ADRIO 2025

40th Annual Professional Development Conference

Presented in Collaboration with BFL Canada

ADR Institute of Ontario

The Dynamic Intersections Of Dispute Resolution

The Practice + The Process + The Implementation + The People

3 Days. 21 Dispute Resolution Experts. 30 CEE Points. Future-Focused Insights.

**June 4, 2025, 9:30am – 5:00pm
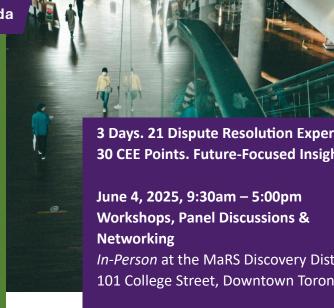Workshops, Panel Discussions & Networking**
In-Person at the MaRS Discovery District, 101 College Street, Downtown Toronto.

**June 5 & June 6, 2025
Live Online Programming**
Presentations & Workshops via Zoom Video Conferencing

The job market for Dispute Resolution Leaders in Canada and the U.S. is set to soar in the coming years. The goal of this conference is two-fold: to equip you with effective skills and strategies to respond to service demands; and to engage you in the discourse of cutting-edge ADR innovation and research.

If there's one ADR Conference you choose to attend this year, let it be this one! We've crafted a three-day program that's not only responsive to the needs of conflict management professionals, but also rich with valuable, practical resources you can start using in your practice immediately. It's designed to inspire, equip, and empower you to make a meaningful and sustainable impact in your professional dispute resolution practice and beyond.

Featuring:

The Honourable Todd L. Archibald, Marc Bhalla, Colm Brannigan, Stephanie Noël, Kim Parish, Kim Gale, Natai Shelsen, Marvin Huberman, Betty Pries, Cayla Charles, Ryan Snushall, Christine McKenzie, Jeanette Bicknell, Elana Fleischmann, Rosanna Macri, Lynn Catzman, Kadeen Hutchinson, Jordan Francis-Cleary, Marie-Claude Asselin, Matthew Wilson, and Carol Roberts.

This will be an immersive program that addresses these ADR topics head-on:

- *Mediation and the Challenges of Change*
- *Leveraging AI for Fairness and Trust in Data-Driven Decision Making*
- *Practical Approaches to Effective Workplace Restoration*
- *Adapting Dispute Resolution Services to the Ever-evolving Context of Amateur Sports in Canada*
- *Effective Qualities of Successful Dispute Resolution Professionals*
- *ADR Opportunities and Keys to Success*
- *Moving from Theory to Practice*
- *Using Technology to Overcome Power Imbalances*
- *ADR in the Educational Space*
- *Collaborative Law: Moving from Conflict to Consensus*

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

Registration *(Tip: sign up as soon as possible; fees will increase after May 13)*	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	$190	$110	$110
ADRIC Affiliate	$210	$130	$130
Regular/Non-Member	$260	$160	$160

Register: www.adr-ontario.ca/ADRIO2025

June 4 (In-Person)

Workshops, Panel Discussions, and 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

Mediation and the Challenges of Change
Speakers: Betty Pries and Cayla Charles

The process of mediation promises positive change. Positive outcomes, however, can be impacted by the challenges associated with how people navigate change – both within the mediation process and in the weeks following mediation. This session considers the realities of change, placing various change curves alongside the mediation process to consider how navigating the challenges of change helps to ensure a positive and lasting mediation outcome. We will explore four change curves and their impacts on the mediation process; uncover strategies to navigate resistance to change; and establish approaches for supporting participants as they navigate the curve of change and work toward meaningful transformation.

12:30pm Networking and Lunch Refreshments

1:30pm

Beyond the Blaze: A Practical Approach to Workplace Restoration
Speaker: Stephanie Noël

Workplace conflict can quickly disrupt teams, damage trust, and misalign leadership. This session offers a clear and actionable framework for workplace restoration, guiding participants through four practical phases: Assess, Plan, Act, and Sustain. You will learn how to identify root causes of conflict, uncover hidden team dynamics, and implement effective interventions to rebuild trust and align teams with organizational goals. With a focus on psychological safety and trauma-informed principles, this session provides tools and strategies to create lasting positive change. Through real-world examples, interactive discussions, and group exercises, participants will leave equipped to navigate workplace challenges with confidence. Whether you're addressing a smoldering issue or preventing sparks from igniting, this session will help you approach conflict strategically and add value as a trusted partner.

3:30pm Refreshment Break

4:00pm

What Makes ADR Dynamic? Challenges, Opportunities, and Keys to Success
Speakers: Lynn Catzman, Kadeen Hutchinson, and Jordan Francis-Cleary

This panel discussion weaves together the perspectives of ADR students, new practitioners, and experienced professionals to offer diverse and invaluable insights. Join us for an honest, thoughtful, dialogic deep dive about the real-world challenges we face in the ADR field, the opportunities we can seize, and the evolving trends shaping the way we resolve conflicts. Whether you're just starting out or you've been in the field for years, this discussion will offer practical insights, spark fresh ideas, and remind us all of the power of connection and growth in our work.

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.

Register: www.adr-ontario.ca/ADRIO2025

June 5 (Online) Live Online Conference Presentations and Workshops via Zoom Video Conferencing

10:00am – 10:45 am
Pathways to Experience: The Value of Mentorship in ADR as you Move from Theory to Practice
Speakers: The Honourable Todd L. Archibald, and Christine McKenzie
This session will provide an overview of ADRIO's 'Pathways to Experience' (P2E) pilot program, showcasing how it fosters meaningful connections, supports succession planning, and empowers professional growth in the transition from theory to practice in the ADR field. Attendees will gain valuable insights into how this innovative program bridges the gap between learning and real-world application.
Join us for a candid conversation with two participants in the program: The Honorable Todd L. Archibald (mentor), and Christine McKenzie (mentee). Their stories will offer unique perspectives on the impact of mentorship, the challenges faced, and the rewarding growth that comes from this transformative experience. Learn why this program is "one of the most tangibly constructive experiences" for new and aspiring practitioners.

11:30am – 12:30pm
Challenges and Opportunities in Adapting Dispute Resolution Services to the Ever-evolving Context of Amateur Sports in Canada
Speakers: Marie-Claude Asselin, CEO, Sport Dispute Resolution Centre of Canada, Matthew Wilson, and Carol Roberts
The Sport Dispute Resolution Centre of Canada was established by federal act in 2003 to provide ADR services to the sport community. The number, the types and complexity of disputes requiring its services have evolved rapidly over the past decade, now demanding expertise beyond sports. From what used to be mostly team selection, athletes' eligibility or funding issues, governance disputes and doping matters, the scope of the SDRCC mandate has expanded drastically to address integrity matters such as harassment and abuse, with in sight a new and upcoming challenge in sports betting and competition manipulation. This widening scope of influence requires the SDRCC to increase its human capacity and diversify the expertise on its rosters of mediators and arbitrators. This session will provide an overview of what opportunities the SDRCC can offer to ADR professionals and hear from some practitioners about their experience working on SDRCC cases.

1:30pm – 3:00pm
A Case Study in Workplace Restoration: From Toxicity to Positivity
Speakers: Jeanette Bicknell and Elana Fleischmann
This Presentation will explore the practice of workplace restoration by analyzing a case study involving a public sector workplace. We will discuss the steps involved in a workplace restoration process, from the initial meeting with the client, conducting the workplace assessment, drafting the restoration report, implementing the restoration recommendations, and follow-up. Topics covered include the importance of developing and maintaining positive relationships between the service provider and the client, the service provider and the restoration participants, the vital role of the union, and how to write an effective restoration report. We will also share our experience of the "red flags" and pitfalls that may arise in a workplace restoration and how to address them.

4:00pm – 5:00pm
Accommodation Through Technology
Speakers: Marc Bhalla and Colm Brannigan
A generation ago, technology was seen to introduce imbalance into ADR. The "digital divide" was viewed as offering advantages to the tech savvy while putting those lacking tech skills at a disadvantage. Today, technology does the opposite. This session will explore how technology is used to overcome power imbalances and level the playing field through both design and participation to support seizing opportunities to collaborate and meaningfully take part in ADR to address conflict. Real life examples drawn from both the administrative tribunal and private practice worlds will be shared to demonstrate how technology can be utilized to accommodate all and make a full spectrum of dispute resolution processes more accessible than ever before.

5:30pm – 6:30pm
Effective Qualities of Dispute Resolution Professionals
Speakers: Marvin Huberman, Natai Shelsen, and The Honourable Todd L. Archibald
What makes a successful ADR practitioner? This panel discussion brings together the voices of highly experienced counsels, mediators and arbitrators to produce an informative and engaging dialogue around the proven professional traits and characteristics that lead to success, meaning, and fulfillment in the dispute resolution profession.

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June 6 (Online) Live Online Conference Presentations and Workshops via Zoom Video Conferencing

8:30am – 9:30am
Meeting People Where They're At: A Values-Based Approach to Intergenerational Mediation
Speaker: Rosanna (Rosie) Macri
Canada's population is aging. By 2040, the population of seniors is projected to increase to close to one-quarter of the overall population (Stats Canada, 2019). That means families will continue to grow and include more generations than experienced in the past. Alternate dispute resolution practices are useful in a variety of settings and can be led by a variety of professionals. Intergenerational mediation in particular helps older adults engage with their families and/or others (e.g. healthcare providers, estate lawyers, financial institutions, long term care facilities, retirement homes, etc.) to facilitate planning of personal, financial, and health care decisions (e.g. aging plans, estate planning, financial planning, living arrangements, safety, caregiver responsibilities, relationship concerns, serious illness and end of life decisions). By focusing on the older adult's values, mediation offers families the hope of resolving challenging situations in a way that both nurtures and maintains relationships.

10:00am – 11:00am
Collaborative Law: From Conflict to Consensus
Speaker: Kim Gale
This presentation will illuminate what Collaborative Law is and how it differs from traditional mediation by engaging third parties and focusing on ongoing cooperation and mutual problem-solving. Participants will learn about the tools practitioners can use in the Collaborative Law process, such as collaborative agreements, joint meetings, and the involvement of neutral third-parties. We will also discuss how courts can support this approach by offering alternative dispute resolution options, encouraging parties to resolve conflicts outside of traditional litigation.

12:00pm – 1:30pm
Shifting Perspectives to Enhance Communication in the Educational Space
Speaker: Kim Parish
This presentation will explore conflict from different perspectives including those working at various levels within educational institutions, the parent, and the student. Acknowledging emotion and separating it from the conflict. The aim is to achieve greater understanding and identify the issues impacting the parties in the conflict. This will include recognizing the limits and capabilities of what the school environment can provide while managing the expectations of parents and students. Identifying the needs to be met and how expectations can be realistically managed in the school and the home environment. How effective communication is impacted by different communication styles, cultural differences, and intersectionality. Exploring the impacts of lived experience and the barriers stemming from marginalized experiences. Differentiating the role of the mediator and conflict coach when working with educational disputes.

2:30pm – 3:30pm
Unbiasing Technology: Leveraging AI for Fairness and Trust in Data-Driven Decision Making
Speaker: Ryan Snushall (Thomson Reuters)
We'll explore the role of AI in detecting and mitigating bias in decision-making processes. We'll delve into the latest advancements in AI-powered bias detection, and discuss how these innovations can be harnessed to promote fairness and transparency. Additionally, we'll examine the critical importance of data security, confidentiality, and ethics in the development and deployment of AI systems, along with the implications of these considerations for responsible AI adoption.

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This conference is made possible with the generous support of: