

Solving problems is what you do. Yet Problem Solving is rarely taught. Here is your chance to tap the mind and techniques of an expert to *enhance your powers of advocacy!*

Defining and resolving problems is at the heart of our system of law. In this interactive and dynamic course, Lydia Quarles provides guidance, offers and demonstrates the tools, and then puts you into a position to practice new skills to readily identify specific problems with people and situations and then to make them go away. Learning the tested and validated skills of problem solving and practicing their replication so that they become part of your very being will help you resolve more cases with more speed and better results.

Your ability to solve problems goes far beyond the general – solving the big problem of your client, though. You will be able to immediately use the skills you will learn during this fast-paced day to:

- Make your experts more effective by solving *their* problems with the process
- Effectively calm and prepare witnesses for more powerful depositions
- Get what you want and need in discovery quickly
- *Hear* the concerns of a jury in voir dire, so that you can address them in trial
- Rally your litigation team by addressing and deflecting problems before they become case-threatening issues

In addition, Quarles will address your need to recognize and practice safely and ethically among a culturally diverse group of clients, opponents & third parties.

You can never predict with certainty when or where strategic or advocacy problems will arise. After attending **Problems Solved**, though, you will be ready to confront them head-on with solid techniques that you have practiced – techniques that work across the broad spectrum of potential problems. In short, you will be an effective Problem Solver and that makes you a more valuable, effective and successful counselor!

Problems Solved *Putting THE Essential Legal Skill into Practice*

Lydia Quarles

Program Highlights

- Discover the building blocks of successful problem solving
- Learn active listening techniques
- Recognize how your own emotions try to hide problems
- Practice new skills which will make you a more valuable asset!

4.5 CLE
credit
hours
including 1 ethics

Ignite the Passion.



Lydia Quarles is a Senior Policy Analyst at the John C. Stennis Institute of Government, Mississippi State University. She joined the Stennis Institute in 2006, following 13 years of service to the Mississippi Workers Compensation Commission, including five years as the Commissioner of the Mississippi Workers Compensation Commission and eight years as an Administrative Judge. Prior to her tenure on the Workers Compensation Commission, she spent more than a dozen years in private practice in Alabama and Mississippi.

She is recognized by the Mississippi Supreme Court as an approved civil trial mediator and is qualified by the United States District Courts for the Northern and Southern Districts of Mississippi as a mediator. She is also recognized as a licensed arbitrator for the Financial Industry Regulatory Authority (FINRA).

Quarles has been honored by the American Bar Association's Administrative Law and Regulatory Practice Section, receiving the *Mary C. Lawton Award* for lasting contributions to the Mississippi Workers' Compensation Commission in the areas of alternative dispute resolution and access for Hispanic workers.

Quarles is a Graduate of the National Judicial College, Reno, Nevada (administrative hearings curriculum). She received her Juris Doctorate in 1975 from Cumberland School of Law, Samford University, and her MA and BA from Mississippi University for Women.

Program Outline & Schedule (4.5 hours, including 1 ethics)

9:00 to 9:30am	Conceptual Understanding of Essential Problem Solving <ul style="list-style-type: none">• Building Trust• Communicating Effectively• Facilitating• Validating• Validating• Reality Testing• Reaching Consensus
9:30 to 10:00am	The REAL Key to Effective Communication: Listening <ul style="list-style-type: none">• Characteristics of Listening that Promote Consensus Building• The Role of the Listener in Problem Solving
10:00 to 10:15am	Break
10:15 to 10:45am	Dealing With Difficult Emotions <ul style="list-style-type: none">• Understanding the Vocabulary of Feelings• Understanding the NEED TO TALK• Understanding Diffusing Tactics
10:45am to 11:45am	Skill Building I In the two Skill Building sessions, you will interact with the instructor and colleagues in order to exercise skill development to achieve positive results in problem solving.
11:45 to 12:30pm	Lunch
12:30 to 1:30pm	Skill Building II
1:30 to 2:30 pm	Cultural Sensitivity: Elephant in the Room? (The Ethics Hour)

Unconditional Guarantee

If you do not feel better informed, and more confident in understanding the legal issues covered by the end of the seminar, P.E.G. will refund your course tuition.

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