



# **Managing High Conflict Personalities and Disputes**

**Saskatchewan Dispute Resolution**

**October 14-16, 2026**

**Presenter: Bill Eddy, LCSW, Esq.**

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## **PROGRAM DESCRIPTION**

This 3-morning training will address several principles and skills for working with workplace and family disputes involving one or more individuals with high conflict personalities. The first day will include a brief overview of the conflict dynamics of five high conflict personalities. Then we will address four traditional approaches to avoid (the “4 Forgetaboutits”), four skills to apply (the CARS Method), and a focus on Setting Limits and Imposing Consequences (especially with high conflict people who usually ignore the limits set on them). This morning will include an exercise in pairs. The second day will address methods for mediating disputes, including a 3-step process for guiding parties to make proposals, ask respectful questions, and reach agreements. There will be a mediation exercise in groups of three. The third day will focus on bullying in the workplace, organizations, and families. The BIFF method of responding to hostility in writing will be explained and practiced with examples from workplace, family and lawyer interactions. The training will be virtual on Zoom and include PowerPoint presentations, video clips, and opportunity for questions throughout the program.

## AGENDA – DAY ONE – October 14

- 9:00-9:30: There will be an overview of five high conflict personality disorders and their common conflict behavior patterns.
- 9:30-10:00 We will focus on four common conflict resolution approaches to avoid with high conflict people (the “4 Fuhgeddaboudits”) and why.
- 10:00-10:30 Four skills will be presented for any professional to use known as the CARS Method® including: CONNECTING with statements that show *empathy, attention and respect* (EAR statements); ANALYZING options, including a 3-step method for making proposals and responding respectfully with questions; RESPONDING to hostility or misinformation by being *brief, informative, friendly, and firm* (BIFF responses); and SETTING LIMITS using policies and EAR statements.
- 10:30-10:45 BREAK
- 10:45-12:15 The SLIC Solutions™ Method of setting limits and imposing consequences will be discussed, including five questions to ask oneself about what consequences to impose. This will be followed by a SLIC Solutions exercise in pairs and discussion.

## AGENDA – DAY TWO – October 15

- 9:00-10:00: The *New Ways for Mediation* method for potentially high conflict families will be presented. It's four stage structure and four key client tasks will be explained. These include asking questions, making their agenda, making their proposals, asking questions respectfully, and making their final agreements. Video clips will help demonstrate the method and its many paradigm shifts.
- 10:00-10:30: Preparing clients for mediation or negotiation sessions will be addressed. Coaching clients on managing their emotions and making proposals will be discussed. These skills can be used in any decision-making setting.
- 10:30-10:45: BREAK
- 10:45-12:15: This session will include a practice exercise of managing a potentially high-conflict mediation in groups of three. Workplace and family scenarios will be available for the practice exercise. This will be followed by group discussion and questions and answers.

## **AGENDA – DAY THREE – October 16**

9:00-10:00: This day's focus will be on bullying, especially in the workplace. Bullying dynamics will be addressed

10:00-10:30: Setting limits on bullying behavior will be addressed, emphasizing organizational policies and coaching employee assertiveness as targets and bystanders (upstanders).

10:30-10:45: BREAK

10:45-12:15: This session will focus on responding to bullying behavior in writing, including emails, texts, and social media using the BIFF Method. There will be a practice exercise in pairs for coaching individuals on writing BIFF Responses to hostility, based on the presenter's books on *BIFF at Work*, *BIFF for Lawyers*, and *BIFF for CoParent Communication* in divorce. This will be followed by group discussion, questions and answers.

Final Q and A and Wrap Up.

### **ABOUT BILL EDDY, LCSW, JD**

Bill Eddy is a therapist (12 years as a Licensed Clinical Social Worker), lawyer (15 years as a Certified Family Law Specialist), and mediator (15 years as the Senior Family Mediator at the National Conflict Resolution Center in San Diego). He is the co-founder and Director of Innovation for the High Conflict Institute based in California and Arizona. Mr. Eddy provides training worldwide on the subject of managing high-conflict personalities to lawyers, mediators, judges, human resource professionals, mental health professionals, and others. He has presented in 40 states, 7 provinces in Canada, and 14 countries.

Mr. Eddy is the author of several books, including: *It's All Your Fault at Work*; *Mediating High Conflict Disputes*; *High Conflict People in Legal Disputes*; *BIFF for CoParent Communication*; *BIFF at Work*; and *BIFF for Lawyers and Law Offices*. He is the developer of the *New Ways for Families®* method for potentially high-conflict families going through separation and divorce. He is the developer of the *New Ways for Work Coaching®* method, which emphasizes learning skills for potentially high-conflict employees and managers. He is the developer of the *New Ways for Mediation* method for potentially high-conflict mediations or any mediations. His blog on the Psychology Today website has over 6 million views. He provides a popular weekly podcast with Megan Hunter, CEO of High Conflict Institute, titled: *It's All Your Fault*. His website is: [www.HighConflictInstitute.com](http://www.HighConflictInstitute.com).