SUMMARY: This program focuses on the importance of communication in dispute resolution. Necessary building blocks to successful communication include active listening skills, presentation skills and an ability to discern and master a mutual language of understanding. In addition, mediators in particular are tasked with assisting parties in ascertaining and achieving their own goals, while avoiding imposing their own opinions on the parties. The program addresses communication through different lenses:

- Substance versus process knowledge preference in selecting a dispute resolver
- Unique practice setting: worker’s compensation mediation
- Facilitating the negotiation process more effectively by improving communication and understanding
- Implicit bias and cultural issues

Also, the program provides two hours of mandatory CME and ethics/professional responsibility credit, exploring the rules and ethical constraints regulating dispute resolution practice in North Carolina via a game show motif.

The North Carolina Bar Association is accredited by the North Carolina State Bar as a provider of continuing legal education.
FOUR WAYS TO REGISTER

ONLINE* www.ncbar.org/CLE • PHONE* 800.228.3402 • FAX* 919.677.1774
MAIL* Attn: Accounting–NCBA, P.O. Box 3688, Cary, NC 27519-3688

*Credit cards only. **Please make checks payable to NCBA.

TUITION | LIVE • VIDEO REPLAY (VR) | Select format and tuition rate below.

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VIDEO REPLAY LOCATIONS | To register for a Video Replay, visit this program’s webpage at www.tinyurl.com/CLE711DRM to view all locations and dates, then enter your selection below.

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| Enclosed is a check, payable to NCBA                              | Please charge my credit card. |
| Card Number: __________________________________________________ | Expiration Date: ____________ |
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711DRM-B
Thursday, March 15, 2018, 5:30–6:30p

5:30p Early Arrivals Reception (until 6:30p)
The Carolina Hotel, North Room
80 Carolina Vista Drive, Pinehurst

Friday, March 16, 2018, 8:15a–4:30p

8:15a Registration and Continental Breakfast
(included at Live program only)

8:55 Welcome and Introductions

9:00 Substance Versus Process Panel
Rene S. Ellis and J. Griffin Morgan
Topic addresses the two schools of thought — do you want a mediator who is knowledgeable about your subject matter area or one who knows the process and resembles a juror in lack of subject matter area knowledge? Pros and cons of each are debated.

9:45 Special Aspects of Workers’ Compensation Mediation
Jacqueline R. Clare and N. Victor Farah
Hear a panel discussion about what makes workers’ compensation mediations different from other types of mediations and why.

10:30 Break

10:45 Negotiation Workshop
Mark A. Springfield
Mark Springfield leads a negotiation workshop, using demonstrations and group exercises to show successful (and unsuccessful) ways to help facilitate negotiations between attorneys and parties by focusing on communication and understanding techniques as part of achieving dispute settlements.

11:45 Networking Lunch (included at Live program only)

2018 Dispute Resolution Section Annual Meeting
LeAnn Nease Brown, Brown & Bunch PLLC, Chapel Hill,
2017-2018 Section Chair, presiding

12:45p Implicit Bias and Cultural Issues in the Dispute Resolution Setting
Benjamin D. Reese Jr., Psy. D.
Benjamin Reese, Psy. D., a licensed clinical psychologist, addresses how to identify and bridge divides created by bias and cultural barriers.

Sponsored by: Beason & Ellis Conflict Resolution LLC
Henson Fuerst PA and
Lawyers Mutual Liability Insurance Company of North Carolina
2:15  Break

2:30  CME/Ethics Family Feud Game*^  
Asa L. Bell, Rene S. Ellis, Reagan H. Weaver and Barbara B. “Bonnie” Weyher  
This segment uses a game show format to teach and test attendees’ knowledge of the resources, ethical constraints and regulatory requirements governing dispute resolution in North Carolina.

4:30  Adjourn

* Indicates portion providing Ethics/Professional Responsibility credit  
^ Indicates portion providing Certified Mediator Education (CME) credit

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TRANSFERS   Registrants may transfer from a Live program, Video Replay, Webcast, Webinar or Phone/Audio Streaming Program without penalty within three business days after the program date. CANCELLATIONS Cancellations must be received by 9:00 a.m. the third business day prior to the program to qualify for a refund (less $75 administrative fee). Those not attending will receive the digital program materials in full consideration of tuition paid. MCLE CREDIT The North Carolina Bar Association is an accredited CLE sponsor under the MCLE Regulations promulgated by the NC State Bar Board of Continuing Legal Education. This program is approved (but not sponsored) by the Board for the designated number of CLE hours. Each attorney must maintain a record of his/her attendance for the NC State Bar annual report. MCLE credit is reported by NCBA only if a NC State Bar number is provided. Your CLE tuition includes mandatory State Bar fees used to support the State Bar’s Mandatory Continuing Legal Education program, the Chief Justice’s Commission on Professionalism and the Chief Justice’s Equal Access to Justice Commission. Your tuition also includes digital access to all program materials. DIGITAL PROGRAM MATERIALS You will receive a notification email when digital materials are available to download. To retrieve digital materials, log in and select “Your Course Materials” on the CLE website. All of the materials for this program will be available for download in advance of the program. VIDEO REPLAYS To qualify for the Early Bird tuition, registration must be received one week prior to program date. NC State Bar rules require a minimum number of preregistered active State Bar members. NCBA reserves the right to cancel any video program prior to the program date if registrations do not meet the NC State Bar requirement. Some sites require additional registration or evaluation forms. Visit www.tinyurl.com/CLE711DRM to confirm video replay registration and program start times. CLE credit hours at Video Replays are subject to change. Video replay program attendees may purchase the printed manuscript at cost. Due to printing and shipping lead times we are unable to accommodate requests for print materials made fewer than seven (7) days prior to any video replay program. PERSONS WITH DISABILITIES We make every effort to ensure that our programs are held in facilities which are fully accessible to persons with disabilities. If you plan to attend our program and need special facilities or assistance relating to a disability, please contact the CLE Department at least one week prior to the date of the program. INCLEMENT WEATHER We make every effort to notify registrants when a program is canceled or delayed due to weather. If inclement weather is forecast, please check your local news listings or contact event venue. NCBA programs will follow the work schedule of the hosting institutions, to include delayed openings. CLE SCHOLARSHIPS A limited number of scholarships are available to members in financial need. Contact Membership Services at 1.800.662.7407 or email akemple@ncbar.org. EVENT SPONSOR AND EXHIBITOR OPPORTUNITIES Interested in meeting the attendees of this program? Become an exhibitor or sponsor! Contact Jennifer Shapiro at CLESponsorship@ncbar.org for detailed information about these opportunities and their benefits. FOR MORE INFORMATION, VISIT WWW.NCBAR.ORG/CLE.

NCBA CLE PASSPORT
Program Information

Planner
- Anne Duvoisin Fisher, Henson Fuerst PA, Raleigh

Speakers
- Asa L. Bell, The Law Offices of Asa L. Bell Jr., Raleigh
- Jacqueline R. Clare, Solo Practitioner, Raleigh
- Rene S. Ellis, Beason & Ellis Conflict Resolution LLC, Durham
- N. Victor Farah, Farah & Cammarano PA, Raleigh
- J. Griffin Morgan, Elliot Morgan Pasonage, Winston-Salem
- Benjamin D. Reese Jr. Psy. D., Office for Institutional Equity, Duke University, Durham (Speaker sponsored by Beason & Ellis Conflict Resolution LLC, Henson Fuerst PA and Lawyers Mutual Liability Insurance Company of North Carolina)
- Mark A. Springfield, Springfield Collaborative Divorce, Raleigh
- Reagan H. Weaver, Captiol Law Resolutions, Raleigh
- Barbara B. “Bonnie” Weyher, Yates McLamb & Weyher LLP, Raleigh

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Contact hotel directly for reservations at the special NCBA room rate. Rates are based on availability and may sell out.

Pinehurst Resort | The Carolina Hotel
80 Carolina Vista Drive
Pinehurst, NC 28374
Rate: $153 Single/Double
Reservations: 1.800.487.4653 or www.tinyurl.com/PinehurstResort
Rate Code: NC Bar Association
Cutoff Date: Friday, February 16, 2018

We extend our sincere gratitude to the NCBA Dispute Resolution Section as well as the planner and speakers who volunteer their time and expertise toward the goal of presenting an educational program of the very highest quality.
Communication Skills
2018 Dispute Resolution Section Annual Meeting

LIVE
Friday, March 16, 2018
Pinehurst Resort, Pinehurst

CLE CREDIT: 6.0 Hours
Includes 1.0 Hour Ethics/Professional Responsibility and 2.0 Hours Certified Mediator Education (CME) credit

VIDEO REPLAYS, UPDATES & REGISTRATION
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“Good content, presented in an accessible manner.”
“Excellent program overall. Outstanding location.”
“Very engaging.”

- Attendees, 2017 Dispute Resolution Section Annual Meeting