

Cultural Awareness in Mediation

Professional Development Workshop for Mediators and
Conflict Management Facilitators

Where bias awareness meets real-world resolution skills | July 15, 10:00am – 2:00pm (Online) | 8 CEE Points

Awareness of who the parties are in mediation is imperative to provide a fair service with an outcome that considers each participant's individual needs, values, and lived experiences. Navigating difficult conversations and unfamiliar narratives can influence how we mediate and ultimately shape outcomes.

This workshop introduces **'The Role of Enquiry'** model as a vehicle to explore core competencies, self-reflection, and practical skills mediators need to recognize bias, build trust, and communicate effectively across cultures. It equips participants to create inclusive, respectful, and psychologically safe spaces, ensuring that all participants feel heard, understood, and empowered to engage meaningfully in the mediation process.



**Led by award-winning and globally recognized Mediator:
Afsana Gibson-Chowdhury, Q.Med**

Afsana has a multi-disciplinary practice in Human Rights, Commercial and Civil Law and works across commercial and private industries, including workplaces, governmental bodies and the education sector. She facilitates multiparty dialogues and mediates processes on anti-Black, anti-Indigenous, Islamophobia, anti-Semitism and all forms of hate and human right violations. She is a Distinguished Fellow at the International Academy of Mediators, which ranks her as 220 "world's most experienced commercial mediators". She is a designated mediator and consultant for Mediators Beyond Border International.

Afsana has facilitated training, dialogues and mediated processes for the Canadian Human Rights Commission, Canadian Universities, Education Boards, local communities, religious organizations, law firms, charities, music and theatre companies and countless corporate organizations.

Registration

(Includes access to the live session, workshop materials, plus recording link for on-demand streaming.)

ADRIO Member, \$130

ADRIC Affiliate Member, \$150

Non-Member, \$170

What You'll Gain:

Participants will garner strategies to navigate cultural differences, build confidence and strengthen decision-making in difficult conversations, and recognize biases, patterns and triggers in conflict through (self)awareness.

Who Should Attend:

Mediators, Conflict Management Coaches, Facilitators, HR Professionals, and Organizational Leaders who want to deepen their impact, sharpen bias awareness, and effectively navigate high-stakes conversations.

Register: www.adr-ontario.ca/cultural-awareness