



Alternative Dispute Resolution Academy (ADRA)
sponsored by Resolute Mediation & Arbitration, Inc. (RM&A, Inc.)
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Understanding Diversity when Dealing with Conflict

Presenter: Natalie Smith

1CME Diversity or 1CME General Civil

In this session, presenter explores the various facets that encompass cultural diversity within the context of conflict resolution and how, as successful conflict managers, we can face the issue head on and learn how to better our understanding and approach of our own belief systems.

Topics discussed:

- How is conflict perceived around the world?
- What is diversity and why is important?
- Cultural differences and how they affect values and meaning
- Things to consider - stereotypes, verbal / non-verbal cues, personal filter
- Diversity role in a mediator practice - how to handle diversity and be sensible to clients' different values, cultural upbringing and possible misunderstandings