



Resistance Reframed:

Understanding Barriers to Settlement Through the Lens of Negotiation Mindsets, Culture and Gender

Presented by Nina Meierding

This highly interactive, two-day advanced institute will provide practitioners with deeper insight into resistance in conflict resolution, illuminating the more subtle and provocative causes of impasse. It will also focus on proactive and responsive techniques that deal with these specific barriers to settlement.

You will learn:

- How people create their own mental obstacles to decision-making
- How cultural differences that impact speech, experiences of time, concepts of power, attitudes about fairness and truth, and attitudes about risk and uncertainty can create opportunities for misunderstanding
- How a person's gender can impact the nature of their communication style, how they view persuasion, humor, and argumentation, how they apologize, and even the flow of conversation
- How “setting the stage” and assessment of client readiness for negotiation can prevent certain types of resistance
- How specific techniques, such as anchoring, reframing, incubation, reality testing, use of timing, sensory modality matching and mirroring, increase our effectiveness with clients

“Nina presented this program at the IACP Institute last year and it was the most engaging and most stimulating program I have attended in quite a while. People are still talking about it!”

- Lynda Robbins,
President of IACP,
Past President of MCLC
and MCFM

When: Friday, April 27, 2012
8:30 - 5:00 pm

Saturday, April 28, 2012
8:30 - 3:00 pm

Where: Bentley University
Waltham, MA

"Trainers always advertise 'advanced training' and then it turns out to be a basic training... Nina's course was full of practical, advanced techniques that I will use in my mediation practice and in my life."

-Advanced training participant

Nina Meierding is a national leader in the field of conflict resolution and has mediated over 4,000 disputes. She has been an adjunct professor at the Straus Institute for Dispute Resolution at Pepperdine University School of Law for over 20 years. She is a former president of the Academy of Family Mediators and served on the Board of Directors of the Association of Conflict Resolution. In 2005, she was awarded the John Haynes Distinguished Mediator Award, an international award given annually by the Association for Conflict Resolution.



*MCLC Member registration **before April 1, 2012 - \$315.00 after April 1, 2012 - \$350.00**
Non-MCLC Members registration **before April 1, 2012 - \$350.00 after April 1, 2012 - \$375.00**

For registration, please go to www.MassCLC.org. Cancellation Policy: Registration fees will be refunded less \$20.00 for cancellation before April 1, 2012, after April 1, 2012, there will be a \$40.00 cancellation fee.