



Who Are You? Pleased to Meet Me – What You Know About Yourself and Others, Consciously or Unconsciously

2021 Dispute Resolution Section Program

Thursday–Friday, March 11–12, 2021
Live Webcast

North Carolina: 6.00 MCLE Hours

Includes:

1.00 Ethics/Professional Responsibility

1.00 Substance Abuse/Mental Health

1.00 Technology Training

2.00 NC Dispute Resolution Commission CME

Planned by the NCBA Dispute Resolution Section

This program addresses issues impacting how we see ourselves, how we respond to others, how others respond to us and how we can attempt to handle all that goes on in our lives, while thriving in the dispute resolution practice area. Gain insight into how understanding where others are in their lives impacts the ability to effectively negotiate. Learn how to look for a balance between our personal lives and work lives, and walk through how to identify your own biases and use that awareness to achieve better balance both professionally and personally.

And of course, no dispute resolution program would be complete without a rules and opinions update from the North Carolina Dispute Resolution Commission.

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Thursday, March 11, 2021 | 8:55 AM–12:10 PM

8:55 Welcome and Introductions

9:00 What Makes People Tick? – Perspectives on the Psychology of Conflict Resolution and Managing the Negotiation Within

Hoffman

One of the bedrock principles of conflict resolution — as outlined in the book “Getting to Yes” — is that people negotiate more effectively if they can focus on underlying interests and welfare-maximizing options. But embattled parties often come to the negotiation table awash in emotions and impulses that complicate the job of fostering rational, interest-based problem-solving.

Psychologists have long understood that individuals have distinct sub-personalities, which are often in conflict with each other as they seek to guide our thinking and behavior. The Internal Family Systems (IFS) model provides professionals with an important tool for understanding and managing our own internal negotiations and teaching these techniques to our clients. The IFS model is not about families — rather, it is about the family-like relationships that our internal parts (our internal “voices”) have.

In this workshop, David Hoffman describes the IFS model and how it can be used by dispute resolvers to promote more constructive conflict resolution.

11:00 Break

11:10 Getting Lost in Our Own Lives[†]

Moraites

Sometimes finding the harmony between work and personal time is difficult. Hear practical tips for successfully finding a balance, the hazards to watch out for and the resources available to help.

12:10 Adjourn

Friday, March 12, 2021 | 8:55 AM–12:20 PM

8:55 Welcome and Introductions

9:00 Unconscious Bias and How It May Affect You As a Neutral*[‡]

Pirtle, Webb-Shackleford and Woodward

Our brains constantly process and filter information so we can quickly make decisions, and one of the ways we filter information is bias. Our implicit or unconscious biases are more likely to come into play when we are in stressful situations or trying to multi-task. This session explores how unconscious bias may affect how we conduct mediations and arbitrations, the North Carolina Standards of Professional Conduct for Mediators (Standards 2, 7 and 8), how participants perceive us, and even how mediators and arbitrators are selected.

10:00 Break

10:10 North Carolina Dispute Resolution Commission (DRC) Rules and Opinions[‡]

Kozlowski

This session covers the DRC rules and standards applied to mediators during a global pandemic, as well as updates to the rules and opinions occurring within the last year.

11:10 Break

11:20 Technology in Mediation and Arbitration: Present and Future[‡]

Dunn and Soni

Learn tips and best practices for the effective use of technology in mediation and arbitration and look forward to what is in store for the future of the practice. Gain insight into the latest features of popular video conferencing platforms, tips to look and sound your best, and the best online signature services. Then review cutting-edge technology available to mediators and arbitrators and speculate about what could be in store for the future.

12:20 Adjourn

* Indicates portion providing Ethics/Professional Responsibility credit

† Indicates portion providing Substance Abuse/Mental Health credit

‡ Indicates portion providing Technology Training credit

≠ Indicates portion providing NC Dispute Resolution Commission Continuing Mediator Education

The views and opinions expressed are those of the individuals and do not necessarily represent official policy, position or views of the North Carolina Bar Association.

Speakers

- Steve Dunn, Miles Mediation and Arbitration, Charlotte
- David A. Hoffman, Boston Law Collaborative, Boston, MA
- Tara L. Kozlowski, North Carolina Dispute Resolution Commission, Raleigh
- Robynn E. Moraites, North Carolina Lawyer Assistance Program, Raleigh
- Shalanna L. Pirtle, Parker Poe Adams & Bernstein LLP, Charlotte
- Ketan P. Soni, SoniBrendle PLLC, Charlotte
- Monica Webb-Shackleford, Webb Shackleford PLLC, Raleigh
- Danae C. Woodward, Woodward & Woodward PLLC, Charlotte

Planners

- Deborah L. Dilman, Southpark Family Law, Charlotte
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