



Educational Services related to

Alternative Dispute Resolution

Managing Conflict with Emotional SMARTS®

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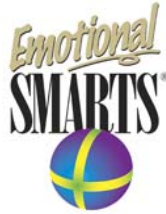
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Alternative Dispute Resolution, or ADR, is a powerful new approach to address many different types of conflict. In the past, many people when faced with conflict, thought their only option was to either ignore the situation (until it became totally unmanageable) or “call their lawyer”. The good news is that over the past few years new conflict resolution options have evolved and they are now available to people, from all walks of life, who are facing various types of disputes.

While ADR remedies or approaches vary depending on the type of dispute, many emotionally smart and behaviourally astute people often find they are able to quickly and efficiently arrive at a resolution all parties can comfortably live with using this relatively new approach to conflict. In addition, they often find the ADR approach is:

- a. less expensive in terms of their expenditure of money, energy, resources, and talent,
- b. less time consuming and labour intensive,
- c. less physically, emotionally, mentally and spiritually draining,
- d. less resource burning,
- e. less combative and adversarial,
- f. and less “win-lose”

than many traditional conflict management approaches.



Having said that, certainly there are instances where legal knowledge, skill and process are the only solutions for a dispute or transaction. (It is important to realize that ADR will likely not work if the one person simply loves to hate the “other guy”!)

However, when one considers that approximately 95% of lawsuits in Canada are settled prior to a trial, it is no surprise that ADR is fast becoming a recognized and valuable approach to addressing conflict in both personal and professional situations. (Reference: *You Be The Judge*, Norman A. Ross)

The purpose of this ADR workshop or conference presentation is to introduce ADR and its options to individuals so they can learn about and apply a more dignified and respectful approach to conflict than has been utilized in the past. This is a powerful session that provides realistic and workable tools for individuals at all levels of an organization.

The Presenter: Dr. June Donaldson is an expert in the area of emotional intelligence with her work and trademark of “Emotional SMARTS[®]” being distributed internationally. She is a Certified Mediator and Arbitrator having taken her training through the Alberta Arbitration and Mediation Society. Dr. June receives outstanding reviews on her work and over the years has received many recognitions and Board appointments. Most recently she participated in the Prime Minister of Canada’s Task Force on Women Entrepreneurs in Canada and is she is currently a member of the International Women’s Forum (IWF).

If you would like to learn more about our broad range of educational tools and topical seminars, conference presentations, and leadership retreats, please contact us at 403 – 287 2244 or www.emotionalsmarts.com in Calgary, Alberta, Canada. Thank you!