



ADR Institute of Canada

Institut d'arbitrage et de
médiation du Canada ^{TM/MC}

LEADING DISPUTE RESOLUTION IN CANADA
À L'AVANT-PLAN DE LA RÉSOLUTION DES DIFFÉRENDS AU CANADA

WOULDA, SHOULDA, COULDA...GONNA!!

July 8, 2020 12 - 1p.m. ET

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ADRIC Director

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CPA, CA, CBV, CIRP

ADRIC Director/Treasurer



HOUSEKEEPING

- ▶ This webinar is being recorded and will be made available on demand at ADRIC.ca
- ▶ We encourage participants to post questions in Q&A
- ▶ Questions will be addressed at the end of each segment and at the end of the webinar
- ▶ We encourage respectful discussion in the CHAT amongst participants
- ▶ The remarks made by the presenters are made in their respective personal capacities

TERRITORIAL ACKNOWLEDGEMENT

We acknowledge the presence and stewardship of Indigenous People, First Nations, Inuit and Metis on this land

We acknowledge the treaties made with the Indigenous People of this land

We acknowledge the practices of Indigenous Peoples in conflict resolution and the contributions made to communal harmony



JOSIE PARISI CPA, CA, CBV, CIRP

- ▶ Partner with BDO
- ▶ Specializes in corporate restructuring and due diligence
- ▶ Joined BDO Canada Limited in January 2010
- ▶ Member of the financial restructuring and transaction service teams in Toronto, Canada
- ▶ Over 15 years of experience providing restructuring, due diligence, divestiture, consulting, and valuation services to middle-market companies
- ▶ ADRIC Director and Treasurer

INTROS

ANNE GOTTLIEB Hons. B.A., LL.B.,LL.M.

- ▶ Online Mediator and Adjudicator
- ▶ ODR Service Provider
- ▶ ADR Trainer & Presenter
- ▶ ADRIO Representative to ADRIIC Board of Directors
- ▶ Honorary Chair CBA ADR Executive
- ▶ Board of Advisors/Advisory Committee LegalLine
- ▶ Member of the Condominium Authority of Ontario*

*remarks made by Anne during this webinar, are made in her personal capacity and not on behalf of the Condominium Authority Tribunal

INTROS

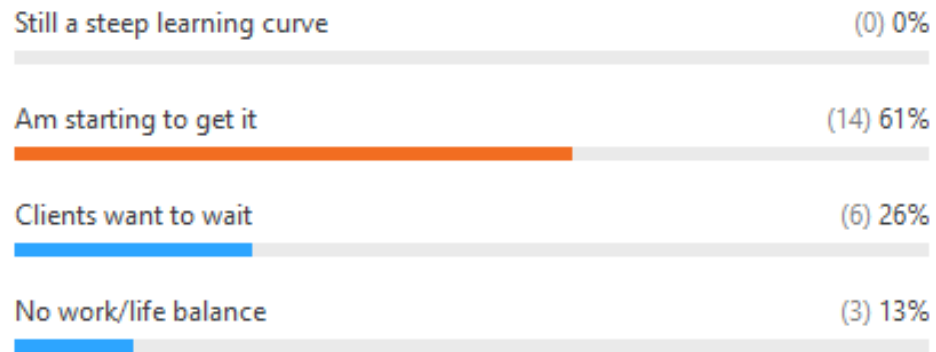
POLL Q #1

HOW WOULD YOU DESCRIBE THE LAST 3 WEEKS ?

- ▶ Still a steep learning curve
- ▶ Am starting to get it
- ▶ Clients want to wait
- ▶ No work/life balance

Poll Results

1. HOW WOULD YOU DESCRIBE THE LAST 3 WEEKS ?



POLL

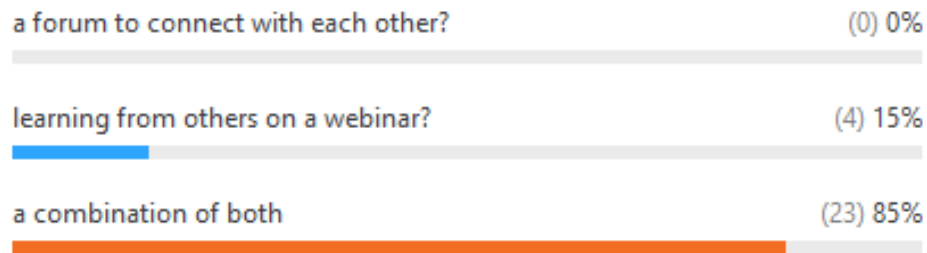
Q #2

DO YOU PREFER...

- ▶ a forum to connect with each other?
- ▶ learning from others on a webinar?
- ▶ a combination of both

Poll Results

1. DO YOU PREFER...



POLL

Q #3

HAVE YOU...

- ▶ taken proactive measures to reduce your overhead?
- ▶ incurred many expenses transitioning from workplace to home based or remote work?

Poll Results

1. HAVE YOU...

taken proactive measures to reduce your overhead? (12) 60%



incurred many expenses transitioning from workplace to home based or remote work? (8) 40%



- ▶ HURDLES FOR REMOTE MEDIATIONS & HEARINGS
- ▶ ADVANTAGES OF REMOTE MEDIATIONS & HEARINGS

- ▶ EDUCATIONAL SUPPORT
- ▶ STARTING POINT
- ▶ TECHNICAL SUPPORT
 - ▶ DOCUMENT SHARING
 - ▶ TIME MANAGEMENT
 - ▶ SCHEDULING
 - ▶ SIGNATURES
 - ▶ PAYMENT

PART ONE

- ▶ Preparing a Cash Flow
- ▶ Scenario Analysis
- ▶ Focus on Cash Conversion/Monitor & Manage Receivables
- ▶ Centralizing Cash Payments
- ▶ Revisit Your Costs
- ▶ Think Outside the Box

PART TWO

HURDLES FOR REMOTE MEDIATIONS & HEARINGS

ESTABLISHING TONE AND RHYTHM

SETTING GROUNDRULES

LACK OF BODY LANGUAGE CUES

NEED FOR MORE BREAKS

CLIENT to LAWYER COMMUNICATION

**ADVANTAGES
OF REMOTE
MEDIATIONS
& HEARINGS**

TIME SAVING

COST SAVING

CONVENIENT

EDUCATIONAL SUPPORT

ZOOM VIDEOS AND DEMOS

COLLEGIAL MENTORSHIP

ADRIC MEMBER SUPPORT

ONLINE CPD

STARTING POINT

PLATFORM

2nd MONITOR

EXTERNAL CAMERA
AND MIC

HEADSET / EARBUDS

TECHNICAL SUPPORT

COURT REPORTING SERVICES

THROUGH YOUR PLATFORM

TEENAGE FRIENDS AND FAMILY

DOCUMENT SHARING

EMAIL

SECUREDOCS

DROPBOX

ONE DRIVE

TEAMS

GOOGLE DOCS

Canada Post E-POST CONNECT

TIME MANAGEMENT & RATES

EXCEL SPREADSHEET

TOGGL

MONDAY.COM

EASY PROJECTS

FEE FOR SERVICES v HOURLY
BILLING

SCHEDULING SOFTWARE

CALENDLY

DOODLE POLL

OUTLOOK CALENDAR

GOOGLE CALENDAR
ScheduleOnce

SIGNATURES

ELECTRONIC SIGNATURES

DIGITAL SIGNATURE

BIOMETRIC SIGNATURE

VERIFIABLE CREDENTIALS

PAYMENT

PAY PAL

WIRE TRANSFER

DIRECT DEPOSIT

E - TRANSFER

THIRD PARTY PAYOR

WOULDA, SHOULDA, COULDA...GONNA!



You need to

- ▶ identify what you don't know
- ▶ learn tools and techniques
- ▶ adapt your skill set
- ▶ use technology to improve your productivity

Thank you

ANNE GOTTLIEB

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