



Elder Mediation

INTERNATIONAL NETWORK



9th World Summit & Symposium on Mediation with Age Related Issues

Wills Hall Conference Centre
University of Bristol
Bristol, England
May 14-16, 2018





12:30 pm **REGISTRATION**

1:30 pm *Welcome and Introductions*

Helen Harnett (Ireland) - Chairperson of the Elder Mediation International Network

1:50 pm *Elder Mediation: Changing the Face of Health & Social Care* – **Judy McCann-Beranger (Canada)**

In spite of the fact that every jurisdiction has their own separate systems of private and publicly funded health and social care there are many commonalities that cross borders, cultures and family life. As Elder Mediation is understood and utilized it will change the face of health and social care as we know it regardless of where it is offered in the world. Optimal care and improved quality of life will be heightened. Understanding capacity, the influence of ageism, and the uniqueness of elder mediation, will foster informed systems which can spur innovative living and healthcare options. Learning from research networks and engaging all who are able, to come to the table, is shaping our new world.

Judy McCann-Beranger M.A., Cert.CFM, Cert.EM, is the past Chairperson of the Elder Mediation International Network (EMIN), a Past President of Elder Mediation Canada, Board member of Family Mediation Canada, and Chair of Summits for EMIN. Judy is Employee Assistance Coordinator for Teachers in Newfoundland, Canada and is Chair of the Certification Committee for Family Mediation Canada. She is a comprehensive certified mediator, counselor, educator, and author. Judy is the recipient of several National Leadership awards and is a past president of both Family Mediation Canada and Family Service Canada. Judy was team lead for a community-based research project to inform the practice of Elder Mediation.

3:00 pm *Elder Mediation: Client Testimonies*

Carers will share their experience of Elder Mediation and the significant, positive impact it presented for themselves and for their families.

3:15 pm **NUTRITION BREAK & NETWORKING**

3:30 pm *A Legacy of Peace* – **Bill Hewlett (United Kingdom)**

It seems it doesn't matter how old we get, unless we develop the capacity to be self-reflective, we will always unknowingly be slaves to the powerful, unbidden, undeclared and sometimes unhelpful influence of the childhood memories that are held within our unconscious minds. An unrestrained unconscious mind can result in a lack of reflective capacity that can pitch us into conflict, leading us to blame, to be rigid and unforgiving. For our elder clients in mediation, as they have such an enormous influence on the world their descendants live in, it is particularly important to help them to see the bias that their unconscious minds are having on their current relationships and conflicts. To have the opportunity to see themselves and those with whom they are in dispute in a more holistic, balanced and relationally wise way, will allow them to see how they have been misled and misled by their unconscious minds and how this has inevitably led to conflict. They will naturally wish to protect their future generations from the very same harm that they were once exposed to themselves. Elder mediation clients can be inspired and motivated to be the last generation to have been the recipients of parental conflict, but not to have passed it on to their children. This presentation will demonstrate how to assist elder clients in mediation to become aware of the influence of their unconscious minds, to

develop a greater capacity for reflection and personal insight and to avoid conflict in their future relationships.

Bill Hewlett has worked for 17 years as a mediator and managed and supervised the clinical practice of mediators across six Family Relationship Centres in Sydney, Australia. This work has led Bill to develop an innovative and effective model of practice, which responds to the current challenges of the family law system when working with people who struggle to come to amicable arrangements with each other. It has long been recognised that the consequences of entrenched parental conflict on children is extremely detrimental to their psychological and emotional wellbeing and that the children's primary concern is usually about how well their parents get on with each other.

4:30 pm

ADJOURN FOR THE DAY

Tuesday May 15, 2018



8:30 am

REGISTRATION

8:50 am

Opening Remarks

9:00 am

The Fundamental Role of Ethics in Elder Mediation – **Margaret Bouchier (Ireland)**

Elder Mediation is an enabling process underpinned by an explicit commitment on the part of the Elder Mediator to the ethical and human rights of the individuals we engage with in the process. Drawing on the work of Laue and Cormick, this presentation will examine the fundamental role of ethics in elder mediation and the work of the Elder Mediation International Network (EMIN) in developing ethical standards that promote a conscious and informed approach that explicitly places the older person at the centre of the process by actively advocating their right to self-determination, dignity and quality of life.

Margaret Bouchier is an experienced employment, commercial and elder mediator and has a particular interest in ethics and collaborative development. Since 2004, she has specialised in the delivery of effective interventions to complex and sensitive disputes and the development of strategies and training to build capacity and to promote collaborative workplace development.

Margaret is passionate about mediation and, since 2006, has been actively involved in the development of mediation through her roles in the Mediators' Institute of Ireland (the MII), the Elder Mediation International Network (EMIN) and, more recently, the Kennedy Institute Workplace Mediation Research Group (KIWMRG). She presented on ethics in elder mediation at four World Summits. In 2016, Margaret was awarded the EMIN Sherren Award for her contribution to the development of Elder Mediation. Margaret is Founder and Director of *Advanced Working Solutions Limited* and a Partner in *Erwin Bouchier Professional Solutions*.

9:30 am

Safeguarding the Rights of Elders in Elder Mediation: Screening for Abuse and Making Accommodations – **Professor Dale Bagshaw (Australia)**

Elder abuse is an under-researched and hidden problem. It occurs across the spectrum of our society and is often unrecognised, unreported and hard to detect. Some families and/or cultures do not recognise that their behaviour is abusive or label it that way.

The World Health Organisation defines abuse of older people as a single, or repeated action (commission) or lack of appropriate action (omission), occurring within any relationship where there is

an expectation of trust which causes harm or distress to an older person. It is a violation of human rights and a significant cause of injury, illness, lost productivity, isolation and despair. From a human rights perspective, elder mediators must ensure that the voice of the older person is heard, directly or indirectly, and respected.

Associate Professor Dale Bagshaw will discuss ways to ensure that the elder's voice is heard in mediation, with or without capacity, and suggest specific screening questions to ask in pre-mediation sessions to assess whether the mediator can accommodate for any disabilities, especially those related to capacity, competency and communication and also to detect signs and risks of abuse or intimidation of the older person.

Associate Professor Dale Bagshaw, BA, Dip Soc Stud, M Soc Admin, PhD, Cert.EM., is a practicing Certified Elder Mediator with the Elder Mediation International Network (EMIN), co-convened the 6th World Summit on Mediation with Age-Related Issues in Adelaide and is the founding President of the Elder Mediation Australasian Network (EMAN). She is an adjunct Associate Professor in the School of Psychology, Social Work and Social Policy, University of South Australia where she was previously Head of School, Director of Postgraduate Studies, Program Director for the Masters/Graduate Diploma in Mediation and Conflict Resolution, and Director of the Centre for Peace, Conflict and Mediation (1973-2009). She led the research team that wrote the first South Australian Government's Strategy to Prevent the Abuse of Older South Australians 2007-2014 and is a member of the Steering Committee, Office for the Ageing, which reviewed the plan and produced the report – 'Strategy to Safeguard the Rights of Older South Australians 2014-2021'.

Dale developed and maintains a resource-rich website for elder mediators, elders and their families (www.elder-mediation.com.au), is a member of EMIN's Board and Certification Committee and contributed to the development of international certification standards for elder mediators that are relevant to Australasia. She has received EMIN's Sherren Award for her work in this field and two national awards for her significant contributions to ADR in Australia.

10:00 am

Facilitating and Writing Agreements: Key Considerations and Managing Pitfalls

– **Karen Erwin (Ireland)**

This session will look at how to convert loose agreements made in the elder mediation process into an appropriate framework utilizing the relevant sections on Agreements from the Code of Ethics. Typically, agreements made in an elder mediation fall into different categories - agreed but not binding or enforceable; final, binding and enforceable agreement; and agreement in principle but needing legal input for it to become legally binding and enforceable. Many agreements in EM are necessarily more informal than they are in other fields of mediation and fall into the agreed but not binding or enforceable category. Learn to recognise which is which, how best to reduce the agreements to writing, and what issues and pitfalls can arise.

Karen Erwin is a solicitor and mediator. She established Erwin Mediation Services and her main expertise is in interpersonal mediations in workplace and Elder Mediation. Karen is an accredited EMIN Elder Mediator and has an Elder Mediation practice in Dublin. While President of the Mediators' Institute of Ireland for 7 years Karen was intimately involved in the professionalization of mediation in Ireland. Karen is an ardent ambassador for mediation.

10:30 am

NUTRITION BREAK & NETWORKING

10:50 am

Court of Protection Mediation: Where are we in the UK? – **Charlotte May (United Kingdom)**

This presentation will introduce the research on Court of Protection Mediation in the UK undertaken in 2016. The aims and objectives included: gathering case studies to illustrate the benefits, successes and challenges of Court of Protection mediation and to seek views on pertinent questions, identifying what specialist expertise and training are needed for mediators working in this area as well as to

develop an understanding of what issues are and are not suitable for mediation in this context. It also included the aim to act as an evidence-based springboard to raise awareness of mediation.

The research included 25 participants, including private practice and local authority solicitors, barristers, the Official Solicitor (health and welfare) and a local authority Mental Capacity Team Manager and mediators. Between them they had been involved in over 80 mediations and submitted details of 25 case studies as part of the survey. Research findings & case studies (health and welfare, finance and property and medical treatment - more or less depending on time available) will shed light on where we are now in the UK.

Charlotte May is an accredited Civil and Commercial mediator (ADR) with specialist experience in adult care disputes and a commitment to finding positive solutions. Charlotte acts as a mediator within the UK. Charlotte is the Dispute Resolution and Adult Care Team Leader for Legal Services at Wiltshire Council where she has been providing specialist legal advice for over 14 years. She is an expert on community care services, mental health and mental capacity and Court of Protection law.

11:20 am

What Role Should Elder Mediation Play In Dementia Care? – **Alzheimer UK (Panel)**

How can families of people affected by dementia be aided to make the right decisions? In this panel discussion, facilitated by Alzheimer's Society, we'll tackle some of these questions and hear from someone with dementia about their experience. Panel members also include an academic from the University of Bristol and a practitioner from the Bristol Dementia Wellbeing Service.

Ben Stevens, Panel Coordinator is the Stakeholder Relations Officer for Alzheimer's Society in South West England. Ben is part of the Policy and Public Affairs team and plays a link role between Alzheimer's Society and local authorities, MPs, and health and social care providers. Ben is a former senior Councillor on a local authority where he was in charge of Economic Development, Tourism, Heritage and Culture.

12:00 pm

LUNCH (provided) & NETWORKING

1:00 pm

Unleashing Creativity in Elder Mediation – **Dr. Anita Dorczak (Canada)**

The Code of Ethics for Elder Mediators stipulates in "Fair Negotiations" that the participants may reach an agreement that may not correspond to legal guidelines or general community expectations and standards. Creativity is a process requiring an individual to be open to new ideas and approaches in order to seek an original solution for a problem at hand. How can creativity then be used in Elder Mediation?

This presentation will explore the notion of creativity and its role in conflict resolution. It will present research on actual elder mediation outcomes in an effort to provide greater understanding of the factors contributing to creativity in Elder Mediation. An all too common belief is that older people no longer have the faculties or resources to respond creatively. This session will also highlight some studies focusing on creativity in older adults as well as some insights derived from research that may allow elder mediators to enhance creative thinking in resolving conflict. The final part of the presentation will offer practical suggestions on how to promote creativity in order to reach agreements which will address the idiosyncrasies of each family conflict.

Dr. Anita Dorczak, M.A., LL.B, Ph.D., PC, Cert.EM, CLP is a lawyer, mediator and trainer in Edmonton, Canada ([www. DrAnita.Lawyer](http://www.DrAnita.Lawyer)). Dr. Dorczak has, in addition to a law degree and a Ph.D. both from the University of Alberta in 1990, a Master's degree in English Philology, is a Certified Elder Mediator, Parenting Coordinator and a Certified Listening Professional. Anita has attended all previous World Summits and presented on elder mediation, aging issues and conflict resolution at Summits in the U.S., Scotland, Australia, Canada and Austria; the International Academy of Law and Mental Health in Vienna

and Prague, and the Canadian Bar Association, American Bar Association, International Association of Collaborative Professionals and Academy of Professional Family Mediators in North America. She is a member of all the previously mentioned organizations. She also taught collaborative law, a novel non-adversarial method of conflict resolution, in Spain, and presented on it in Panama, Argentina, Chile and Uruguay.

1:30 pm

Intergenerational Dialogue Facilitation for Advance Care Planning

– **Arabella Tresilian (United Kingdom)**

Prevention of elder care disputes involving older people and their adult children is better than their eventual resolution, especially at end of life, when time is an unknowable factor and emotions run high. Trained Elder Mediators can help adults and their grown-up children converse about later life wishes in a way that can make the conversation uplifting, bonding and affirming. The charity, *Living Well- Dying Well* trains End of Life Doulas in helping their clients to write down their wishes and desires for their end of life care.

This presentation explores how *Living Well-Dying Well's* End of Life Doulas assist their clients to undertake conversations about advance care planning with their adult children. We explore the difference between intergenerational conversations, and conversations between elders and their peers, or elders and their health professionals. We look at how sharing in advance care planning affects adult children's experience of their parent's end of life, and how older people feel knowing that their adult children have contributed to the expression of their end of life wishes. In parallel, we explore the barriers to these intergenerational conversations and how Elder Mediators can ease them, taking into account perspectives on factors such as 'capacity', 'agency' and 'cognitive autonomy'.

Arabella Tresilian is an Associate at the Centre for Effective Dispute Resolution (CEDR) and is a CEDR-accredited mediator specialising in health and social care. Qualified to undertake independent practice offering dialogue facilitation, dispute resolution and conflict coaching. Arabella combines her experience in healthcare management consulting and dispute resolution to support organisations, employees, families and employment, workplace, commercial, civil and community mediation, to find win-win resolutions within complex scenarios. She is a member of CEDR's world-renowned training faculty. Arabella has 20 years experience working in a strategic capacity for public, private and third sector organisations in the UK and overseas, and specialist consulting experience in the fields of sustainability, education and health/social care. She wrote the Dementia Strategy (2012-2015) for Bath & North East Somerset Community Healthcare services, and was a lead on the Memory Technology Library research project funded by the Prime Minister's Dementia Challenge. She is a Quality Improvement Coach with the Q Community (NHS Improvement & Health Foundation) and a Public & Patient Involvement advisor for the National Institute of Health Research (NIHR). She is a co-author of *Living Well Dying Well's* internal training manual on Advance Care Planning. She is also a trained Mental Health First Aider. She is an active Certificated Mediator with Bristol Mediation and Chair of Trustees at Bath City Farm. She is also the cofounder of Equisphere Employability and a workplace mental health trainer for Bath Mind.

2:00 pm

Innovative Elder Mediation Programs – **Panel Discussion (Canada)**

These programs have a vision to empower caregivers to self-direct their respite needs. Examples of Elder Mediation outcomes will be shared that demonstrate a seamless experience through the health system for people in diverse communities by providing equitable access, individualized care coordination and quality health care.

2:30 pm

Learning Through Practice – **Helen Harnett, Brian O'Neill (Ireland)**

Later Life Mediation is a group of four elder mediators who work in collaborative practice in Ireland. This workshop will highlight some key learning points from their casework and training of elder

mediators over the past six years. Discussion and feedback on the brief inputs will be facilitated through structured group work. Rapporteurs will deliver feedback from groups to the large group. The session will be practical, interactive and tightly managed. The aim is to stimulate the sharing of perspectives.

Helen Harnett is a certified Elder Mediator and current Chair of EMIN. On gaining accreditation, she and four other elder mediators founded Later Life Mediation (www.laterlifemediation.com) to promote and practise elder mediation in Ireland. In addition to coaching and mediation for families, Later Life Mediation provides elder mediation training for mediators and workshops for the general public. Helen lectured in Intercultural Communication in Dublin City University (2001-2015) and has vast experience in the design and delivery of intercultural training programmes including training for mediators on responding to the challenges of intercultural mediation. As Consultant to the Hospice-friendly Hospitals Programme, Helen designed a pioneering project to improve the quality of communication between staff, relatives and residents in a residential care facility for older people (2007-2009). Helen was a member of the Third Age Advisory Group and the Stakeholder Group for the Dublin City University Dementia Elevator Project. Helen served as a Council Member of the Mediators' Institute of Ireland (2009-2013) and MII Director for the Workplace and Organisational Sector (2009-2013).

Helen holds a Master's Degree from the University of Nancy, France, an Advanced Diploma in European Studies from the European University Centre in Nancy and a Higher Diploma in Education from TCD. She trains and mediates through French as well as English.

Brian O'Neill trained as a mediator in 2009 and decided to specialise in the area of Elder Mediation. Along with four other colleagues, he founded Later Life Mediation (www.laterlifemediation.com) to promote and practise Elder Mediation in Ireland. Brian gained EMIN accreditation in 2012 at the summit in Glasgow and is now a member of the EMIN Board. He has mediated many cases, as well as helping to provide training and present at seminars linked to elder mediation.

3:15 pm

NUTRITION BREAK and NETWORKING

3: 35 pm

Learning Through Practice (Cont'd) – **Helen Harnett, Brian O'Neill (Ireland)**

4:30 pm

ADJOURN – AWARDS BANQUET at 5:30 pm!

5:30 pm

AWARDS BANQUET – Sponsored by DRP – The Dispute Resolution Partnership
Enjoy a "Gourmet Buffet" at The Square – No charge for all registered attendees!

Wednesday May 16, 2018



8:30 am

REGISTRATION

9:00 am

Opening Remarks

9:10 am

'I'm worried about Mum': Findings from Relationships Australia's Elder Relationship Services Trial
- **Paula Mance, (Australia)**

The health, wealth and shape of Australian families is changing. Australians are living longer than ever, often with chronic conditions that have high care requirements. Older Australians have more of the nation's wealth and home ownership, yet fewer children to leave it to. Families are increasing in

complexity and living further apart physically and possibly emotionally. So, when issues arise in families with an older member, clearly 'business as usual' at Relationships Australia's family and relationship services is not enough. That's why Relationships Australia developed and rolled out a twelve-month national trial of a service targeted towards families with problems related to the ageing of a family member. The service aimed to prevent or resolve family conflict and help families to have difficult conversations in ways that promote the interests, rights and safety of family members. Key inputs were specialized Elder Mediation training delivered to highly experienced staff and national service co-ordination. Main outputs for clients were information, referral and family meetings co-facilitated by trained counsellors and mediators. The presentation reports on the findings of an outcomes evaluation that was conducted alongside the trial. Across the 6 trial sites, the service responded to 140 clients with a vast array of presenting issues and needs, including conflict and elder abuse.

Paula Mance. For 70 years, the Relationships Australia federation has provided a range of services to Australian families, including counselling, dispute resolution, mental health support, children's services and relationship and professional education. Along with consortium partners, State and Territory organizations operate one third of the 65 Family Relationship Centres across Australia and the national Family Relationships Advice Line.

For the past four years, Paula has been the National Policy Manager for Relationships Australia National where she advises the National Board on strategic policy and co-ordinates national innovative projects. She has a background in science and law and is a qualified demographer. Prior to joining the Relationships Australia team, Paula worked for almost 20 years in the Australian government in various social policy and research roles. Her particular interest lies in translating evidence into policy and practice and she has published and presented widely on social policy research.

9:40 am

Maximising the Engagement of Adult Family Members Who Live "Far Away" Through Elder Mediation
– **Francis Stephenson (Ireland)**

Later Life Mediation mediators have worked with several families where one or more of the adult family members live outside the country of residence of the older person or 'far away'. In this presentation a number of our cases will be analysed including exploration in what 'living away' means, the insights gained from initial conversations with the person/s living away and their sibling/s, shifts in perception during the mediation of sibling/s who live away and those close at hand, outcomes in relation to the impact of the mediation on the parties involved and reflections on the benefits and the challenges associated with enabling the person living away to be part of the mediation.

Frances Stephenson is one of five elder mediators who founded Later Life Mediation in Ireland in 2011. Later Life Mediation facilitates family meetings and offers private consultations to ensure that essential conversations and decisions have the best possible outcomes for all.

Frances has been practicing as a professional Mediator since 2005. She specialises in Elder and Workplace mediation. Frances attended the World Summit on Elder Mediation in Glasgow in 2012, where she received her international certification in Elder Mediation, and Linz in 2016. She actively promotes the concept of elder mediation in Ireland in the national media through newspaper, radio and television interviews.

A training consultant, experienced facilitator and conflict coach, Frances holds a Masters in Education, Training and Development from the University of Sheffield. She, along with her Later Life Mediation colleagues, delivers specialist training in Elder Mediation based on EMIN certification standards and Code of Professional Conduct. She also delivers accredited training in Conflict Management, Communications and Customer Service. Frances is a former Council Member of the Mediators' Institute of Ireland.

10:10 am

Nothing About Me Without Me: Person Centred Practice as a Core Value of Elder Mediation
– **Siun Kearney (Ireland)**

The title of this presentation is informed by the principle of Person Centred Practice, a value at the core of our practice as Elder Mediators. In this presentation I will discuss this theoretical value and examine its meaning in terms of the reality of Elder Mediation practice in Ireland. The challenge of keeping this core value at the forefront of our practice is explored from my experience as a practicing elder mediator. This idea is expanded to look at the culture, the challenges, the opportunities and above all the realities, which sadly can conspire at times, to honour this principle in its breach rather than its observance.

Power balancing lies for me at the heart of person centred practice and in this presentation I will look at how the elder mediator's knowledge of the importance and relevance of appropriate balancing of power ensures that the older person remains firmly at the centre of all decision making. My views are informed by my initial training as an Elder Mediator, my current practice and my experience as an older person living in a culture, which at times, appears to me to pay lip service to the challenges and demands of an increasingly ageing population.

Siun Kearney has been a practicing family mediator since 1989. She established and coordinated the Government funded Family Mediation Service in the south of Ireland from 1995 until 2007 when she established Round Table Solutions with two mediator colleagues. Siun is an advanced member of the Mediators Institute of Ireland, (MII) an organization of which she was a founding member. Siun was honoured by the MII in 2016 for her contribution to the field of Family Mediation. Siun is an MII accredited certified trainer and has been involved in mediation training in the National University of Ireland in Cork, Dublin and Maynooth, the Garda Juvenile Justice Programme, TUSLA (the Child Care Agency), The Law Society of Ireland and many statutory and voluntary agencies.

Siun has presented at Mediation conferences in Ireland, U.K., Scotland, including EMIN and at the World Mediation Forum. In a voluntary capacity Siun worked to establish a Community Mediation Service in Cork. Siun is one of the original cohorts of Elder mediators in Ireland, certified by EMIN and accredited in 2012. Siun is currently a consultant to Round Table where she engages in Family and Elder Mediation.

10:40 am

NUTRITION BREAK & NETWORKING

11:00 am

Building Bridges into Unknown Territory: Narration & Mediation
– **Andrea Germann (Germany/Czechia)**

“If you know one dementia patient – you know only one form of dementia; each illness, each patient has a story to tell, a new and different one from which we can learn”
Having analyzed more than 120 contemporary narratives as well as questioning both authors and readers about their intentions, I strongly believe that narratives can be very helpful to get the complete picture of what dementia really is. Studies of narratives about dementia are very important for critical gerontology, thanatology and also for social ethics. They show how the remnants of the patient's self impacts family life, its values, as well as the perception of dementia by the family and how they help create an understanding of the late stages of the illness. They provide a profound insight and new knowledge which in turn could answer the most important questions for thanatology, end of life management, advanced care planning and legal protection of life and of course mediation: what does late stages of dementia feel like?

Andre Germann was born in former Czechoslovakia. She is a Certified Mediator and a certified Intercultural coach (DIGIT) from HIM and the University of Heidelberg). She studied translation science in Saarbrücken, Dublin, St. Petersburg and Rostow upon Don.

Andrea's website is: <http://www.germann-kommunikation.de/leistungen/go-east/>

11:30 am

To be announced.

12:00 pm

LUNCH (provided)

1:00 pm

The International Certification Process for Elder Mediators – **Greg McCann-Beranger (Canada)**

Health charities, seniors' organizations, government and non-government organizations involved with issues of aging are well positioned to promote elder mediation as a valuable service for the families and other groups utilizing their services. Referral is a necessary component of these organizations, and referral to qualified, informed professionals who adhere to a standard, is a necessary component of these referral systems. The Elder Mediation International Network (EMIN) recognizes the need for an international standard for certification of mediators specializing in issues of aging - one which acclaims the competency of mediators and speaks with a strong and credible voice. This session will review the requirements for attaining the "Cert.EM" designation.

Greg M. Beranger, MSW, Cert.EM is the Registrar for EMIN's certification Program. An experienced mediator and marital and family therapist he is a founding member of Family Mediation Canada, Elder Mediation Canada and the Elder Mediation International Network. Greg is a previous winner of EMIN's Sherren Leadership Award.

1:30 pm

Addressing Elder Mediator Challenges – **Panel - David Richbell (United Kingdom)**

An experienced panel of Elder Mediators will discuss various challenges that they have experienced during their career and also consider situations raised by members of the audience. This promises to be an entertaining and enlightening session.

David Richbell is an experienced commercial mediator who now recognises that he may soon be in need of elder mediation. As well as general and international commercial disputes he also mediated family business, contested probate, health care and faith community disputes. He has written the award-winning *Mediation of Construction Disputes* and the acclaimed *How to Master Commercial Mediation*.

2:30 pm

Closing Panel Discussion and Wrap-Up –

Helen Harnett (Ireland)

Judy McCann-Beranger (Canada)

3:00 pm

Next Summit ...?

3:15 pm

SUMMIT CLOSE

Your Extraordinary Speakers!

(In order of appearance)



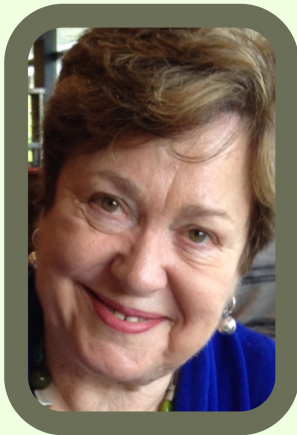
Judy McCann-Beranger



Bill Hewlett



Margaret Bouchier



Dale Bagshaw



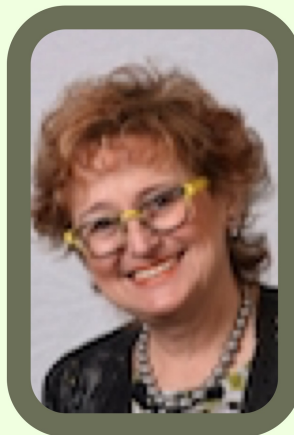
Karen Erwin



Charlotte May



Ben Stevens



Anita Dorczak



Arabella Tresilian

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Helen Harnett



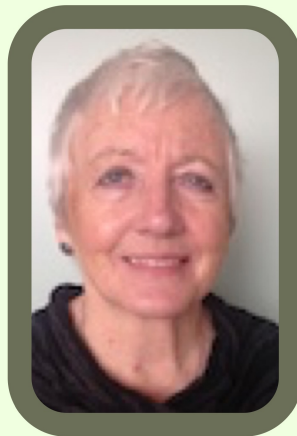
Brian O'Neill



Paula Mance



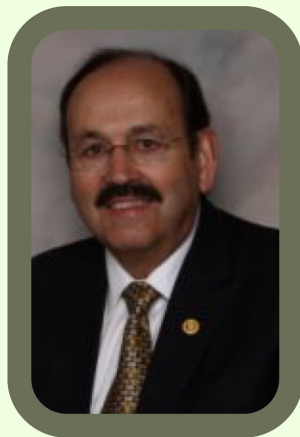
Francis Stephenson



Siun Kearney



Andrea Germann



Greg McCann-Beranger



David Richbell



DRP

THE DISPUTE RESOLUTION PARTNERSHIP

When disagreements arise we combine litigation and mediation experience to provide advice, support and training; obtaining good outcomes by helping common sense to prevail and giving parties control of outcomes, costs and management time.

DISPUTE AVOIDANCE

EFFECTIVELY MANAGING DISAGREEMENTS BEFORE THEY BECOME DISPUTES

- Effective communication
- Managing complaints with empathy
- Helping people have difficult conversations
- Coaching people in intelligent negotiation

DISPUTE MANAGEMENT

CONTAINING THE NEGATIVE EFFECT WHEN DISPUTES OCCUR

- Using escalating resolution
- Involving neutral third parties
- Preparing a persuasive case
- Finding co-operative solutions
- Retaining key business relationships

DISPUTE RESOLUTION

WHEN ALL ELSE FAILS , FINDING A WAY TO COST-EFFECTIVE SETTLEMENT

- Choosing the appropriate process
- Assessing risk sensibly
- Developing effective strategies
- Devising creative solutions
- Rebuilding fractured relationships

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The DRP Partners and Consultants



Zaza Elsheikh is a medical doctor, a Civil/Commercial, Workplace and Family Mediator, and International Commercial Arbitrator (CIArb). She has great experience in clinical negligence disputes and disputes within particular ethnic and faith communities. She is founder of BIMA (Belief in Mediation and Arbitration), a multi-faith dispute resolution charity.



David A Evans brings over 25 years experience in OD driven commercial transformation roles, Employee Relations, HR leadership, executive business leadership and Mediation. His main area of interest is in the prevention and resolution of conflict where the parties need to maintain an effective working relationship. David is an accredited CEDR Mediator.



Stephen Hall is a former head of marketing and communications at Ericsson and has worked across Europe, the Middle East, Asia and USA, providing a breadth of customer and company experience. He has in depth knowledge of company operations in the legal, employee, pension, tax and co-determination which allows him to create innovative solutions to conflict situations.



David Richbell is a partner in The Dispute Resolution Partnership. A former chartered quantity surveyor he is now one of the world's most experienced commercial mediators and trainers in mediation, negotiation and conflict prevention skills. He is very experienced in facilitating difficult conversations in faith and other communities and has written two award-winning books.



Oliver Richbell is a partner in The Dispute Resolution Partnership and a former Commercial Litigation Solicitor. Oliver's focus as a Litigation solicitor was helping clients settle disputes before going to Court. He now applies his legal experience to assist businesses to avoid disputes, or to manage them effectively or to resolve them in the most efficient and economic way.



Wolf von Kumberg brings over 30 years of international legal and business experience to the practice of ADR having served as Legal Director and Assistant General Counsel to Northrop Grumman Corporation. He is now applying this accumulated knowledge to the field of global commercial conflict avoidance and resolution. Wolf is a certified mediator and arbitrator (FCIArb).



Ian White is a former Chief Legal Officer/ Company Secretary for listed and major private companies. He is a coach/mentor for senior management in a variety of sectors and is a consultant in board evaluation, governance, and professional team strategy. He specialises in turning around under-performing (particularly legal) teams.



Welcome to Bristol, England!

The symposium will host a selection of international speakers from Germany, Austria, Poland, Switzerland, Czechia Ireland, Australia, Canada, USA and England. Summit Aims.

In recent years the international summits have become a forum for experts in the growing field of elder mediation. The summit provides the opportunity for exchange of knowledge and experience on a professional and interdisciplinary basis.

Summit Goals

1. Increase awareness of mediation with age related issues and its benefits and to build knowledge
2. Facilitate discussion with mediators and all professions interested in the discipline along with older people representative groups and those with an interest in the area around the opportunities and challenges of providing elder mediation
3. Highlight research and best practice in elder mediation from various countries across the world
4. Offer mediators a set of practical options for facilitating equal opportunities for participation in decision-making, consultation and complaints processes
5. Provide an opportunity for networking

The Program

This summit will provide a comprehensive overview of elder mediation and an opportunity to examine established initiatives in this area from other countries.