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Category:

Pre-forum presentation

Title: Dealing with Challenging Clients, Team Coherence and Organizational Development

Presenter Names:

Kathryn S. Lazar, J.D. Collaborative Lawyer and Mediator

Allison J. Bell, Psy.D. Collaborative Coach and Child Specialist

Have you presented before: Yes, many, many times

Short description of workshop:

Theories propounded in “Radical Candor”, “Appreciative Inquiry” and “Difficult Conversations” provide us with tools to overcome challenges we face in our case work, in our team work and in our organizations. This workshop addresses these ideas both in theory and in application to real life problems faced in collaborative practice.

Detailed Description for Proposal Review Committee:

Newer theories of management of interpersonal and group dynamics provide dynamic opportunities to intervene effectively with challenging clients, team conflict and practice group functioning and growth. Advanced practitioners need to continue to hone their skills, and

practice groups are struggling everywhere as the pioneers age out of the work community. We propose to utilize these three management theories to teach methods of addressing each of these issues. All three theories present options for use when people are stuck --- stuck with the clients, stuck with team members, stuck as an organization. We believe that by teaching these ideas and practicing utilizing them, we can assist IACP practitioners positively impact on their individual and group dynamics.

To get a fuller sense of what we are talking about, read our outline and, if you have time, read the underlying books and/or watch one of the clips about “Radical Candor” by Kim Scott on u-tube. Appreciative Inquiry is a whole management theory that focuses all members of a group on what has worked well, as a beginning to developing an action plan. The group could be a case team, an office or a practice group. We have used this technique in our individual practices and in our practice group with excellent results. Radical Candor and Difficult Conversations give us tools for working in one to one settings, whether between practitioner and client, team members or practice group communities. We are challenging ourselves and others to integrate these theories into our every day toolboxes, and believe others could benefit from the effort.

Timed Agenda/outline

Morning:

I. NEW CASEWORK AND MANAGEMENT PHILOSOPHIES

A. Overview

1. Difficult Conversations Review

Explain and Demonstrate

2. Radical Candor

Show the Video

Discuss

3. Appreciative Inquiry

Explain and Demonstrate

Do an exercise on what went right last year

B. Developing a culture of open communication: the paradigm shift

1. Get, Give and Encourage Open Communication

2. Integrating these ideas with Collaborative Model

BREAK

C. Bringing the Philosophies to Mind

1. What are the red flags that a more extreme intervention is needed than ordinary conflict resolution strategies?

Hypotheticals and Group Participation in Identifying Red Flags

2. Which technique might work in what situation? Is there a hierarchy of attempts?
3. How do you initiate utilizing each technique?
Examples
4. How do you actually employ each technique in different situations?
Examples leading to afternoon exercise

Afternoon:

II. APPLICATION OF TOOLS AND TECHNIQUES – Discussion and Exercise for Each Category

A. “One to one” situations (hypotheticals for 3 subgroups with exercise to identify which tools they might employ and rationale for the choice, with a presentation at the end from each group)

1. With clients
2. With one other person on a team
3. With own staff

B. “Team” situations

1. How to develop community consensus that team communications issues will be forthrightly dealt with
2. Application Strategies (Demo and Exercise)
 - A. Radical Candor
 - B. Appreciative Inquiry
 - 1.

C. Organizational functioning

1. Capturing positive energy and sharing it
2. Group Radical Candor - where are we as individuals in relationship to our group? What is our succession plan? How can we grow? Who will help?

III. TAKING THIS HOME AND INTEGRATING IT INTO OUR COMMUNITIES

A. Brainstorm Ideas

B. Develop Action Plan

Learning Objective #1:

All participants will understand the underlying principles set forth in the books “Radical Candor”, “Appreciative Inquiry” and “Difficult Conversations”.

Learning Objective #2:

All participants will be able to apply the principles in the books to situations involving challenging clients and challenges faced by the team.

Learning Objective #3:

All participants will understand the application of the principles to the support and growth of their collaborative community.

Time Requirement:

We would prefer to present this as a pre-forum, but could present it as a 3 hour program instead if you prefer.

Structure and Methodology:

We anticipate a full day of various activities, including group discussion, demonstration, videos, exercises, including the development of personal and group action plans.

Audio Needs:

We will need:

- Microphones (3) – depending on size of group. If group is small, not necessary.

- Screen --- we will bring our own projector

- Flipchart with markers

- Internet access for our video presentation

Brief Biographies of both presenters:

KATHRYN S. LAZAR, ESQ. , a divorce lawyer, collaborator and mediator for over 40 years, is one of the founders of the Collaborative law movement in the Hudson Valley, having helped establish an interdisciplinary practice group in 2002. Kathryn is a past co-chair of the Hudson Valley Collaborative Divorce and Dispute Resolution Association. She has provided Basic Interdisciplinary Training and Advanced Interdisciplinary Training in the Hudson Valley, in New York, New Jersey, New Hampshire, Connecticut and Maryland. Kathryn has been on the faculty of numerous national conferences since 1983, including presentations at IACP Forums, AFM and ACR, and at the European Collaborative Conferences in Edinburgh, Scotland in June 2012 and in Amsterdam in June 2016.

ALLISON J. BELL, Psy.D. has a doctoral degree in Clinical Psychology from Yeshiva University and a Master's degree in dance/movement therapy from Hunter College. She has been in private practice since 1987. Dr. Bell was trained in Collaborative Practice in 2004. She is a member of Collaborative Practice Associations in New York and Massachusetts, serving as Divorce Coach and Child Specialist. She is a Collaborative Divorce Trainer in the Hudson Valley, NY, and has lectured at annual IACP Forums on child development, neuroscience, and gender bias in negotiation.

Reference #1: Rita Pollack, IACP Former President

Reference #2: Diane Diehl, IACP Former President

Who is your target audience?

All three groups

Eligible for CE Credits?

No

Attach CV's for each as a single PDF or document – see separate attachment

Handouts: We will provide handouts if the program is selected for presentation. Given that this is a full day presentation, it will take time to do so, which we will promptly do after notification that the workshop has been accepted.

Bibliography

BIBLIOGRAPHY FOR IACP PROPOSAL, 2019

1. Appreciative Inquiry: A Positive Revolution in Change, David Cooperrider (2005)
2. Appreciative Living: The Principles of Appreciative Inquiry in Personal Life, Jackie Kelm (2005)
3. The Thin Book of Appreciative Inquiry, Sue Annis Hammond (2013)
4. Radical Candor: Be A Kick-Ass Boss Without Losing Your Humanity, Kim Scott (2017)
5. Difficult Conversations: How To Discuss What Matters Most, Douglas Stone (2010)

