

ADR WEBINAR
Why Good People Get Into Bad Disputes: 21st Century Challenges

by Geoff Drucker

Tuesday October 16, 12:00 noon-1:30 p.m.

**Sponsored by The Interagency ADR Working Group,
Workplace Conflict Management Section**

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Why do people dig in their heels and adamantly refuse to admit they're wrong, even when the evidence is clearly against them? Why do people devote far more resources to fighting a battle than they can possibly recover, even if they win? How can both parties to a dispute be so certain of winning? Why do people resist changes that will make them better off? Why do people act contrary to their own beliefs? Why do people find it hard to understand what they really want?

The answer to all these questions is the same: Our minds are out of date. They evolved to resolve disputes among inhabitants of simple, stable, and homogeneous communities. The complex, diverse, and dynamic society we live in poses problems that the mental tools we inherited from our ancestors are ill equipped to handle. This program will teach you how to recognize when your mind is steering you off course, how to get back on track, and how to help others do the same.

Speaker Biography: Geoff Drucker is the Manager of Dispute Resolution Services for the American Health Lawyers Association. As the Director of Federal Programs for The McCammon Group from 2005-2011, Mr. Drucker consulted with federal agencies and other organizations on dispute system design, training, and mediation. While serving as the U.S. Postal Service's Chief Counsel for Dispute Resolution & Prevention from 2001-2005, Geoff was the lead advisor to REDRESS, the nation's largest mediation program (over 10,000 cases per year). Earlier in his career at the Postal Service, Geoff negotiated strategic alliances with Fortune 500 companies, served as settlement counsel in high profile employment cases, litigated civil fraud cases, and created a legal training program.

Geoff teaches Negotiation, Mediation, and Alternative Dispute Resolution at the George Washington University School of Law and has taught Conflict in Organizations and Negotiation at George Mason University's School of Conflict Analysis & Resolution. He currently chairs the Alternative Dispute Resolution Committee of the District of Columbia Bar Association (Litigation Section). In 2009, Governor Kaine appointed Geoff to a two-year term on the Virginia Interagency Advisory Commission on Alternative Dispute Resolution.

Geoff's first book, *Resolving 21st Century Disputes: Best Practices for a Fast-Paced World*, was published in 2011 by Prospecta Press.

Geoff received a B.A. with distinction from Stanford University in 1982, a J.D. from the UCLA School of Law in 1985, and an M.S. in Conflict Analysis and Resolution from George Mason University in 1997.

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