

Introducing the 2018 Dispute Resolution Academy

**“Defusing Defensiveness and Power Struggle:
Cutting Edge Skills for ADR Professionals”**

Featuring **Sharon Strand Ellison**, award winning speaker, author, and founder of the Institute for Powerful Non-Defensive Communication,

Earn 1 hour of Professionalism CLE credit, 1 hour of Ethics and
4 hours Regular CLE credit*

*credits pending approval



The ability of professionals in the field of alternative dispute resolution to defuse defensiveness is a crucial skill in eliminating power struggles between clients, as well as with other professionals. Sharon will identify more than a dozen common pitfalls in currently accepted ADR communication “best practices.” Then, using dialogue analysis from actual transcripts and detailed examples, she will show how four simple changes in tone, body language, phrasing, and intention can defuse defensiveness, often instantly, even in high conflict situations. Learn to ask questions, give feedback, and create boundaries that provide safety and get quickly at the heart of key issues when working with clients, along with enhancing civil discourse among professionals.

To learn more about Sharon Strand Ellison, go to <http://www.pndc.com/>

Join us on October 12, 2018 at the Utah State Bar from 9:00 AM - 3:30 PM

Light Breakfast and Lunch will be provided

\$125 for section members

\$175 for non-members

Join the Dispute Resolution Section and receive a \$35 discount

To register: https://services.utahbar.org/Events/Event-Info?sessionaltcd=19_9009

