



**Victorian
Association for
Dispute
Resolution Inc**

President: Deborah Macfarlane

Secretary: Anthony Grimes

Email: admin@vadr.asn.au

**TUESDAY
14 June 2016**

Venue: Heritage Room
Coopers Inn (2nd Floor)
Cnr Exhibition & Little
Lonsdale Streets
Melbourne.

Time: 5:45pm – 6.15pm
Socialising

Drinks at bar prices
Finger food provided

Presentation: 6:15pm–7:15 pm

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

Membership \$85 p.a.
Enquiries: admin@vadr.asn.au

RSVP: admin@vadr.asn.au

Book early to ensure a place

**PROFESSOR JILL KLEIN,
MELBOURNE BUSINESS
SCHOOL**

***Cognitive Biases in Decision
Making***

Many decisions need to be made in the course of a mediation by the parties. The mediator also needs to make process decisions. As we form judgments and make decisions we fall prey to predictable and consistent errors. These biases include the overconfidence bias, the confirmatory bias, the framing bias and the anchoring bias. They can impact the quality of our decisions and escalate conflict. Fortunately, there are remedies that can be applied to avoid or overcome these biases. This session will provide a discussion of cognitive biases and how we can manage them in order to make optimal decisions.

Jill Klein is a Professor of Marketing at Melbourne Business School. Her current teaching specialties are Managerial Judgment, Resilience, Emotional Intelligence and Marketing Research.

For more details on this presenter please visit our website at

<http://www.vadr.asn.au/vadr-events.html>