



OREGON MEDIATION ASSOCIATION

## ***Understanding & Managing High Conflict Personalities***

**A one-day training workshop sponsored by the  
Oregon Mediation Association (OMA)  
Friday, May 14th, 2010**

High conflict people are not just difficult. They are the most difficult people, because they become preoccupied with a target of blame - usually someone close to them (such as a spouse, relative, neighbor, co-worker) or someone in a position of authority (boss, doctor, administrator, government official). Managing High Conflict People (HCPs) usually involves using skills which are the opposite of what one feels like doing. Learning these skills takes time and practice, but can make an amazing difference in resolving, managing, and containing disputes.

### **Who Should Attend**

Managers, human resources staff, mediators, attorneys, counselors, social workers, arbitrators, police officers, human resource professionals, and others who work with difficult people.

### **Workshop Objectives**

- Identify the four most common high conflict personality styles.
- Recognize and intervene in their high conflict cycle of negative behavior.
- Understand how recent brain research helps explain their emotional self-sabotage.
- Practice four key skills for handling people with these personalities in any setting.
- Predict and manage the Negative Advocates common in these disputes.
- Know how to avoid organizational "splitting" in managing high conflict disputes.

### **Presenter: Bill Eddy**

Bill Eddy, LCSW, JD, MSW is President and co-founder of the High Conflict Institute in Scottsdale, Arizona. Bill is a Certified Family Law Specialist in California and Senior Family Mediator at the National Conflict Resolution Center. Prior to becoming an attorney, he was a Licensed Clinical Social Worker with twelve years' experience providing therapy in psychiatric hospitals and outpatient clinics. He has taught Negotiation and Mediation at the University of San Diego School of Law for six years and his articles have appeared in law and counseling journals. He is the author of: *It's All Your Fault! 12 Tips for Managing People Who Blame Others for Everything; High Conflict People in Legal Disputes; and Splitting: Protecting Yourself While Divorcing a Borderline or Narcissist.*

### **Training Time & Location**

8:00 a.m. – Networking and Registration      8:30 – 4:00 p.m. Training Session  
*Location:* Oregon State Office Building, 800 NE Oregon Street, Portland, Oregon  
*Lunch:* On your own – Bag lunches are welcome, or enjoy a nearby restaurant

### **Registration**

OMA Members: \$115 before May 6; \$125 after May 6th  
Non-OMA Members: \$155 before May 6; \$165 after May 6

**OSB CLE  
& NASW  
credits  
pending**

A very limited number of discounted registrations (\$65) are available for fulltime students until May 1<sup>st</sup>.  
Join OMA today and take advantage of member benefits - visit [www.omediate.org](http://www.omediate.org) and click on *Join OMA*.

To **register** visit <http://www.omediate.org/pg1052.cfm> or call (503) 872-9775. Checks payable to:  
Oregon Mediation Association, P.O. Box 40041, Portland, OR 97240.

For more information, email [oma@omediate.org](mailto:oma@omediate.org) or call (503) 872-9775.