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THURSDAY 25 AUGUST 2011

Venue: Heritage Room
Coopers Inn
282 Exhibition St
Melbourne

Corner Little Lonsdale St
2nd floor (no lift)

Time: 5.45pm –6.15pm
Socialising

Drinks at bar prices
Finger food provided

6.15pm- 7.15pm
Presentation

Cost: No charge VADR members
\$20 Non-members

Membership \$70
enquiries: admin@vadr.asn.au

RSVP: by Monday, 22 August

admin@vadr.asn.au or
president@vadr.asn.au

Book early to ensure a place

DR SANDRA FENTON
High Conflict Specialist

LUISE RAEDER
Principal Adviser, SSA

DEMYSTIFYING HIGH CONFLICT

Everyone has at some time in their work life come into contact with a high conflict personality and been unsure how to respond. While the temptation might be to avoid the person or ignore the situation, this may be impractical in the long term. High conflict personalities pose particular problems in ADR work.

Sandy and Luise will explore a series of practical strategies with the audience.

Dr Sandra Fenton specialises in the identification and implementation of empirically tested intervention strategies for managing high conflict personalities at work. She is an accredited mediator & has more than 15 years experience in mediation. Her clients include organisations in both the public and private sectors.

Luise Raeder is Principal Adviser in the Victorian State Services Authority. In that role Luise undertakes work to promote the Victorian public sector values and employment principles. She has been working with Sandy and a number of organisational representatives to develop practical strategies for managing high conflict behaviours.