(T)ADR Educators’ Roundtable: Facilitated Discussion of Current Issues, Trends, and Best Practices

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WORKSHOP SESSION C
FRIDAY, AUGUST 11, 2017 – ORLANDO, FL
1:00 – 2:15 P.M. AND 4:30 – 5:45 P.M.
**Introductions**

- **Name**
- **How long have you been involved in ADR education?**
- **What audiences do you serve? (for example corporate training, for-credit courses, certification courses, etc.)**
What are the most common types of disputes you encounter in your ADR practice?
What types of disputes seem to be on the way down and which on the way up?
What types of disputes require the most time and effort to resolve?
What kind of training has been the most helpful in preparing you to deal with difficult disputes?
Topics and Trends in ADR

- Harmonizing of various methods of resolving disputes
- ADR no longer ‘alternative’ but the norm
- Global acceptance of ADR
- Online dispute resolution
- Facilitation skill training
- Communications & conflict resolution training
- Jump-starting mediations
- Growing use of business courts
- Education and training implications
What Do You Know About Adult Student Learning?
Traditional Instructional Techniques: Classroom Activities

- Lectures
- Discussions
- Videos
- Role plays (most common teaching tool – 83%)
- Simulations
- Observations of experienced mediators
- Guest professional mediators (to demonstrate)
- Students partner with professional mediators (involved in actual mediations)
Adults Learn Best When

- They understand **why** something is important to know or do.
- They have the freedom to **learn in their own way**.
- Learning is **experiential**.
- The **time** is right for them to learn.
- The process is **positive** and **encouraging**.

Source: [https://www.thoughtco.com/principles-for-the-teacher-of-adults-31638](https://www.thoughtco.com/principles-for-the-teacher-of-adults-31638)
“Tell me and I forget. Teach me and I remember. Involve me and I learn.”

Benjamin Franklin
6 Adult Learning Styles

**Visual**

“Show me.”
- Provide handouts
- Demonstrate

**Auditory**

“Tell me.”
- Speak clearly
- Ask specific questions

**Tactile**

“Let me do it!”
- “No instructions, please – just hands-on.”
6 Adult Learning Styles - continued

**Print**

“I need to write it down.”

“I need to take my own notes – even if I never look at them again!”

**Interactive**

Break-out sessions.

Q&A formats.

**Kinesthetic**

• Role play, practice.

• “I need to move around.”

Resources for Learning Styles

- http://www.auburn.edu/academic/education/ilsrj/resources.html
- Abiator's Online Learning Styles Inventory**
  http://www.berghuis.co.nz/abiator/ls/lsiframe.html
- Accelerated Learning - What is my learning style??
  http://www.acceleratedlearning.com/method/test_launch.html
- Career Resource Center - Materials Science & Engineering**
  http://www.crc4mse.org/ILS/self_test.html
- Determine your Personality Type**
  http://www.careerfulfillment.com/
- Direction Style Assessment - Ageless Learner**
  http://agelesslearner.com/assess/directionstyle.html
- Engagement Style Assessment - Ageless Learner**
  http://agelesslearner.com/assess/engagementstyle.html
- HUMANMETRICS - Jung Typology Test
  http://www.humanmetrics.com/cgi-win/JTypes2.asp
- Kiersey Temperament Sorter - II (Personality Instrument)
  http://www.advisorteam.com/temperament_sorter/register.asp?partid=1
- Learning styles and the online environment - Illinois Online Network
- Learning Styles Assessment - Ageless Learner**
  http://agelesslearner.com/assess/learningstyle.html
- Motivation Style Assessment - Ageless Learner**
  http://agelesslearner.com/assess/motivationstyle.html
- Multiple Intelligences Inventory - Walter McKenzie’s Surfaquarium
  http://surfaquarium.com/MI/inventory.html
- NC State University - Index of Learning Styles Questionnaire**
  http://www.engr.ncsu.edu/learningstyles/ilsweb.html
- Paragon Educational Consulting - Student Learning Style Inventory**
  http://www.oswego.edu/~shindler/plsi/plsi48a.html
- Perceptual Modality Preference Survey (PMPMS)
  http://www.learningstyles.org/pmps.html
- Personal Learning Styles Inventory - How to Learn.Com**
  http://www.howtolearn.com/
- Price Systems
  http://learn.humanesources.com/index.html
- RHETI Personality Test - Enneagram Institute
  http://www.enneagraminstitute.com/
What are the elements of successful training programs?
Successful Trainers Use

- Variety
- Repetition
- Feedback
- Small doses
- Provide regular opportunities to apply learning
- Interesting material
- Experts
- Vendors
- Techniques to include everyone
- Other?

YOU as Presenter!

What makes a good presenter?
Presentation Checklist

1. Define purpose
2. Analyze audience/ context; select strategy
3. Design close
4. Create introduction
5. Outline body
6. Add examples, stories, etc.
7. Design visuals
8. Tailor to audience
9. Create your notes
10. Practice!
Connecting with the Audience (and tailoring materials for them)

- http://www.youtube.com/watch?v=ef1fc90ae-A
- http://www.youtube.com/watch?v=Rk35UoF_okM
What are the BEST training methods for adults?
Small Group Break-outs: Lessons Learned

Part 1

What methods, strategies, processes, etc. have worked well for you as an instructor and should be considered by other ADR trainers and educators? Which have been least effective?

What could be done differently to make these more effective?
Part 2

What methods, strategies, processes, etc. have worked well for you as a student or participant and should be considered by other ADR trainers and educators? Which have been least effective?
Our Training ‘Best Outcomes’

- Shift from instructor-centered teaching to student-centered learning
- Improved attendance and performance due to regular assessment and peer pressure
- Heightened engagement in assignments
- Greater enthusiasm in participation
- Friendly competition
- Improved grades
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