



RIVERDALE MEDIATION

MANAGING CONFLICT & NEGOTIATING WITH DIFFICULT PEOPLE

HILARY LINTON and Psychologist Guest Speaker Dr. KELLY BOYKO

JUNE 2010 - TBA

This workshop is designed to provide lawyers, mediators, arbitrators and other professionals the skills they need to understand conflict and work more effectively with difficult people to resolve challenging situations.

Drawing on Ms. Linton's experience mediating the divorces of unrepresented parties for almost 10 years and the advanced clinical skills of Dr. Boyko, a psychologist who has over 17 years of experience supporting conflictual and adversarial cases involving children/youth and families with complex needs, this workshop will cover:

- What leads to interpersonal conflict and resistance
- Techniques to resolve conflict and manage resistance
- Effective negotiation strategies
- What makes some people harder to work with than others
- Key features of difficult personalities and strategies to deal with them
- How to de-escalate difficult people
- Engaging with difficult people to establish a working relationship
- Managing intense emotions in others and yourself
- The do's and don'ts of negotiating with a difficult person
- Structuring effective communication and meetings with difficult people

Please note registration for this workshop will be limited.



Hilary Linton

Where: Riverdale Mediation
393 University Ave, Toronto, ON

When: January 20, 2010 – 9pm to 4pm

Cost: \$450 plus GST (\$472.50)



Dr. Kelly Boyko

For more information & to register: www.riverdalemediation.com
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