



Resolute Mediation & Arbitration, Inc. (RM&A Inc.)
Online Interactive Learning (OIL) Program
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"Curtailling Diversity Tensions in Workplace Dispute Mediations"

1.5CME Diversity or 1.5CME General Civil

In this session, presenter discusses how diversity issues may impact the mediation process causing communication interruption and placing any hope for resolution in jeopardy; presenter looks at the impact of parties' and /or mediator's cultural background on negotiation styles and offers suggestions for developing the cultural competence necessary to mediate successfully.

Topics discussed:

- The impact of parties' and /or mediator's cultural background on negotiation styles
- Suggestions for developing the cultural competence necessary to mediate successfully
- Diversity as a broad concept, not limited to race, religion or color
- Diversity intelligence
- Generalizations - helpful or not
- Suggestions on how to successfully manage the variety of cultural and diversity issues in mediation
- The role and obligations of parties and mediator(s) during the mediation conference
- "Them" or "they" - causes of mistrust