

# Dispute Resolution Deep Dive: AI, Biases, and High Conflict

Preparing Conflict Management Practitioners for What's Next-Now

Fall Lunch-and-Learn Webinar Series | September 24, October 20, November 12, 12:00pm – 1:30pm (Online) | 9 CEE Points

## AI for High-Stakes Communication: Architecture and Authenticity over Automation and Assumptions

September 24, 12:00pm

Most people ask AI simple questions and in turn, get simple and mediocre answers. This program teaches how to blueprint and build strategic AI systems that can work for high-conflict disputes where communication documentation matters. Participants will learn the difference between automation (asking questions) and architecture (building systems). Through real application in family law disputes, participants learn to engineer AI tools that eliminate inflammatory language, identify deflective communication patterns, and create court-ready documentation without assumptions or exaggeration. The focus is practical: walk away with template concepts, restricted language frameworks, and applicable prompt systems you can use immediately in mediation, arbitration, and coaching work.

**Featuring:**  
**Loren Weisman**  
*Brand Communications and Optics Strategist, Author, and Speaker*

## Navigating Bias during Change Processes: Holding Space for Differences

October 20, 12:00pm

While Ontario, and Canada broadly, have made significant societal shifts related to equity, diversity, inclusion and belonging, individuals, groups, and leaders are still asking the question, "So what can I do differently to help people belong?" This session offers participants practical tools to address challenging experiences where one's bias may be contributing to the situation. The tools will help participants hold both themselves and others with grace in these moments. This workshop develops an understanding of how biases intersect with and impact organizational change processes and how mediators can support clients with navigating conflict and change while mining differences for their ability to strengthen the group.

**Featuring:**  
**Cayla Charles**  
*Mediator, Coach, Trainer and Senior Consultant at Credence & Co*

## Anchors, Bias, and Breakthroughs: Using Heuristics-Informed Team Models to Resolve High-Conflict Family Mediations

November 12, 12:00pm

High-conflict family mediations often fail not because the law is unclear, but because people become stuck in fear, emotion, or rigid thinking.

This workshop explores how common thinking patterns (cognitive bias and "mental shortcuts") can block progress, especially in cases with self-represented parties. The presenters introduce a team-based approach where mediators, divorce coaches, and lawyers support the process in clearly defined roles. Participants will learn practical ways to identify unhelpful thinking early, protect neutrality, reduce escalation, and improve outcomes in difficult family mediations.

**Featuring:**  
**Steve Benmor**  
*Chartered Mediator and Arbitrator*  
**Jennifer Donison**  
*Accredited Family Mediator*

## Registration Options:

(Includes access to live sessions, materials, and online replays)

Full Series Package (ADRIO Members) \$89, or

Sign up for each session individually:

ADRIO Members \$39 | Regular \$59

Register: [www.adr-ontario.ca/ADRIO-Fall-2026](http://www.adr-ontario.ca/ADRIO-Fall-2026)