primary skill-set for successful resolution is the ability to ask good, even great, questions. Explaining, telling, arguing, debating and convincing all lead to pushback and stalemate. Effective questions open the door to sustained thought and reflection, leading to new possibilities and outcomes. This workshop will explore the uses and applications of a number of different types of questions in a wide range of situations.

12:30pm Networking and Lunch Refreshments

1:30pm

Allegories, Artisans, and ADR: Using your Conflict Management Skills to Grow your Business

Speaker: [Jason Dykstra](#)

You've spent thousands of dollars getting trained in something you're passionate about; helping others sort through conflict. You've learned how to ask good questions, listen deeply, and communicate effectively. Now you have to try and get clients too? In this session, we will talk about how we can connect with our inner artisan and use our conflict management skills to grow and/or sustain the life we are looking for.

3:30pm Coffee Break

4:00pm

Healing the Divide: Elevating Your ADR Practice with Emotional Intelligence

Speaker: [Oliver Martin](#)

As the demand for ADR services rises, practitioners need additional tools to resolve conflicts and, more importantly, prevent them from escalating. Emotional intelligence emerges as a key factor in helping leaders anticipate, prevent, and mitigate conflicts by fostering a climate of understanding, empathy, and open communication. This session focuses on the critical role of Emotional Intelligence (EI) as a proactive component in the toolkit of ADR professionals. Participants in this session will explore how cultivating emotional intelligence with parties, before and at the table, can be a preventative measure, creating an environment where conflicts are less likely to escalate. From heightened self-awareness to empathetic communication, attendees will gain practical tools and insights into leveraging emotional intelligence to address the root causes of potential conflicts before they reach a critical stage.

5:00pm End of conference day June 4.

There's More! See next pages for details about the online conference June 5 and June 6

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39th Annual Professional Development Conference
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June 5 (Online)

Live Online Conference

Presentations and Workshops via Zoom Video Conferencing

10:00am – 10:45 am

Increase Your Chances of Settlement at Mediation: The Indispensable Value of the Pre-mediation Conference

Speaker: [Bernard Morrow](#)

The benefits of pre-process preparation is often overlooked and under-valued in the design of a mediation process. This session will focus on how a properly timed and orchestrated pre-mediation conference (PMC) can help to ensure that everyone arrives at mediation ready to hit the ground running and the stage is set for a focused and productive discussion. Topics will include the following: benefits of a PMC, timing (when to conduct the PMC and optimal meeting duration), who should attend, and topics to discuss and not to discuss at the PMC. The PMC is an indispensable tool that when, used properly, will enhance your chances of success and settlement at mediation.

11:00am – 12:00pm

The 5 Biggest Mistakes Leaders Make When Workplace Conflict Surfaces and How To Avoid Them

Speaker: [Penny Tremblay](#)

Problem: Current mental health surveys indicate that conflict in the workplace is a major source of distress. Managing conflict in the workplace takes skills that we weren't taught in school or technical training.

Solution: This program will outline the five most common mistakes leaders are making in the new workplace 'sandbox' and provide tools and strategies to help them avoid or manage conflict as it arises.

The high cost of workplace conflict, stress, and employee turnover is avoidable, and profits can be used for better things.

12:30pm – 2:00pm

Mediating Conflicts Involving Competing Marginalizations

Speakers: [Betty Pries](#) and [Cayla Charles](#)

One of the unique contexts for mediation involves settings where both parties identify as marginalized – and where both feel marginalized by the other. These settings are even more complex when they include a power imbalance. With whose story of marginalization do you begin? How does one honour the ways the parties have traumatized one another when one or both find it hard to hear about the other person's trauma? This workshop considers the realities of multiple forms of marginalization and invites a conversation about how best to navigate conflicts that emerge in this context.

3:00pm – 4:30pm

Workplace Restoration: How to use this Tool for Prevention, Resolution, and Restoration

Speaker: [Joy Hulton](#)

Workplace Restoration is an effective tool for establishing or re-establishing harmonious working relationships and civility between individuals and/or within teams. Workplace restoration is a forward-focused resolution option, one that should be part of any workplace ADR toolkit. While it is most often used following complaints and investigations of harassment and other disruptive events, workplace restoration is also an effective proactive and pre-emptive tool, one that can resolve conflict and address the impact of negative factors before they escalate. The assessment phase of restoration identifies the underlying causes and risk factors to inform focused responses. In this session, we will explore the range of uses for workplace restoration as both a proactive and reactive tool.

5:00pm – 6:00pm

Start in Court, but End in Arbitration: How and Why Disputes Started in Court Can Benefit From Arbitration

Speaker: [Eric Morgan](#)

With court delays becoming longer, arbitration offers many benefits for resolving disputes, big and small. Arbitration can be considered even if a proceeding has been started in court or for resolving part of a dispute, like a motion. This session will look at how, why and when a dispute can be moved from court to arbitration, including drafting post-dispute arbitration clauses. The session will also touch on the cost of arbitration and arbitration acting as a means for access to justice.

There's More! See next page for details about the online conference June 6.

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June 6 (Online)

Live Online Conference

Presentations and Workshops via Zoom Video Conferencing

10:00am – 11:30am

The Intersectionality of Trauma-Informed Conflict Resolution

Speaker: [Tova Bar-Dayan](#)

Recent history has unfurled a number of traumatic events, both naturally occurring and human-caused, such as wildfires, hurricanes, mass shootings, and a global pandemic that is sure to have generational impact. Simultaneously, focus on employee mental health has continued to increase and has never been higher, while battling headwinds from current challenges such as labour shortages, economic uncertainty, and the looming yet unknown effects from artificial intelligence. With such strains, intraorganizational conflict is bound to rise, and in turn the need for alternative dispute resolution. Given the foregoing context, conflict resolution practitioners must enhance their skills to incorporate a trauma-informed approach, recognizing that facilitated conversations may have legal or other undesirable impacts if not sensitively managed, not the least of which may be re-traumatization.

12:00pm – 1:30pm

Fairness in Complaints Resolution - Learn how ADR plays a role in ombudsing and Patient Ombudsman's work resolving health care complaints.

Speaker: [Craig Thompson](#)

Patient Ombudsman's role is to help resolve complaints from patients, residents and caregivers about experiences in Ontario's public hospitals, long-term care homes, home care services, and community surgical and diagnostic centres. Patient Ombudsman uses principles of fairness when reviewing a complaint and working to resolve the concern. Learn how ARD manifests itself in the day-to-day work of an ombuds organisation through a review of the nature of interesting and complex work that is needed for early resolution and investigations.

2:00pm – 3:30pm

A Roadmap for Resilience - Strategies for Restoration and Growth at Work

Speakers: [Crista Renner](#)

The workplace has changed - quickly and permanently. On-site and virtual dynamics, differing views and values based on social and political perspectives, technological transformation, shifting demographics and the need to attract and retain great talent have transformed what it takes to create a strong corporate culture. This interactive 90-minute virtual workshop will address the challenges of today's rapidly evolving workplaces. Participants will explore the factors in start-ups, scale-ups, and large corporations that escalate workplace tensions. These include avoidance of difficult topics, poor boundaries, weak policies, unmet expectations, and a lack of leadership confidence that compromises collaboration, innovation, engagement, growth, and employee productivity.

4:00pm – 5:30pm

Explore the Opportunities for ADR Collaboration using Artificial Intelligence (AI)

Speaker: [Jerry Mings](#)

Artificial Intelligence (AI) has arrived in the world of mediation, opening the door to exploring how it can help people identify problems and opportunities for solutions. Our session will explore how to use AI to provide perspective, explore options and build visual images to hold all the information in one place. We will interact with a mix of breakout rooms and group conversations on your insights and opportunities to use AI to support your mediation practice.

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This conference is made possible with the generosity and care of our sponsors:

