

# EFFECTIVE DISPUTE MANAGEMENT FOR BETTER BUSINESS

**Paris, 10 November 2015**

## Venue

International Chamber of Commerce  
International Centre for ADR  
33-43 Avenue du Président Wilson, 75116 Paris  
Room: Conference Level -2

**7 CPD credits\***  
**6.75 CLE credits**  
**6.75 MCLE credits**

\*Approval for these credits has  
been requested

## Description

- Annual conference for corporate management representatives, in-house counsel and corporate dispute resolution specialists
- Provides a unique forum to discuss techniques for cost- and time-effective conflict management, dispute avoidance, early dispute resolution and the optimal use of mediation
- Round table discussions, interactive group exercises and presentations
- Speakers are corporate counsel from multinationals worldwide
- Excellent opportunity to interact with ICC's international business and legal network

## Who should attend

In-house counsel, members of corporate management, dispute resolution practitioners and attorneys in law firms

## Sponsors

### Gold Sponsor

**KING & SPALDING**

### Silver Sponsor



### Bronze Sponsors



### Media Partners



# Programme

## 08:30 - 09:00 Registration

## 09:00 - 09:20 Introduction

Presentation of the ICC International Centre for ADR and the Conference.

## 09:20 - 10:00 Anticipating & Preventing Disputes

In the context of diminishing budgets as well as time and human resources, one of the most effective means of conflict management is to anticipate and prevent disputes. Corporate counsel will give insight and practical tips on the use of dispute avoidance and deterrence mechanisms, such as drafting ADR clauses, early case assessment techniques and the use of various ADR mechanisms such as neutral evaluation and dispute boards.

## 10:00 - 10:45 Key Skills for Negotiating Successfully

Direct negotiations are often the first step in the path towards resolving business disputes; however, negotiation skills are not always part of a corporate counsel's formal training. Positional bargaining often results in frustration and gridlock. A business negotiations expert will lead participants through the key principles of interest-based negotiation to enhance their skills through an interactive exercise.

## 10:45 - 11:00 Coffee Break

## 11:00 - 11:45 Controlling Conflict Dynamics

Hidden, underlying conflict dynamics often cause disputes to escalate. Specially trained dispute resolution experts will explain the psychological and neurological obstacles that threaten settlement and how to successfully overcome these challenges through positive and productive communication. Topics will include partisan perception, breaking impasse to settlement and effective communication with different types of actors such as lawyers and operational staff.

## 11:45 - 12:30 Mediating for a Better Business Outcome

When litigation seems inevitable, parties can restore productive settlement discussions with the assistance of a mediator. Mediation permits companies to remain in control of the dispute resolution process and to design an outcome that is better for business. Corporate counsel will discuss their mediation strategies including: drafting clauses, proposing mediation, company representation, mediator selection and involvement of an administering institution.

## 12:30 - 14:00 Lunch

Participants are invited to lunch at a nearby picturesque venue in Paris.

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### 14:15 – 15:45 Business Mediation Role-Play

To demonstrate the added-value of engaging a trained and qualified mediator, participants will watch and partake in a role-play centered on a business dispute mediation following unsuccessful direct negotiations. The participants will be actively involved in decision-making at key points during the role-play followed by feedback and discussion.

### 15:45 – 16:00 Coffee Break

### 16:00 – 16:45 Successfully Mediating Pending Litigation

Increasingly, parties seek to mediate all or part of their dispute during the course of pending litigation or arbitration. A successful strategy requires knowing how best to handle the mediation in parallel to other proceedings and what differences, if any, are needed in representation and timing. Moreover parallel mediations raise special issues such as discovery, confidentiality, admissibility of evidence, delay tactics, enforceability of settlement agreements, etc. Panelists will discuss best-practices from three different perspectives: corporate counsel, outside counsel and mediator.

### 16:45 – 17:20 New Trends in Business Mediation

Corporate counsel will discuss exciting new trends and projects in mediation that will permit businesses to maximize their dispute settlement benefits internationally. Participants will learn about advances in the mediation market including possible worldwide recognition of mediated settlement agreements, stringent quality controls for mediators and coordinated efforts to ensure providers are adapting their services to users' needs.

### 17:20 – 18:00 Walk Away with an Action Plan

To ensure participants maximize their benefits from their participation in the conference, the moderators and panelists will analyze various dispute scenarios with the participants to establish a dispute resolution action plan. Participants can then present the action plan to their company management or to their clients as a tool for improving their business outcomes.

### 18:00 – 19:30 Cocktail

*"The ICC International Mediation Conference is the foremost annual forum on the global mediation calendar that addresses the practical needs of international users in negotiated dispute resolution. Designed and delivered by users for users, it's inspiring, thought-provoking and unmissable."*

*-Michael Leathes, Former Head of Intellectual Property, British American Tobacco*

## Speakers

**Pierre-Jérôme Abric**

Vice President Corporate Legal Department, General Counsel Litigation, AREVA (France)

**Adrian Borbély**

Assistant Professor, IESEG School of Management (France)

**Thierry Garby**

International Business Mediator and Trainer, Lawyer (France)

**Anne-Marie Guillerme\***

General Counsel, Litigation, TOTAL (France)

**Ulrich Hagel**

Head of Claim Governance, Litigation & Procurement Support, BOMBARDIER TRANSPORTATION (Germany)

**Genevieve Helleringer**

Associate Professor, ESSEC Business School and Fellow, St. Catherine's College, Oxford (France, UK)

**Michael McIlwrath**

Senior Counsel - Litigation, GE OIL & GAS (USA, Italy)

**Mark C. Morril**

Former Senior Vice President and General Counsel, VIACOM, Independent Arbitrator and Mediator, MORRILADR (USA)

**Alison Pearsall**

Legal Counsel, Global Litigation, SHELL (USA)

**Jane Player**

Partner, KING & SPALDING, Mediator (UK)

**Birgit Sambeth Glasner**

Partner, ALTENBURGER LTD LEGAL + TAX, Mediator (Switzerland)

**Calliope M. Sudborough**

Deputy Manager, ICC International Centre for ADR (USA, Greece)

\*TBC

For further information, please contact :

**Ms. Sara Debenedetti**

Project Manager, ICC International Centre for ADR

+33 1.49.53.33.59

[mediation@iccwbo.org](mailto:mediation@iccwbo.org)



## LOGISTICAL NOTE

**Date** 10 November 2015

**Venue** International Chamber of Commerce  
33-43 avenue du Président Wilson  
75116 Paris, France

### Registration fees

The registration fee includes all conference documentation, coffee breaks, lunch and cocktail reception. Travel and hotel expenses are not included.

Early Bird Special until 5 October 2015	After 6 October 2015 Regular		
Regular Registration Fee	€600	Registration Fee ICC Members	€750
ICC Members & Sponsors Fee	€550	& Sponsors Fee Corporate	€700
Corporate Attendees Fee*	€470	Attendees Fee* Special	€620
Special Partnership Fee**	€420	Partnership Fee**	€570

\*Corporate attendees include representatives such as managers and in-house counsel of companies other than those dedicated to dispute resolution services. To register as a corporate attendee, please indicate your company name and position.

\*\*To register with the special partnership fee, please indicate if you are a corporate attendee as well as a member of one of our media partners or an invitee of one of our sponsors.

### How to register

Please return the registration form to [mediation@iccwbo.org](mailto:mediation@iccwbo.org)

Registration will be confirmed upon receipt of the registration form and registration fees. Space is limited, and registrations will be confirmed on a first come, first served basis.

### Cancellation of registration

50% of the registration fee will be refunded if notice of cancellation is received in writing before 5 October 2015. Cancellations after this date are not refundable. Subject to agreement from the ICC International Centre for ADR prior to the event, the registration may be transferred at no extra charge to another person from the same company or organization as the original participant. Updated registration material will be required.

Please note that we reserve the right to cancel this event or to make minor alterations to the content and timing of the programme or to the identity of the speakers. In the unlikely event of cancellation, delegates will be offered a full refund. We will not, however, be held responsible for any related expense incurred by the participant.

### Travel arrangements and visas

Participants are responsible for making their own travel arrangements and hotel reservations. A list of hotels in Paris, with which ICC has negotiated preferential room rates, will be sent to you upon receipt of the registration form. We are able to dispatch visa invitation letters to support your visa application only after receipt of your registration form and full payment of your registration fees.

### Promotional literature

Please note that no individual or organization may display or distribute publicity material or other printed matter during the conference, unless by prior arrangement with ICC. Organizations and companies wishing to discuss promotional opportunities should contact ICC at [mediation@iccwbo.org](mailto:mediation@iccwbo.org) or by telephone at +33 1 49 53 33 59.

### Accreditation information

Participants can receive 6.75 CLE and 6.75 MCLE credits. Approval for 7 CPD credits has been requested.

### Sponsorship opportunities

Law firms or companies that choose to become sponsors for the conference are given many opportunities to profile their business. They receive maximum exposure during the event. If your company is interested in sponsoring this event, please contact Sara Debenedetti email: [mediation@iccwbo.org](mailto:mediation@iccwbo.org).



6<sup>th</sup> ICC International Commercial Mediation Conference

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**Date** **Thursday 10 November 2015**  
**Venue** **International Chamber of Commerce**  
 33-43 avenue du Président Wilson  
 75116 Paris, France

Please complete and return to  
**mediation@iccwbo.org**  
**Fax: +33 (0)1 49 53 30 49**

**Participant information**  
 (Please print or type)

Title (Mr/Dr/Mrs/etc.) \_\_\_\_\_

Family name \_\_\_\_\_

First/given name \_\_\_\_\_

Position \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City/state \_\_\_\_\_ CEP/postal code \_\_\_\_\_

Country \_\_\_\_\_

E-mail \_\_\_\_\_

Tel ( \_\_\_\_\_ ) \_\_\_\_\_ Fax ( \_\_\_\_\_ ) \_\_\_\_\_

**Registration fees**  
 (excluding VAT 20%)

**Early Bird Special until 5 October 2015**

**After 6 October 2015**

<input type="checkbox"/> Regular Registration Fee	<b>€600</b>	<input type="checkbox"/> Regular Registration Fee	<b>€750</b>
<input type="checkbox"/> ICC Members & Sponsors Fee	<b>€550</b>	<input type="checkbox"/> ICC Members & Sponsors Fee	<b>€700</b>
<input type="checkbox"/> Corporate Attendees Fee*	<b>€470</b>	<input type="checkbox"/> Corporate Attendees Fee*	<b>€620</b>
<input type="checkbox"/> Special Partnership Fee**	<b>€420</b>	<input type="checkbox"/> Special Partnership Fee**	<b>€570</b>

*\*Corporate attendees include representatives such as managers and in-house counsel of companies other than those dedicated to dispute resolution services. To register as a corporate attendee, please indicate your company and title. Limited number of places available which will be given on a first-come first-served basis.*

*\*\*To be eligible for the special partnership fee, please indicate whether you are a corporate attendee as well as a member of one of the conference media partners or an invitee of one of the conference sponsors.*

**Method of payment**

**By credit card:**     American Express     Euro/MasterCard     Visa

Card number \_\_\_\_\_ Expiry date \_\_\_\_\_

Name of cardholder \_\_\_\_\_

**Data protection information**

The details you provide on this form will be used for registration purposes. They will be stored in ICC's databases for the sole use of ICC (the International Chamber of Commerce and its wholly-owned affiliate ICC Services). Under the French law 'informatique et libertés' of 6 January 1978, you may have access to these details and request deletions and corrections at any time by contacting ICC at [registrationevents@iccwbo.org](mailto:registrationevents@iccwbo.org). The details you provide may be used by ICC to keep you informed of developments in your area of activity through publications, subscriptions, events and other commercial offers. Please indicate if you wish to receive such information:

Yes     No

Please tick below if you wish to receive commercial offers from associated organizations, including in particular

**ICC National Committees:**

Yes     No

**Disclaimer**

The pictures and footage taken by ICC staff or photographer at this training may be used, without further notification, at a later date within printing and online materials such as brochures, marketing tools, social media and the ICC website. Registration implies that you accept this disclaimer unless ICC receives written notification from you stating the contrary.

Date \_\_\_\_\_ 2015\_    Signature \_\_\_\_\_