

# DISPUTE CUSTOM TRAINING RESOLUTION SKILLS

# CIAJ

Canadian Institute  
for the Administration  
of Justice

Listening. Learning. Leading.

Chippewas First Nation June 5-6 & 19-20, 2017

## About this Training Program

This training, specifically designed for the members of the Chippewas First Nation, will be a combination of theory, exercises, discussions, and case studies. References will be provided to the participants.

## About CIAJ

The Canadian Institute for the Administration of Justice (CIAJ) was founded in 1974 with the mission to promote excellence and leadership in the administration of justice through knowledge, learning and the exchange of ideas. In 2016 alone, CIAJ conducted 19 accredited training programs (totaling 64 days of instruction in 7 cities across Canada) and mobilized 363 speakers, leaders in their professions.

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*“The programs and organization are always high quality and provide valuable and practical insights that assist in my work as an adjudicator and tribunal administrator.”*

— David A. Wright  
Chair, Law Society Tribunal  
LSUC (Toronto)

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## Instructors for the Workshops

**Mr. Thierry Bériault**  
Chartered Mediator

**Ms. Christine O'Doherty**  
Executive Director, CIAJ

# AGENDA

## JUNE 5

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### 9:00–10:00 am

Introduction and Welcome Remarks

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### 10:00–Noon

Thomas Kilmann Test

#### Topics:

- Dealing with conflicts
- Conflict management
- Emotional awareness

#### Discussions with Participants:

- Theory and practices
  - Role playing
  - Exercises
  - Case studies
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### Noon–1:00 pm — LUNCH —

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### 1:00–3:00 pm

#### Topics:

- Emotional intelligence
- Coping with stress
- Managing stress

#### Discussions with Participants:

- Theory and practices
  - Role playing
  - Exercises
  - Case studies
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### 3:00–3:15 pm — BREAK —

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### 3:15–4:15 pm

Feedback on the session  
Discussion with participants

## JUNE 6

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### 9:00–10:00 am

Introduction and Welcome Remarks

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### 10:00–Noon

#### Topics:

- Time management
- Verbal and non-verbal communication

#### Discussions with Participants:

- Theory and practices
  - Role playing
  - Exercises
  - Case studies
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### Noon–1:00 pm — LUNCH —

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### 1:00–3:00 pm

#### Topics:

- Managing emotions/Managing behaviours
- Positive attitudes

#### Discussions with Participants:

- Theory and practices
  - Role playing
  - Exercises
  - Case studies
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### 3:00–3:15 pm — BREAK —

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### 3:15–4:15 pm

Feedback on the session  
Discussion with participants

# AGENDA

## JUNE 19

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**9:00–10:00 am**

Introduction and Welcome Remarks

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**10:00–Noon**

**Topics:**

- Neutrality as a problem-solving skill
- Effective and active communication in dispute resolution

**Discussions with Participants:**

- Theory and practices
  - Role playing
  - Exercises
  - Case studies
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**Noon–1:00 pm — LUNCH —**

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**1:00–3:00 pm**

**Topics:**

- Positive feedback
- Questioning and reframing the issues
- Neutrality/Empathy

**Discussions with Participants:**

- Theory and practices
  - Role playing
  - Exercises
  - Case studies
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**3:00–3:15 pm — BREAK —**

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**3:15–4:15 pm**

Feedback on the session  
Discussion with participants

## JUNE 20

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**9:00–10:00 am**

Introduction and Welcome Remarks

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**10:00–Noon**

**Topic:**

- Need-based problem-solving

**Discussions with Participants:**

- Theory and practices
  - Role playing
  - Exercises
  - Case studies
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**Noon–1:00 pm — LUNCH —**

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**1:00–3:00 pm**

**Workshop:**

Integrating Dispute Resolution Skills in the  
Community of the Chippewas First Nation

Discussion and exercises

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**3:00–3:15 pm — BREAK —**

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**3:15–4:15 pm**

Feedback on the session  
Discussion with participants

## BIOGRAPHIES

### Thierry Bériault

Thierry Bériault is a Distinguished Fellow of the International Academy of Mediators, a Chartered Mediator of the ADR Institute of Canada and a lawyer. Since 2005, he has conducted more than 600 mediations to resolve disputes occurring in the private and public sectors. He is regularly mandated in complex business matters where there are important relational issues at stake, such as disputes in business partnerships and others between partners, shareholders or senior management. Mr. Bériault is a specialist of the mediation process. He teaches in the Master's program in Conflict Prevention & Resolution at the Université de Sherbrooke, as well as at HELMo (Belgium) within the European Certification Program in Organizational Mediation. His expertise also brings him to the train mediators in Canada, Europe and Africa. He is Vice President-Elect of the ADR Institute of Canada and co-chairs the Institut de médiation dans l'espace francophone (IMEF). For several years, he was the president of the Board of the Institut de médiation et d'arbitrage du Québec (IMAQ).

### Christine O'Doherty

Christine O'Doherty is a bilingual lawyer experienced in professional, labour and commercial law. She is an Associate Certified Coach specializing on team building, managing conflicts and skills development. Ms. O'Doherty is a member of the Faculté de pharmacie de l'Université de Montréal, where she is responsible for the implementation of the soft skills curriculum for graduate and undergraduate students. She has contributed to developing and implementing effective government relations and public affairs strategies for the Ordre des ingénieurs du Québec, major pharmaceutical companies such as Merck Frosst and Eli Lilly as well as NATIONAL, Canada's most prominent public relations firm. Christine joined CIAJ in January 2017 as executive director.

## Contact Us

Please contact us for more information about our organization, the benefits of membership and how you can assist us with our mission.

**Canadian Institute for the Administration of Justice**  
Faculty of Law, Université de Montréal  
3101 Chemin de la Tour, Room A-3421, PO Box 6128,  
Station Centre Ville  
Montreal, QC, Canada H3C 3J7

514-343-6157  
[ciaj@ciaj-icaj.ca](mailto:ciaj@ciaj-icaj.ca)

[www.ciaj-icaj.ca](http://www.ciaj-icaj.ca)



## Cultural and Religious Diversity in the Administration of Justice

### 42<sup>nd</sup> ANNUAL CONFERENCE



October 2-4, 2017

Hyatt Regency • Montreal