



**THE SEVENTH JUDICIAL
ADMINISTRATIVE DISTRICT
OFFICE OF DISPUTE RESOLUTION**

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Continuing Education Credits

“Updates for GA Mediators & Getting Through to Difficult Clients” Agenda for Mediator Continuing Education/CLE

12:30 pm-12:40 pm Welcome and Introductions
12:40 pm-1:30 pm Updates on Georgia Rules and
Laws Impacting Mediation
1:30 pm-1:45 pm Break
1:45 pm -2:00 pm Getting Through to Difficult Clients
What are the most frustrating client (or attorney be-
haviors you see in mediation?
Group brainstorm
What strategies do you use to address those frustra-
tions?
2:00 pm- 3:00 pm Successful strategies for working
with difficult people. Based on work by Bill Eddy,
Susan Raines & Jean Poitras
3:00 pm-3:15 pm Break
3:15 pm-4:30 pm Applying What We've Learned
Video examples
Application exercises

Thursday December 15th, 2016 12:30-4:00 pm
This training session is good for 3 hours of Continuing Edu-
cation credits with the Georgia Office of Dispute Resolution.
CLE Credits will also be available. Please be prepared to pay
\$5.00 per credit hour and have your Bar Number with you.

Dr. Susan S. Raines is a Professor of Conflict Management at Kennesaw State University. She is the co-author of *Expert Mediators: Overcoming Mediation Challenges in Workplace, Family and Community Disputes* (2012) and *Conflict Management for Managers* (2013) and is the Editor-in-Chief of *Conflict Resolution Quarterly*. She has mediated more than 10,000 civil and domestic relations disputes in Georgia and internationally and practices in the following special-ized areas: Organizational interventions of all types; envi-ronmental & public policy collaboration & dispute resolu-tion; special education mediation; specialized issues of domestic violence in divorce; program design and evalua-tion; training and public outreach. She can be reached at sraines@kennesaw.edu.

DATE

Thursday, December 15, 2016

TIME

12:30 am– 4:00 pm

LOCATION

Old Historic Bartow County Courthouse
Courtroom, 2nd Floor
115 W. Cherokee Ave.
Cartersville, GA 30120

COST: \$55

You may pre-register online at
www.7jad.com using your check card,
Visa or Mastercard.

RSVP FORM— Please return with check to: PO Box 963, Cartersville, GA 30120

Print Name

Address

Phone

Checks should be made payable to:
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and mailed with the attached form to
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