

# ADR LUNCHTIME SERIES PRESENTATION

## Facilitation Analytics™: Tools to Help You Unpack, Analyze, and Navigate Conflict

Have you ever been frustrated when the parties won't get to the point? Ignore the obvious solutions? Just don't seem to understand what the other is saying? When the same types of conflicts continue to occur? In this program an experienced mediator and lawyer will share frameworks and metrics that can help you analyze and resolve conflicts more efficiently and effectively, and even help to prevent future conflicts. Conflicts - particularly complex conflicts - occur within systems and relationships and are filtered through an individual's past experiences and understandings. Learning how to identify where these factors intersect and how they influence communication will help you to more effectively interpret and translate between the parties and help them to chart a path to resolution. Specific examples of how to use the tools presented will be integrated throughout the presentation.

**Speaker:** Sarah Read  
President, The Communications Center, Inc.

**Presented by the Interagency ADR Working Group's Workplace Conflict Management Section, in coordination with the Department of Energy's Alternative Dispute Resolution Office**

**Date:** Wednesday, July 26, 2017  
**Time:** Noon - 1:30 pm EDT *(Please allow extra time for security procedures)*  
**Location:** U.S. Department of Energy  
1000 Independence Ave, SW, Room GE-086  
(DOE Forrestal Main Auditorium)  
Washington, D.C. 20585

**Travel by Metro:**  Green and  Yellow Line - L'Enfant Plaza station (exit to Maryland Avenue) OR  Orange and  Blue Line - Smithsonian station (exit to Holocaust Museum/Bureau of Engraving and Printing).

**If you plan to attend in person and you need any special accommodations, or if you plan to attend this training online and you need any special accommodations, please contact [cindv.mazur@fema.dhs.gov](mailto:cindv.mazur@fema.dhs.gov) no later than June 30, 2017.**

**To attend in person**, everyone, including federal employees with an HSPD-12 government ID badge, must register by email to [cindy.mazur@fema.dhs.gov](mailto:cindy.mazur@fema.dhs.gov) and provide 1) name, 2) citizenship, and 3) agency/employer by July 17, 2017. You do *not* need to register to call-in or participate online.

**To attend via WebEx**, Go to [www.webex.com](http://www.webex.com) then click "Join." Enter the Meeting Number 999 088 360, your first and last name and your email address. Enter Adr1234 as the event password. Click "Join" and follow instructions for the audio (select the "I will call in" option for better reception).

**To listen only via teleconference**, please call 1-650-479-3208 and use access code: 999 088 360. **Please disregard the prompt for an Attendee ID by pressing # sign.** To submit questions to the speaker during the program, please use online chat or email [elisabeth.bissell@fema.dhs.gov](mailto:elisabeth.bissell@fema.dhs.gov). Materials for this presentation will be posted at <http://www.adr.gov/events.html> several days before the program.