

## ADR LUNCHTIME SERIES PRESENTATION

### TAKING THE WAR OUT OF WORDS:

### *Learning to Communicate with Non-Defensive Language*

Even when using best practices in ADR, clients and other professionals habitually employ reactive and defensive behaviors. In this session, participants will learn significant ways that current ADR prototypes are still systemically rooted in a “war model” for communication. This speaker, Sharon Ellison, will challenge participants to make core changes that can greatly enhance the ability to diffuse defensiveness and maximize the potential for more effective communication. Using an interactive process, the audience will learn a new paradigm for communicating that can prompt people to drop their defenses—often instantly—even in situations involving entrenched and intractable conflicts. The skills learned are applicable for managers, HR personnel, as well as professionals in any capacity.

**Speaker:** Sharon Strand Ellison, Founder  
Institute for Powerful Non-Defensive Communication

**Presented by:** Interagency ADR Working Group  
Workplace Conflict Management Section

**Date:** Thursday, November 8, 2012  
**Time:** Noon - 1:30 PM (EASTERN TIME)  
*Please allow extra time for security procedures*  
**Location:** U.S. Department of Energy  
1000 Independence Ave, SW, Room GJ-015  
Washington, D.C. 20585

**Directions:** **Orange/Blue Line**-Smithsonian/Holocaust Museum/Bureau of Engraving and Printing Exit;  
**Yellow Line**-L'Enfant Plaza/Maryland Ave. Exit.

To attend in person, please register by email to [cindy.mazur@dhs.gov](mailto:cindy.mazur@dhs.gov) and provide name, citizenship, and agency/employer by October 30th. If you are a federal employee and have an HSPD-12 government ID badge, you do not need to RSVP – instead, show your HSPD-12 to the DOE guard. **To listen only via teleconference, please call(304) 345-7506access code: 635015.** (For connectivity concerns or problems during the teleconference, please call AT&T specialist at (800)526-2655, folder ID# 939935732.)

The links to the handouts will be posted before this program at <http://www.adr.gov>.

If you would like to make a comment or pose a question during the program as part of audience participation, please e-mail Victor Voloshin at [Victor.Voloshin@eeoc.gov](mailto:Victor.Voloshin@eeoc.gov).

You may also access materials at the following link:  
<http://www.pndc.com/calendar/event-workbook-nov-8-2012.php>.