



The Center for Alternative Dispute Resolution
7315 Hanover Parkway, Suite C · Greenbelt, MD 20770
FOR MAIL: PO Box 4744 · Crofton, MD 21114

Managing Victim Behavior

October 10 and 11, 2019 (9:00 a.m. to 5:00 p.m.)

Everyone has felt the pain of loss of something treasured, for example, the loss of status, inclusion, control, and reputation. The nature of the loss is not as important as what we do with the experience. Do we get stuck in pain, or do we learn from the experience and grow? Put another way, are we “at-cause” or “at-effect.” “At-effect” people have learned coping mechanisms that involve redistributing their pain to others.

You have to have experienced being “at-effect” to understand its appeal and tactics. The workshop presenter, **René-Marc Mangin**, uses his knowledge of being “at-effect” to help others facilitate breaking its trance. Just as the best guides to recovery from substance abuse are those that have made the trip themselves, so it is in victim dynamics. You have to have lived it, to really get it; and you have to have broken its grip to help others in its grip.

This workshop is mostly focused on two or three-person dynamics. It is meant to address the needs of people who work in fields where they are likely to encounter people who feel disempowered and angry. These encounters are common in conflict resolution, labor relations and human resources, medicine, and social work.

Topics to be covered include: *Tactics for managing behaviors nonverbally; Saving people from themselves; Self-protection; Delivering tough messages; Minimizing collateral damage; and Revitalization.*

This workshop will feature short lectures, demonstrations, and discussions. The second day will revolve around participant-defined situations, the practice of nonverbal skills, and feedback from the instructor.

In order to reserve your space, a \$100 (non-refundable) deposit or the full registration fee is required. Please make your check payable to **Center for ADR** and mail to the Center for Alternative Dispute Resolution, Post Office Box 4744, Crofton, MD 21114, by **September 24, 2019**. The training will be held at the Center for ADR, 7315 Hanover Parkway, Suite C, Greenbelt, MD 20770. Limited space is available.

Name: _____

Organization: _____

Street Address/P.O. Box: _____

City/State/ Zip Code: _____

Telephone Number: _____ Cell Number: _____ Fax Number: _____

Home Number: _____ Email: _____

Day One \$300 (early registration by September 24, 2019)

Day One \$390 (late registration after September 24, 2019)

OR

OR

Day One and Two \$500 (early registration by September 24, 2019)

Day One and Two \$590 (late registration after September 24, 2019)

TOTAL AMOUNT ENCLOSED \$ _____ Check (payable to the Center for ADR)

Credit Card: Visa MasterCard Discover Credit Card #: _____

Name on card: _____ Expiration date: _____ Security #: _____

Billing Address, Street, City & Zip: _____

Signature: _____

Cancellation Policy: We require written notice of course registration cancellations no later than **September 24, 2019**. Registrants who do not attend and have not cancelled by the cancellation date are liable for the entire course fee.

Questions: Call the Center for ADR at (301) 313-0800.