

# The Art of Peacemaking

## Beyond Mediation: Dealing with Hard Cases

This is a workshop for those who want to understand why those other mediations did not work.

Co-sponsored by the **International Academy of Mediators**: An Organization of International Commercial Mediators Dedicated to the Highest Ethical and Competency Standards in the Mediation Profession ([www.iamed.org](http://www.iamed.org)). California MCLE credit provided by First Mediation Corporation, a State Bar of California approved MCLE provider. 7.5 hours, 1.0 Ethics., 1.0 Elimination of Bias

### Topics Include:

- CRIP analysis
- The 5 stages of conflict escalation and how to de-escalate
- The 4 options for dealing with conflict and why 2 of them fail
- The peacemaking process—not your routine mediation, but the key to unraveling complex disputes
- Injustice—the key to resolution
- Understand the neuropsychology of conflict
- Emotions—make them work for you
- Develop conversational competence—it's not what you think
- Caucus—use at your own risk!

This dynamic, interactive workshop will give you new insights and tools for dealing with difficult cases, whether litigated or not. You will gain the theoretical and practical knowledge to accelerate your mediation and negotiation skills to the highest level.

When:

Where:

Cost:

### The Faculty:

Douglas E. Noll, Esq. National mediator of intractable and difficult business disputes, trainer, and professor of law and forensic psychology in peacemaking and restorative justice. Author of *Peacemaking: Practicing at the Intersection of Law and Human Conflict*. **Fellow of the International Academy of Mediators** and **American College of Civil Trial Mediators**.

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## Registration Information

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**Noll Associates**  
peacemaking: resolving business conflicts

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