

**Alberta *family* Mediation Society
SPRING CONFERENCE 2018
APRIL 19 & 20, 2018
CALGARY, AB**



Venue: The Kahanoff Centre, 105 - 12th Avenue SE, Calgary, AB T2G 1A1

Thursday, April 19, 2018

9:00am - 4:30pm Elder Mediation: The Future is Now with Judy McCann-Beranger

4:30 - 6:30pm Wine and Cheese Reception

John Haynes Award Presentation

Launch of new AFMS membership designation, Child Consultant

AFMS Annual General Meeting

Friday, April 20, 2018

8:30am - 4:00pm People with Complicated Operating Systems and How to Communicate with Them with Megan Hunter, MBA

Lunchtime speaker: The effects of Compassion Fatigue in the legal community with Judge Todd LaRoche



Thursday, April 19, 2018

9:00am– 4:30pm

Elder Mediation: The Future is Now with Judy McCann-Beranger

What is Elder Mediation?

“**Elder Mediation** is the **mediation** of any dispute or conflict involving an older person. Mediation by nature is cooperative, private, informal, supportive and non-confrontational, and lends itself well to resolution of disagreements with people of advanced age.” (Ontario Association for Family Mediation) Elder Mediation promotes a person-centred approach that respects the rights of each participant. It views aging as part of a continuing process of development and change, rather than a period of physical and cognitive decline.

Elder Mediation enables participants and families to include the older person’s voice in future decisions. It can reduce the overall stress in family systems by promoting advance planning and preventing or minimizing conflict. It enhances the functionality of the family support network, heightens interpersonal communications and can delay the need for institutional care. It can facilitate conversations with care/service providers.

Who Should Take This Training?

Mediators, lawyers, physicians, nurses, psychologists, social workers, educators, case managers, clergy, pastoral care workers and other health care professionals wishing to enhance their knowledge and mediation skills in this emerging area. Judy McCann-Beranger will respond to questions and issues that participants raise.

What Issues Does It Address?

- health care planning and medical decisions
- family business
- driving
- living and caregiving arrangements (at home, or in continuing care or long-term care communities)
- religious issues
- financial matters
- relationship issues (including intergenerational relationships, blended families, new marriages)
- end of life decisions
- guardianship
- abuse and neglect
- estate planning
- ageist issues
- power of attorney questions

This training will review the skills and sensitivities necessary for success in this emerging field. It will highlight what happens in Elder Mediation and what families say works best for them. This training will combine evidence based knowledge and practical skills development.

Topics will include:

- understanding intergenerational dynamics
- Elder Mediation and the workplace
- Elder Mediation issues
- models and processes for Elder Mediation
- assessing for Elder abuse, neglect & power
- ageism
- legal and capacity issues
- Code of Professional Conduct

Friday, April 20, 2018

8:30am - 4:00pm

People with Complicated Operating Systems and How to Communicate with Them with Megan Hunter, MBA

You dread 10-20% of your cases: they're high-conflict, confusing and difficult. In these cases, your understanding of and skill level with people who have a **Complicated Operating System**—the most difficult, most toxic, most demanding, most frustrating and most damaging—is **critical**.

BUT the most difficult “difficult” people:

are not unpredictable

are not beyond hope

are not impossible

are complicated.

This seminar explains the invisible force field that drives “complicated people” and their Complicated Operating System. It will help you understand why they behave differently and how you can impact them positively to reach success.

What makes this seminar different from other seminars?

Too often we treat difficult people as bad people. But what if we thought of them as hypersensitive people who feel disconnected, abandoned, inferior or ignored, and adapted our responses to their reality?

We will achieve more success if we can work with their strengths instead focus on their weaknesses. They have developed their Complicated Operating System over a lifetime. You deal with that system for only a few months. This seminar will help you:

- understand the power of fear
- understand the core fears that drive their Complicated Operating System in four ways:
 - Genetic/biological/neurological
 - Trauma-informed
 - Entitlement-informed
 - Societal/Cultural
- flip your expectations and stop being surprised. Learn to be a **Complicated Code Cracker**.
- get unhooked: identify your reactions to complicated people and learn to use calm, contained, managed responses (this could also be called “stress management” and “time management”)
- develop a threat-reduced environment that will reduce their fear and anxiety using:
 - structure—and then learning to flow with the person while staying within the boundaries of the structure
 - boundaries and limit setting—and then understanding them as gifts instead of something to be feared (no walking on eggshells allowed)
 - decision-making as their tool—not yours (stop volunteering to decide for them)
 - the threat of or actual consequences
- use the power of connection through words, body language, and tone of voice to manage the fears and anxieties that dominate and cloud their Complicated Operating System
- use the power of shifting yourself into less problem-solving and shifting them into doing their own problem-solving (the more time you spend solving their problems for them, the more time they have to stir up more problems)
- use EAR (empathy, attention and respect) and BIFF responses (brief, informative, friendly, and firm) to communicate effectively (save your sanity)
- use the inherent law of supply & demand as a management tool

SUMMARY OF PRESENTERS

Judy McCann-Beranger is an international trainer, bestselling author, guest lecturer and certified Family Mediation Canada Family Comprehensive Mediator and Elder Mediator. She is Employee Assistance Coordinator for Teachers in Newfoundland. Judy pioneered training for elder mediators in 1994. With the assistance of numerous focus groups Judy drafted the code of conduct for elder mediators. Judy is Chair of Summits for the Elder Mediation International Network (EMIN) and has co-chaired seven World Summits on Elder Mediation. Judy is the Chair of Certification for Family Mediation Canada, is a past president of Family Mediation Canada, Family Service Canada and Past Chair of the Elder Mediation International Network. Judy has been involved in several research initiatives on elder mediation and led a community-based research project to inform the practice of elder mediation.

Judy has received several national awards along with the EMIN Sherren Award. Ambassador Patrick Binns, on presenting the award at the Canadian Embassy in Dublin, congratulated Judy for her exceptional contributions to the advancement of elder mediation globally and remarked on her tenacity, leadership and inspiring work – both in Canada and abroad bringing together some of the greatest minds in the world on elder mediation. “The resultant positive impact on families around the world is to her credit” said Ambassador Binns.

Megan Hunter, MBA, is an expert on high-conflict disputes. She is CEO of Unhooked Media, a media and publishing company focused on relationship and conflict revolution through print and digital media and the spoken word. Megan developed the Complicated Operating System theory to help others understand and manage the most complicated people and relationships. She is co-founder, and now CEO, of the High Conflict Institute along with author and speaker, Bill Eddy, LCSW, Esq. who developed the high-conflict personality theory. Megan has trained legal, mental health, business, academic and other professionals in the U.S., South Africa, Canada and Australia. She has strong policy and judicial training experience gained during her tenure at the Arizona Supreme Court and five years’ membership as a public member of the Arizona Board of Psychologist Examiners. She is a frequent guest on Sirius XS Satellite DOCTOR RADIO as a conflict and relationship expert. She currently serves on the Advisory Board of the Personality Disorder Awareness Network. She is co-author of *Dating Radar* (August 2017) and author of *Bait & Switch* (2015), and just wants people to get along.

Judge Todd LaRochelle is former counsel for Alberta Justice and was appointed to the Provincial Bench in 2009. Judge LaRochelle has spoken on the effects of compassion fatigue in the legal community to judges and lawyers at various conferences here in Canada and in Kenya in 2016.



REGISTRATION: Online at www.afms.ca for members *and* non-members. Or, you can submit the form below.

VENUE: The Kahanoff Centre, 105 - 12th Avenue SE, Calgary, AB - [Link to Map](#)

PARKING: there is a paid parking lot on the east side of the building, a paid underground lot in the next block at Hotel Arts and paid street parking.

MEMBERSHIP: General Membership is \$160. For more information about membership with AFMS, please visit www.afms.ca.

Name:	
Organization:	
Street Address:	
City:	
Province:	
Postal Code:	
Phone:	
Email:	

AFMS MEMBERS

*Early Registration by
February 16, 2018*

*After February 16,
2018*

Thursday, April 19, 2018 only	_____ \$160	_____ \$200
Friday, April 20, 2018 only	_____ \$160	_____ \$200
Both days	_____ \$260	_____ \$320

NON MEMBERS

*Early Registration by
February 16, 2018*

*After February 16,
2018*

Thursday, April 19, 2018 only	_____ \$330	_____ \$380
Friday, April 20, 2018 only	_____ \$330	_____ \$380
Both days	_____ \$500	_____ \$580

All registrations include wine and cheese reception on Thursday, April 19, 2018 4:30 - 6:30pm; breakfast, lunch and coffee breaks on Conference days of registration, and conference materials. Please advise of any dietary restrictions.

Dietary restrictions:

Payment by Visa or MasterCard or Cheque payable to "AFMS"

Expiry date: _____/____/____	Card #	_____ MasterCard	_____ VISA	_____ Cheque
Signature				

Please mail, fax or scan & email this form with payment to: Alberta Family Mediation Society (AFMS)

#1650 Stewart Green SW, Calgary, AB T3H 3C8 info@afms.ca Fax: 403-532-0988 Phone Toll Free: 1-877-233-0143 or 403-233-0143

>>>>or go **online** to register with a credit card or PayPal >>>>> www.afms.ca

Continuing Education Credits: Each day will count as 7 hours of continuing education credits for AFMS members and all participants will receive certificates to that effect that they may be able to use for other organizations.

Cancellation Policy: Registration will be refunded up to 30 days prior to event (a \$50 administration fee will be withheld). Registration is fully transferable, please provide the names of substitute attendees to AFMS at the earliest possible date (info@afms.ca).