



*Gender and culture  
are at work in  
communication. Make  
them work for you!*



# Failure to Communicate: *The Top 5 Reasons for Miscommunication across Cultures and Genders* *with Nina Meierding*

**Thursday, February 15, 2018**

**Live webinar with chat**

***includes 30 day replay\****

9:00 am – 10:30 am (Pacific)

10:00 am – 11:30 am (Mountain)

11:00 am – 12:30 pm (Central)

12:00 pm – 1:30 pm (Eastern)

1:00 pm – 2:30 pm (Atlantic)

*\*This program features real-time audio of the presenter with synchronized presentation slides, and a chat feature that allows for live Q & A. SK attendees please verify whether you align with Central (MB) or Mountain (AB) time based on season and location.*

## WHO SHOULD ATTEND

This program is designed for lawyers who want to better understand the cultural and gender issues that undermine successful communication, and learn practical strategies to address these dynamics in creative and effective ways.

## ABOUT THE PROGRAM

Differences in how men and women communicate, and how people across cultures communicate, can have a powerful influence on a lawyer's professional and personal life. No single prototype applies to all members of a specific culture or gender, however there are proven, observable traits that tend to be more common in one gender than another, and that are recurring causes of misunderstanding between cultures. In workplaces, these differences can affect judgments of competence and confidence, levels of trust, who gets credit (or blame), and what gets done. In courtrooms and boardrooms, the same differences can inadvertently prevent you from obtaining buy-in on proposals, or working effectively with clients, other parties, opposing counsel, and judges and court staff. But it doesn't have to be that way!

Invest 90 short minutes with lawyer and acclaimed conflict resolution expert Nina Meierding and learn practical, customizable strategies to communicate more effectively. Drawing on current gender and culture research, and her own experience in conducting over 4,000 mediations, Nina will share her top five reasons for miscommunication, and strategies for how you can overcome them in your practice and in your personal life. You'll leave with specific skills to avoid future misunderstandings, and fresh, new ideas for improving your own personal communication style.

## SCHEDULE (Eastern)

**12:00 pm - 1:30 pm**

Welcome and Introduction

High (Indirect) and Low (Direct) Context  
Communication

Rapport and Report Speech (including Rapport  
Apologies)

Monochromatic (Lineal) and Polychronic (Multi-active)  
Processing and Approaches to Time

High and Low Uncertainty Avoidance

Validation

Program Wrap-up and Evaluation

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## Praise from past program attendees:

- “Excellent! Thoroughly enjoyed her presentation. BRAVO!”
- “Very engaging manner of delivering valuable ideas and concepts. Fantastic!”
- “Engaging speaker; her wealth of experience was clearly evident and communicated effectively.”
- “One of the best CLE presenters I’ve seen!”
- “Fantastic job combining theory with practical tools and examples from her own rich career.”
- “You won’t find an instructor with more knowledge, experience, and personality than Nina. If she teaches a class, enroll in it.”

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Professionalism hours.

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**SK:** This program has been approved for 1.5 CPD hours, all of which qualifies as ethics.

**NB:** This program has been approved for 1.5 CPD hours. Lawyers in other mandatory CPD jurisdictions may count their attendance towards their CPD requirement/plan.

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## Meet Your Presenter, Nina Meierding



**Nina Meierding, MS, JD,** is an international leader in the field of conflict resolution. A former civil lawyer, she is now a full-time trainer, professor, and conflict resolution consultant. She has mediated over 4,000 disputes and delivered training in negotiation, communication, mediation, and

culture and gender issues in almost all 50 states in the U.S. and in Canada, England, Scotland, Ireland, India, the Netherlands, New Zealand, and Sweden. She has taught at Pepperdine University School of Law for over 25 years and Southern Methodist University for over 18 years, and has been a guest lecturer at Judicial Colleges and universities throughout the US. She is the recipient of the Peacemaker Award in 1992 by the Southern California Mediation Association, the John Haynes Distinguished Mediator Award in 2005 by the Association of Conflict Resolution, and the Lifetime Achievement Award in 2017 by the American College of Civil Trial Mediators. She is an honorary fellow of the International Academy of Mediators and an *emeritus* fellow of the American College of Civil Trial Mediators.

## ✓ Yes, I want to attend **Failure to Communicate: Miscommunication across Cultures and Genders** **Thursday, February 15, 2018 • Live webinar (slides and audio) with chat and 30 day replay\***

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\* Materials will be distributed electronically in advance. Live webinars feature real-time audio of the presenter with synchronized presentation slides, and a chat feature that allows for live questions and verbal responses by the presenter. The recording of the webinar is available for 30 days.

### **REGISTRATION FEE (with ON HST\*):**

**On or before January 19, 2018: \$135.00 + \$17.55 (13%) HST\* = \$152.55 - Save \$25.00!**

After January 19, 2018: \$160.00 + \$20.80 (13%) HST\* = \$180.80

*\*If paying by cheque, adjust tax for attendee's province as follows: 5% in AB, BC, MB, NWT, NU, SK, YK. 13% in ON. 15% in NS, NB, PEI & NL.*

**Register online:** <http://seminarpartners.ca/register-for-courses/>

**Register by mail, fax or phone:** Return this form with payment to Jennifer Snoyer, Finance and Communications Coordinator, Seminar Partners, 2300 Yonge Street, Suite 1600, Toronto, ON M4P 1E4 Tel. 1.866.606.4212 or 647.352.8633 Fax 416.549.1619. Email: [jennifer@seminarpartners.ca](mailto:jennifer@seminarpartners.ca). Registration fee is refundable less \$50 admin fee if written cancellation received 10 working days before the program. No refunds will be made after the cancellation date. Program content, speakers and location may change without notice. See our website for all policies. In the event of program cancellation, our liability is limited to refund of registration fees. GST/HST #848208492

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