

# Australian Centre for Peace and Conflict Studies



'Let peace embrace the world' – Artwork by Jill Carter-Hansen, [www.visionaryimages.com.au](http://www.visionaryimages.com.au)

## ADVANCED SKILLS IN MANAGING CONFLICT

### WORKSHOP DESCRIPTION

Participants will be introduced to higher-level skills in resolving disputes involving high conflict personalities. You will be taught to identify four types of high conflict personalities which assist in choosing appropriate intervention techniques, and trained to implement four types of interventions for resolving these difficult disputes. As well, the important ethical issues related to the respectful treatment of those with high conflict personalities will be covered. The workshop will include:

- Introduction to common dynamics of high-conflict disputes and High Conflict People
- Explanation of personality disorders and specific characteristics of Cluster B personality disorders, including causes and current treatments
- Applicability of mental health methods to mediation context, including five primary intervention issues:
  - *Bonding*: Attachment theory and its applicability to the mediator-client relationship
  - *Structure*: Understanding how to manage the common chaos and self-sabotaging behaviour of High Conflict People
  - *Reality-testing*: Identification of common cognitive distortions for High Conflict People and methods for addressing them in the mediation process
  - *Consequences*: Methods will be presented for addressing the extreme future behaviour and breaches of agreement common to High Conflict People, while using a neutral mediation process

– *Emotions*: Methods will be presented for responding to emotions with empathy, attention, and respect, without opening up the emotional extremes common to High Conflict People

### PRESENTER

William A. (Bill) Eddy is an attorney and a therapist (Certified Family Law Specialist and Licensed Clinical Social Worker, respectively). He is the President and Co-Founder of the High Conflict Institute, LLC. Currently, Bill is Senior Family Mediator at the National Conflict Resolution Center in San Diego, California. As an attorney, he has practiced family law and divorce mediation for the past 15 years. He has mediated approximately 100 personal injury and business disputes. Previously, he provided psychotherapy to children, adults, couples and families in psychiatric hospitals and outpatient clinics for 12 years.

Bill taught Negotiation and Mediation at the University of San Diego School of Law for six years. He is the author of *High Conflict People In Legal Disputes* (Janis Publications, 2006) and *SPLITTING: Protecting Yourself While Divorcing a Borderline or Narcissist* (Eggshells Press, 2004). Bill has become an international speaker on the subject of high-conflict personalities to mediators, attorneys, judges, therapists and collaborative professionals. He obtained his law degree in 1992 from the University of San Diego, a Master of Social Work degree in 1981 from San Diego State University, and a Bachelors degree in Psychology in 1970 from Case Western Reserve University.

### LOCATION AND DATE

Melbourne 22-25 September 2008

### TIME

From 9 am to 5 pm

### ELIGIBILITY

Students are expected to first complete Mediation or Negotiation before enrolling in elective courses.

### COST

Professional development participants: \$1800 includes GST. We offer a discount for a minimum group of three.

Postgraduate students: Please go to: [www.uq.edu.au/study/index.html?page=947](http://www.uq.edu.au/study/index.html?page=947)

### MEDIATION AND CONFLICT RESOLUTION PROGRAM

The Australian Centre for Peace and Conflict Studies (ACPACS) presents a range of innovative courses in Mediation, Negotiation and Conflict Resolution in Melbourne, Brisbane and Sydney. The workshops are designed to meet the need for initial accreditation for entry-level recruits through to best-practice for experienced practitioners seeking advanced specialisation.

Presented by world class trainers, each ACPACS workshop is self-contained, and includes all the materials and resources required to complete coursework through self-study. By ensuring a flexible format, our workshops provide participants with great learning choices. As well, completion of ACPACS workshops may lead to postgraduate qualifications in a:

- Graduate Certificate in Mediation and Conflict Resolution
- Graduate Diploma in Mediation and Conflict Resolution
- Master of Mediation and Conflict Resolution

as well as other degree programs in law, social sciences and political science.

### FURTHER INFORMATION

Mediation and Conflict Resolution Program  
Telephone: 1300 364 562  
[www.uq.edu.au/acpacs](http://www.uq.edu.au/acpacs)

Professional development participants  
Email: [profstudy@uq.edu.au](mailto:profstudy@uq.edu.au)

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