

November 10, 2022

Using Process Design to Manage Disputes

CHAIR: **Shannon Moldaver**, *Shannon Moldaver Dispute Resolution Inc.*

November 29, 2022

Total CPD Hours = 1 h 20 m Professionalism ^P

**Law Society of Ontario
Toronto, ON**

On-Demand

SKU CLE22-01110

Agenda

25 minutes **1. The Legal Professional As Problem Solver: Resolution Design Opportunities**

Shannon Moldaver, *Shannon Moldaver Dispute Resolution Inc.*

25 minutes **2. Active Listening for Legal Professionals**

Shannon Moldaver, *Shannon Moldaver Dispute Resolution Inc.*

30 minutes **3. Interviews with Legal Professionals on Creative Design Opportunities**

Moderator: Shannon Moldaver, *Shannon Moldaver Dispute Resolution Inc.*

Panelists: The Honourable Justice David Brown, *Court of Appeal for Ontario*
Lauryn Kerr, Legal Counsel, *British Columbia Civil Resolution Tribunal*
Vanassa Richards-Thompson, Barrister, Solicitor & Notary Public

Program Ends