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ALTERNATIVE DISPUTE RESOLUTION COMMISSION

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Hon. Sharon G. Lee

Rule 31 Continuing Mediation Education Accreditation Request Form

Provider Name: Tennessee Valley Mediation Association

Address: 2117 Middlebrook Pk, Knoxville, TN (c/o Steve Vail, Prog Chair

Telephone/Fax: 865.604.6984

E-Mail Address: marketing@tnmediators.com

Course Title: The BIFF response for dealing with high conflict personalities

Date(s) Held: 02/20/2018

Location(s): Middlebrook Mediation and Training Ctr, 2117 Middlebrook Pk

How to Register: On-line at TNmediators.com

Fee for Members/Non-Members: \$5 members/\$20 non-members

Does this course have CLE Commission Approval? pending

Session Description	Type of Credit Requested (General Continuing Education, General Mediation Issues, Mediation Ethics, or Family Law)	Start Time	End Time	Credit Approval (Office Use Only)
<p>"The BIFF response for dealing with high conflict personalities, presented by Jean Munroe.</p> <p>If you missed Shawn Skillin's presentation on mediating with high conflict personalities or just want a refresher, this is for you. Bill Eddy's formula for dealing with rude and troublesome people is the BIFF approach: brief, informative, friendly and firm.</p> <p>Title: BIFF method in mediation Short description: learn techniques for dealing with high conflict people in mediation.</p> <p>Jean Munroe is a retired attorney, mediator and mediation instructor who taught family and civil mediation for 18 years.</p>	<p>General</p>	<p>6 pm</p>	<p>7 pm</p>	<p>1 hour General Mediation Issues</p>

OFFICE USE ONLY

Total Approved CME: 1.0 General Mediation Education
Date Approved: 1/8/18 MRZ