

Negotiation, Persuasion and High Stakes Decision-Making for Mediators—What the Research Teaches Us

June 19, 2018, 9:30-4:00 p.m.

WMU-Cooley Law School • 2630 Featherstone Rd • Room 145 • Auburn Hills • 48326

Presenter: Dr. Elizabeth Stokoe, Ph.D.

Dr. Stokoe will provide an exciting, entertaining and compelling presentation on scientific techniques that reveal what works and what does not work in settlement discussions and our daily communications. This is what we have been waiting for to help us with communication in our professional and personal lives.

Attend the Day to Learn:

1. What professionals do that causes conflict and resistance.
2. What communication strategies work in stressful conversations with emotional parties.
3. Why we're wrong about rapport.
4. Which verbs lead to engagement in high-stakes settings.
5. How mediators help clients get to solutions in mediation.
6. Why every word matters.

This training is based on empirical research conducted by Dr. Stokoe and her colleagues. She specializes in the science of talk, studying how people converse and communicate better. In Part 1 of the training, the goal is for mediators to gain insight into communication practices that work to persuade, overcome resistance, and shape decision-making when parties are emotional and where conflict is high at the mediation table. Her recommendations are research based, not “gut” instinct. In Part 2, the program emphasizes solution focused questions and their role in bringing about agreement. Learn the specific words that research proves help achieve solutions; and those which simply do not work except to add to stress and emotionality.



Dr. Elizabeth Stokoe, Ph.D. is a professor of social interaction in the Department of Social Sciences at Loughborough University, United Kingdom. She uses conversation analysis to understand how talk works—from first dates to police interrogations; from medical communication to hostage negotiation; from agreeing to try mediation to learning about each other. An exciting and accomplished speaker and TED Talk presenter, she has published over 100 scholarly articles and books, including a popular science book that will be published at the end of 2018, *Talk: The Science of Conversation*. Outside the university she runs workshops with doctors, mediators, sales people, police, and other professionals using her research-based communication training method called the “Conversation Analytic Role-Play Method.” She is one of 13 WIRED 2015 Innovation Fellows; has given TED, New Scientist, Google and Royal Institution lectures, and her research and biography were featured on BBC Radio 4’s *Life Scientific*.

Lunch will be served on premises. An afterglow reception sponsored by the ADR Section will follow Dr. Stokoe’s presentation. Registration on the next page.

This event location may require photo identification.

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Law students must include their law school e-mail address.

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Please make check payable to: STATE BAR OF MICHIGAN

To pay with credit/debit card visit
<https://www.eisewhere.com/adr061918>

Cost

REGISTRATION DEADLINE: JUNE 14, 2018

Your registration fee includes lunch on premises and an afterglow reception at the end of the program sponsored by the ADR Section of the State Bar.

- ☐ SBM ADR, Environmental Law, Litigation, or Labor Law Section Members\$75
- ☐ Non Section Members\$95
- ☐ Law Students \$25*
- ☐ WMU-Cooley Law Students Free*

* Law students must include their law school e-mail address.

- ☐ I plan to attend the reception Free

Questions

For additional information regarding this event, contact Shel Stark at 734-417-0287 or shel@starkmediator.com.

Register One of Two Ways

Online: <https://www.eisewhere.com/adr061918>

Mail your check and completed registration form to:
 State Bar of Michigan, Attn: Seminar Registration
 306 Townsend Street
 Lansing, MI 48933

All cancellations must be received at least 72 business hours before the start of the event and registration refunds are subject to a \$20 cancellation fee. Cancellations must be received in writing by e-mail (tbelling@michbar.org), or by U.S. mail 306 Townsend St., Lansing, MI 48933 ATTN: Tina Bellinger.). No refunds will be made for requests received after that time. Refunds will be issued in the same form payment was made. Please allow two weeks for processing.