

# MANAGING HIGH CONFLICT DISPUTES

Sponsored by the ADR Atlantic Institute

Presented by:  
**MICHAEL LOMAX, Lawyer/Mediator**

Thursday, September 26 - Friday, September 27, 2013  
Comfort Inn, St. John's, NL

## ABOUT THIS WORKSHOP

High conflict disputes are increasing in every setting: in legal disputes, in divorce, at the workplace, between neighbours, among family members, against employers and government agencies. They often involve one or more people with high-conflict behaviour, characterized by:

- All-or-nothing thinking
- Unmanaged emotions
- Extreme behavior
- Preoccupation with blaming others
- Prolonged, unresolved conflict
- Drawing in many other people
- Draining energy, time and resources

yet these disputes can generally be managed by understanding high conflict behaviour and using skills to manage the disputes that are often different from ordinary conflict resolution methods.

This two day workshop will help professionals gain insight and confidence which will assist them in managing high conflict behaviour in any dispute setting such as negotiation, mediation or court.

This workshop will be highly educational, interactive and entertaining!

## ABOUT THIS PRESENTER

Michael Lomax is a mediator, lawyer and conflict resolution trainer who has assisted many individuals and organizations in understanding how to manage high conflict disputes. Michael has conducted hundreds of mediations including family, workplace, multi-party and court related matters. Michael's mediation work makes up approximately 80% of his law practice. He has previous experience as the director of a federal government mediation centre where he was responsible for promoting the department's workplace conflict resolution program and supervising a team of mediators. Michael also delivers training in conflict resolution skills to organizations and has conducted many toxic workplace interventions. Michael is in private practice in Victoria, BC and is an affiliate speaker with the High Conflict Institute in San Diego, CA.

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[www.highconflictinstitute.com](http://www.highconflictinstitute.com)

## WHO SHOULD ATTEND

This training is designed for professionals who deal with clients in dispute resolution settings, such as lawyers, mediators, collaborative practitioners, accountants, human resources professionals, union representatives, and other professionals who are involved in dispute resolution.

## AGENDA (8:30 – 4:00 each day)

### Day 1:

- Right and Left Brain conflict styles
- Personality patterns of HCPs
- Reducing client resistance to problem-solving
- Managing your own anxiety
- Managing client responsibility
- A Structure for High Conflict Disputes
- Connecting with high conflict clients using Empathy, Attention and Respect
- How to respond to hostility and misinformation

### Day 2:

- Setting Limits with High Conflict Clients
- Assertion skills
- Making and Responding to Proposals
- Educating about Consequences
- Helping Clients analyze their Choices
- Negotiation/Mediation Practice Exercises

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*"Michael was informative, thought-provoking, knowledgeable and...entertaining!" -- Seminar Participant*

Registration is \$495 for non-members and \$395 for members of ADR Atlantic Institute

Registration fee includes noon meal each day and snacks at two breaks

Click here to register >>>> [Register Now](#)

For more information email [admin@adratlantic.ca](mailto:admin@adratlantic.ca)