

Alternative Dispute Resolution 2011

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- **We will send you** a confirmation, apply for MCLE credit for your program, and provide you with the video/audio format you've chosen, as well as course materials and an MCLE card for each participant.
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THE PROGRAM

Neuroscience and Negotiation Skills - Overview of the Day * Dealing with Difficult People • How to deal with the difficult personality • What makes them tick: high maintenance, disrespectful, outright angry • How to keep them from dismantling the process • Tools you can use to deal with their emotions • Ethical implications of deploying these tools* **Dealing with Emotions in Peacemaking** • Recognize charged emotions and intervene • Fear, injustice, insulted by first offer perception of bad faith • How to deal in the moment with emotional responses • Practice tools to address emotions and ethical implications * **An Overview of Mediation In Mexico: Its Past, Present, and Future** • Development of court-annexed programs; support from the ABA-USAID Mediation Project • Current statutory framework • Will the UNCITRAL model law be adopted? • Future of private mediation development? Will Mexico implement mandatory certification for private mediators? • Challenges and opportunities presented in cross-cultural mediations * **Dealing with Deeply Held Beliefs** • Beliefs, matters of principle, social identity and sacred values that threaten impasse • Identify and address values in constructive ways • Conflicting ethical guideposts * **Using Neuroscience and Negotiation Skills to Get the Deal Done [Avoid Impasse]** • Using neuroscience to recognize issues and address them before impasse • Facilitate parties to make their own deal • Getting past rudeness, arrogance, self-centeredness and the Big Ego • Practice micro-interventions within ethical guidelines.

MCLE CREDIT 7.5 hrs (including 3.00 hrs ethics) Applies to the College of the State Bar of Texas.

For more information call a DVD CLE representative at 800-204-2222 ext 1575 or email ptrevino@texasbar.com

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Available beginning Mar. 11th, 2011.
accredited for your use through 2-28-12

DVD CLE
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Firm _____

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Ship Materials to _____

City _____ State _____ Zip _____

Contact Person _____ Today's Date _____

Contact Ph: (____) _____ Fax: (____) _____

Email _____

Date/s for your program (available as of Mar.11th, 2011) _____

1) Price \$195.00 for 1 participant\$ _____

2) Price \$ 155.00 (if at least 2 participants) x total no.____ of participants\$ _____

3) MCLE Late Fee \$50 if your order is not timely enough to be submitted to the MCLE Dept at least 15 days prior to your program date.....\$ _____

TOTAL \$ _____

If express processing or 2nd day delivery is necessary, we will contact you regarding a Rush Fee.

Choice of Written Materials*:

Book USB thumb drive

Choice of Video/Audio:

DVD MP3 CD Audio CD

* *USB is sent if no option is checked*

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—OR—

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