



**Chairperson**

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## Tennessee Supreme Court

### ALTERNATIVE DISPUTE RESOLUTION COMMISSION

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Nashville, TN 37219

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**Supreme Court Liaison**

Hon. Sharon G. Lee

### Rule 31 Continuing Mediation Education Accreditation Request Form

**Provider Name: Tennessee Association of Professional Mediators (TAPM)**  
**Address: P. O. Box 150626, Nashville TN 37215**  
**Telephone/Fax 615-383-8276 (voice mail) 615-498-1005 (cell – Lisa Smith)**  
**E-Mail Address: [tapm@tennmediators.org](mailto:tapm@tennmediators.org)**

**Course Title: Micro-Interventions in Mediation-Understanding and Dealing with Emotions,  
Strong Personalities, Beliefs, and Biases**

**Date(s) Held: February 14 2014**

**Location(s): Lipscomb University, Institute for Conflict Management, Ezell Center**

**Fee for Members/Non-Members: \$150.00 /\$300.00 on or before 1/31/14**

**Does this course have CLE Commission Approval? Yes 6.75 hrs.**

**Course Description:**

Mediators often face strong emotions, strong personalities, deep-seated beliefs and biases by parties and counsel. Successful interventions require a mediator to recognize the situation, decide on the appropriate micro-intervention (lasting less than 2 minutes), and execute the intervention effectively. These skills are usually learned by trial and error and take years of experience to develop.

In this highly interactive workshop, you learn about the psycho-neurophysiology of strong emotions, personalities, beliefs, and biases. Through an interactive workshop process, you will learn to recognize the common patterns of emotion, personality, and beliefs that may thwart resolution. With each segment, you will learn micro-intervention techniques to use when confronted with strong emotions.

**Level:** This is an intermediate to advanced level workshop

**Knowledge:** Understanding the biological basis for strong emotions, personalities, and beliefs.

**Skills:** Recognize the patterns of strong emotions, personalities, beliefs and biases; Learn interventions and techniques for dealing with situations as they arise.

**Trainer:**

**Douglas E. Noll, Esq.**, a nationally acclaimed speaker and trainer, is also a full time mediator, specializing in difficult, complex, and intractable conflicts. He is a Fellow of the International Academy of Mediators, a Fellow of the American College of Civil Trial Mediators, on the American Arbitration Association panel of mediators and arbitrators, and is certified under international standards established by the International Mediation Institute. He is the author of *Elusive Peace: How Modern Diplomatic Strategies Could Better Resolve World Conflicts* (Prometheus, 2011) *Sex, Politics & Religion at the Office: The New Competitive Advantage* (Auberry Press 2006), with John Boogaert, and *Peacemaking: Practicing at the Intersection of Law and Human Conflict* (Cascadia 2002). Mr. Noll has been listed as one of the Best Lawyers in America since 2005 by US News & World Report and is a Northern California SuperLawyer.

Learning Objectives:

1. To recognize the presence of emotions in every phase of mediation
2. To be comfortable with strong emotions
3. To learn the technique of Affect Labeling
4. To understand the difference between empathic listening, conversation, evaluation, and interrogative questioning
5. To recognize cognitive biases within the context of a mediation session
6. To understand the role of a mediator as a decision architect
7. To understand and use motivational questioning as a mediation technique
8. To understand, at a basic level, that scientific findings support these tools and techniques

Session Description	Type of Credit Requested (General Continuing Education, General Mediation Issues, Mediation Ethics, or Family Law)	Start Time	End Time	Credit Approval (Office Use Only)
Self-Reflection PPT	General CME	8:30	8:45	.25 Hour General Mediation Issues
Self Reflection Story Telling	General CME	8:45	9:30	.75 Hour General Mediation Issues
Emotions PPT,Emotional Primer, High Emotions Worksheet	General CME	9:30	10:15	.75 Hour General Mediation Issues
Introduction to Affect Labeling,Demo, Affect Labeling Worksheet	General CME	10:30	11:15	.75 Hour General Mediation Issues
Creating Connection Worksheet	General CME	11:15	12:00	.75 Hour General Mediation Issues
Beliefs PPT	General CME	1:00	1:30	.50 Hour General Mediation Issues
Cognitive Biases PPT	General CME	1:30	2:45	1.25 Hours General Mediation Issues
Cognitive Biases Worksheet	General CME	3:00	3:45	.75 Hour General Mediation Issues
Motivational Interviewing	General CME	3:45	4:15	.50 Hour General Mediation Issues
Putting It All Together	General CME	4:15	4:45	.50 Hour General Mediation Issues

**OFFICE USE ONLY**

**Total Approved CME: 6.75 Hours  
Date Approved: January 27, 2014**