

August 23, 2022

Strategies to De-Escalate Situations with Challenging Personalities



CHAIR: **Bill Eddy**, Chief Innovation Officer, *High Conflict Institute*

October 31, 2022

12:00 p.m. to 2:00 p.m.

Total CPD Hours = 1 h 45 m Professionalism ^P

+ 15 m EDI Professionalism ^e

**Law Society of Ontario
Webcast Only**

SKU CLE22-01010

Agenda

12:00 p.m. – 12:02 p.m.

Welcome

Moderator:

Raheena Dahya, *Bloomsbury Mediation*

Bill Eddy, Chief Innovation Officer, *High Conflict Institute*

12:02 p.m. – 12:32 p.m.

**Managing High Conflict Negotiations with
Opposing Counsel**

Raheena Dahya, *Bloomsbury Mediation*

Bill Eddy, Chief Innovation Officer, *High Conflict
Institute*

12:32 p.m. – 12:41 p.m.

Question and Answer Session

12:41 p.m. – 1:11 p.m.

**Best Practices in Communicating with Others to
Avoid Complaints and Claims**

Raheena Dahya, *Bloomsbury Mediation*

Bill Eddy, Chief Innovation Officer, *High Conflict
Institute*

1:11 p.m. – 1:20 p.m.

Question and Answer Session

1:20 p.m. – 1:50 p.m.

How to Address Bullying Behaviours (15 m )

Raheena Dahya, *Bloomsbury Mediation*

Bill Eddy, Chief Innovation Officer, *High Conflict
Institute*

1:50 p.m. – 2:00 p.m.

Question and Answer Session

2:00 p.m.

Program Ends