

Apologies in Mediation

Webinar
Powerful Dispute Resolution Tools

Practical Insights for Immediate Application | December 3, 12:00pm – 1:30pm (Online) | 3 CEE Points

Apologies in mediation can be a powerful tool, allowing stuck parties to move toward resolution. This conversation-style webinar will arm practitioners with an understanding of when, why and how apologies might play a part in mediation, providing real-life examples and a mock preparation and delivery of an apology.

In considering whether an apology is appropriate, and what it should include, the discussion emphasizes that mediators must engage directly with each party's lived experience, perspective, and priorities. This inherently requires attentiveness to the wide range of ways in which people experience conflict, harm, responsibility, and repair. By grounding the analysis of apologies in the specific needs and interests of the individuals involved, mediators must necessarily be attentive to differences in culture, communication styles, power dynamics, and personal meaning.

In Conversation with Leading ADR Experts:



Megan Keenberg
Mediator, Chartered
Arbitrator & Litigator



Jennifer Egsgard
Mediator & Lawyer



Steve Benmor
Chartered Mediator,
Chartered Arbitrator,
Family Lawyer & Divorce
Strategist

Registration

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

ADRIO Member, \$50

ADRIC Affiliate Member, \$65

Non-Member, \$85

Together, we'll explore...

What Is an Apology?

*Research on the Impact of
Apologies*

Elements of an Effective Apology

*What Makes an Apology
Ineffective?*

When to Consider an Apology

*Canvassing and Preparing for an
Apology*

*Delivering the Apology & Follow-
Up*

*Demonstration: Mock
Preparation & Apology*

Register: www.adr-ontario.ca/Apologies-Mediation