



Beyond Fight-or-Flight: Practical Skills for High Stress Situations

When in high stress situations we are told to 'keep calm and carry on' as we enter situations most would choose to avoid. Other than this vote of confidence, we are often not given the practical skills necessary to implement this advice. The exercises and concepts presented in this workshop will help you better manage your Fight-or-Flight response through simple and effective techniques focused on breath, posture, and vision that when implemented will dramatically improve your performance under pressure so that you can then 'keep calm and carry on.' Join seasoned conflict resolver and coach, Stephen Kotev to learn how to apply these practical skills to your personal and professional lives.

Duration: 90 minutes, half-day, up to two full days

Giving & Receiving Feedback – Best Practices for a Daunting Task

Giving and receiving feedback is one of the most vital skills necessary for a healthy and productive workplace. Your ability to master this skill is central to maintaining morale, holding others accountable and embracing innovation. Without it, we descend into confusion and anger over unclear expectations and unexpressed needs. In this interactive and engaging workshop you'll learn a simple and effective structure for how to give and receive feedback in any situation.

Duration: 90 minutes up to two hours

The Conflict Paradox:

Seven Dilemmas We Must Understand To Resolve Conflict

This interactive session will focus on Bernie Mayer's new book *The Conflict Paradox: Seven Dilemmas at the Core of Disputes*. Join Stephen Kotev as we investigate, discuss, and deliberate how these paradoxes can either lead to settlement or ensure impasse.

Duration: 90 minutes

How to Figure Out What Went Wrong? An Introduction to Conflict Analysis

When we are embroiled in a disagreement or conflict with a colleague, we often ask ourselves 'How did I get myself into this?' Join coach and veteran conflict resolver, Stephen Kotev as he breaks down two of the most useful concepts for understanding the most common sources of conflict. You will learn how differing interests, opposing values, lack of data, neglected relationships, overarching structure/policy, and macro and micro factors can all contribute to the lifespan and source of the problem. Utilizing this analytic method will build your conflict competency and help you more quickly and efficiently address difficult situations.

Duration: 90 Minutes



For Practitioners:

Getting to the Heart of the Matter

How Embodiment can Unlock Key Insights During your Conflict

Coaching Sessions Conflict can 'break our heart' or 'feel like a punch to the gut.' Join veteran conflict resolver, coach and somatic educator, Stephen Kotev to learn you can use the body and embodiment to unlock key insights into the 'heart' of conflict during your coaching sessions.

Duration: 90 minutes

Verbal Atemi – A Technique for Creative Disruption

Contained within the Japanese martial art of Aikido is Atemi - a strike used to unbalance or disrupt a pattern of intent. This workshop will explore the concept of verbal Atemi through stories taken from the conflict resolution text, Sweet Fruit from the Bitter Tree: 61 Stories of Creative & Compassionate Ways out of Conflict by Mark Andreas. Join Aikido black belt and seasoned conflict resolver Stephen Kotev as we explore how to apply verbal Atemi to high-conflict situations.

Duration: 90 minutes

Is Your ADR Safe? Reducing the Risk of Violence Before, During and After Sessions

Many ADR professionals saw the headlines when an angry mediation participant shot two other participants (an attorney and client) outside a Phoenix law firm in 2013. That tragedy is probably the most extreme recent example of violence in connection with an ADR process, but unfortunately it is not unique. In response to this concern, the Association for Conflict Resolution (ACR) developed guidance on how to promote the safety of ADR practitioners and participants. In this session, you will use this recommended guidance to understand key safety advice and participate in an interactive discussion of how to implement it.

Duration: 90 minutes up to full-day workshop

“I Want The Hook Up”

How Mismanaged Expectations of the EEO Process Prevents Settlement and Perpetuates Filings

Mismanaged expectations about the EEO process can lead employees to disregard settlement offers and perpetuate misleading assumptions about the process. Join veteran mediator and life-long conflict resolver, Stephen Kotev, as we discuss these myths, identify how they lead to impasse and what you can do to better manage employee expectations about the process.

Duration: 90 Minutes



Aikido and Conflict Resolution: What's the Connection

How the Martial Arts can Improve Your Ability to Resolve Conflict

This workshop will provide mediators with new ways of presenting and understanding conflict resolution core concepts through the Japanese martial art of Aikido. Blending, center, and working with disputants' energy are all core principles of Aikido. These concepts will be explained and connected to conflict resolution best practices. Attendees will also be exposed to innovative ways of physically expressing core conflict resolution concepts along with exercises and techniques that will help mediators deal with stressful mediations/situations.

Duration: 90 minutes

