

ROGER PITCHFORTH

Oops! (When it all turns to custard)

All DR professionals learn from experience. Most will have had an experience which they would not wish to happen to others. Some will have seen the outcome of poor judgment of a mediators, arbitrator or adjudicator.

The intention of this session is to talk about ways in which to deal with the unfortunate and unexpected events and recover the proper process in a professional manner.

Bring a difficulty to share (even if it only happened to someone you know!)