

WHO DO YOU THINK YOU (AND YOUR CLIENTS/PARTIES) ARE?

***** FEW PLACES REMAINING - BOOK SOON TO AVOID DISAPPOINTMENT *****

(COMPLETED ATTENDANCE GIVES 2.75 CIVIL MEDIATION COUNCIL CPD POINTS)

A half-day workshop focusing on the impact of personality and communication on mediation, bringing together a highly experienced Civil and Commercial Mediator and a long-established Organisation Development Coach and Mediator

DATE: Thursday 26 March 2020 - 14.30 - 17.30

LOCATION: Institute of Directors, 116 Pall Mall, London SW1Y 5ED

COST: £75 (including self-assessment booklets to take away)

Rationale: Over the past couple of years there has been increasing recognition for the need to understand the personality traits that may lie behind the preparedness, engagement and resilience of parties in a mediation or in interactions with and across legal clients which may make or break the effective settlement of a case.

Outcome: As a result of attending this workshop you will know more about what to look for when communicating with clients/parties and learn more about yourself and your own 'hot buttons' some of which might block effective interaction with your parties/clients.

Topics covered:

- Personality dimensions, differences and preferences, including FIRO-B
- Effective Communication patterns, requirements and checks
- Case illustrations on the impact of personality and communication preferences on mediation effectiveness

Workshop facilitators:

Susan Blum:

- 25 years working as a Management Consultant with Coopers & Lybrand Deloitte, PricewaterhouseCoopers, IBM, specialising in organisation behavioural change, communication and change management working across the Private, Public and Voluntary sectors
- Contributing author to 'Can Two Rights Make a Wrong: Insights from IBMs Tangible Culture Approach' (2006)
- Systemic Team Coaching Certificate, Academy of Executive Coaching (2017)
- Workplace Mediation accreditation, Consensio (2017)
- Civil Mediation accreditation, Regents College School of Psychotherapy and Counselling, University of London (2008)
- M.B.A., Manchester Business School (1990)
- MA (Hons.) Psychology, University of St. Andrews (1978)
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Henry Minto:

- 10 years practising as a facilitative mediator, specialising in property, corporate, commercial, inheritance, negligence and special education needs
- Over 500 mediations since 2009 - 95% settlement
- Over 30 years in private practice as a Solicitor/Partner, running complex real estate development transactions
- Mediation accreditation Chartered Institute of Arbitrators (November 2009)
- BA (Hons.) Linguistics, University of York (1973)

BOOKING FORM: Please send by email to susan@smblumltd.com

Name:

Company:

Number of places to reserve @£75 a place:

Email address:

PAYMENT:

**Guaranteed place only upon payment into the bank account of Susan M. Blum Ltd.
by 5 March 2020:**

Sort Code: 50-41-10
Account No.: 47650699