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For distribution to relevant parties within your firm

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Educational Webcast for Any Member Personnel Ever Faced With a Client Complaint

A Practical Approach to Resolving Client Conflicts

Client complaints can easily turn into serious conflicts. Dealing with them quickly and effectively is half the battle and vital to generating positive results. Unskilled handling, however, can lead to destructive, time-enveloping outcomes that are rarely in the best interests of either party. Please join us for a customized skill-building webcast introducing Conflict Resolution techniques that can be used to better handle real client situations and resolve complaints before they escalate. Discussions will go beyond the Advisor perspective; so the techniques covered should be of real value to personnel in other client-facing roles, as well.

The IDA's Member Education Services team has scheduled an educational Webcast entitled, "A Practical Approach to Resolving Client Conflicts" **in English on Tuesday, June 17 at 4:00pm and in French on June 25 at 4:00pm EST**. Our featured speakers for this webcast will be David Lipton, a professional mediator whose practice focuses on disputes in the areas of banking and securities, and John Scott, a Branch Manager who has years of practical experience addressing potential conflict situations.

We will cover topical areas such as:

- How to create conflict without really trying
- The essential skills you need to develop
- Mediation principles and techniques used to resolve conflict
- The application of conflict resolution in typical situations an Advisor may find him or herself

For those experiencing a scheduling conflict, a replay of the web cast will be made available. The web cast will be 45 minutes in length, followed by a Q&A session. Participants will be eligible for one hour of Continuing Education credit (CE credit) which can be applied against fulfilling their professional development requirement.

To register for this webcast, please visit our website at www.ida.ca and choose Media, Events and Speeches then Events. You will find a list of upcoming events and a description of the webcast with a link for more information and to register. To keep informed of upcoming Member Services events, simply subscribe to the IDA's e-publications service at www.ida.ca and select the following categories: "Advisor Educational Web Casts" and "Events – Educational Events and Seminars." E-publications is a free, self-managed system, whereby subscribers can change their selection criteria whenever and as many times as they want, making it a quick and easy way to receive information.

Kenneth A. Nason
Association Secretary