



Day 6                      Friday,                      September 22, 2023,                      9:00 AM to 3:00 PM

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*Trainers*                      Josh Hoch, Nnena Odim, Diana Chiang,  
*Guest:*                      Elizabeth Delacruz, Chief Housing Specialist, Northeast Division

9:00    Welcome and Introductions

          Define and Collect Difficult Behaviors

          Neutrality – Poll and Discussion

          17 Camels

          Best Practice Tips – Mediation Stories / Agreement Writing

10:45    *Break*

          Dealing with Difficult Behaviors

12:30    *Lunch*

          Dealing with Difficult Behaviors continued/debrief

2:00    Chief Justice Diane H. Horan

          Deputy Court Administrator Benjamin Adeyinka

          Expert Discussion

          Review of Training Goals, Lessons Learned / BIN

          Final Evaluations

3:00    Conclusion