

## **Brain based listening: building collaborative listening skills**

Interactive, dynamic training

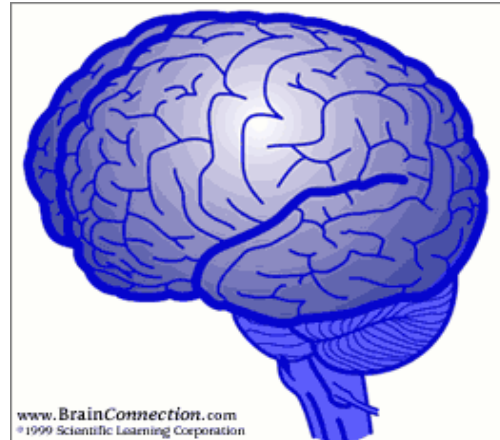
Choose date & location convenient for you

➤ **Saturday, Jan. 22, 2011 9 am – 1 pm**

***Hosted by Delaney McKinney, LLP***

➤ **Saturday, Mar. 19, 2011 9 am – 1 pm**

***Hosted by Shulman Rodgers***



### Workshop summary:

Listening is more than hearing what the other person is saying. Listening is hard work and when we are listening effectively our bodies are in a heightened state of arousal. Without specific training in listening our effectiveness deteriorates over time. Investigators have found that from first grade through high school our effectiveness in listening deteriorates from 90% accuracy to 28% accuracy. As adults engaged in the process of collaborative dispute resolution, we need to address our own capability to be an effective listener. In this workshop, you will learn about the brain's natural tendency to approach negotiations from the positional perspective and look at the listening skills necessary to shift from the positional stance to the cooperative stance that will facilitate collaboration. You will also learn and identify your emotional triggers, perceptual filters, attitudes and biases that interfere with listening.

### **Trainers' qualifications**

#### Ellen F. Kandell, Esq.

- Mediation trainer for Maryland's administrative and circuit court judges
- Former litigator and Chief Assistant City Solicitor, Philadelphia, PA and Summit, NJ
- Served as an ombudsman for Johns Hopkins University's Space Telescope Science Institute
- Adjunct college professor for courses on listening, conflict management and negotiation
- President of Alternative Resolutions, LLC

*Featured presenters at upcoming  
AFCC conference June, 2011*

#### Gloria Kay Vanderhorst, Ph.D.

- Collaborative Coach and Child Specialist
- Licensed Psychologist in Maryland and DC
- Former Assistant Professor of Psychology at Towson University
- A Diplomate in the American College of Forensic Psychologists
- Former President of Vanderhorst & Associates
- Former Director of Child & Adolescent Services at the Chesapeake ADHD Center of Maryland

Directions:

Jan. 22, 2011, Delaney McKinney offices, 5425 Wisconsin Ave, Suite 401, Chevy Chase, MD 20815, nominal parking charge, <http://www.delaneymckinney.com/>

Mar. 19, 2011, Shulman Rogers offices, 12505 Park Potomac Ave., 6<sup>th</sup> floor, Potomac, MD 20854, free parking, <http://www.shulmanrogers.com/contact.html>

Price: \$139.00

**Please arrive by 8:30am for brain food before beginning the workshop. We will begin promptly at 9am.**

**Early bird discount: If payment received by January 3 for January 22<sup>nd</sup> class or March 1<sup>st</sup> for the March 19<sup>th</sup> class you will receive a \$20.00 discount.**

Mail a check, payable to Dr. Gloria K. Vanderhorst at 8701 Georgia Ave., Suite 713, Silver Spring, MD 20910 or pay by credit card, with the information below

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For more information contact:

Gloria Vanderhorst, 301-578-8760 or [gkvanderhorst@gmail.com](mailto:gkvanderhorst@gmail.com) or Ellen Kandell, 301-588-5390 or [ek@alternativeresolutions.net](mailto:ek@alternativeresolutions.net)