5 CPD POINTS

CONFERENCE INVITATION

KWAZULU-NATAL SOCIETY OF MEDIATORS

2026 ANNUAL MEDIATION CONFERENCE

THE EMPATHIC BRIDGE: WHERE HUMAN WISDOM MEETS ARTIFICIAL INTELLIGENCE IN CONFLICT RESOLUTION

Date

Thursday, 5 November 2026

Venue

Shepstone & Wylie, Umhlanga

Time

08:30 to 15:00

REGISTER HERE

Or email admin@kznmediation.com

Members – R650

Non-members – R800

Includes lunch and refreshments

Thursday 5 Nov 2026
Umhlanga

KWAZULU-NATAL SOCIETY OF MEDIATORS

Conference Programme

08h30	Arrival and registration
09h00	Welcome
	Programme Director: **JO DU PLESSIS**
09h05	Update on KZN Society of Mediators and the ADRP - *Ishara Bodasing*
	SESSION 1: The Business of Better: Enhancing Mediation Services in Tech-Dominated Era
09h15	Finding and Owning a Niche Mediation Practice - mediation is both a craft and a business — this session is about strengthening the business side without losing the craft. Map Your Own Niche Angle - **MICHELLE POSEMANN**
10h00	Tech-Driven Outcomes in Practice/ The Future Mediator's Toolkit / how technology is reshaping client acquisition, case management, and service delivery in ADR - **BARRY GREYVENSTEIN**
10h40	**Comfort break and refreshments**
	SESSION 2: The Human Element: Bridging Dialogue, AI, and Empathy in Conflict Resolution
11h00	Where AI Actually Sits in Conflict Resolution - **DR LINDIWE MAQUTU**
11h30	Ethics, Confidentiality, and Trust - **DR BANKE OLABEGI-OLOBA**
12h00	Empathy Skills in an AI-Augmented Practice/ Dialogue: The Foundation That Doesn't Change - **IAN EDWARDS**
12h30	Q&A for Panel
13h00	**Lunch Break**
	KEY NOTE ADDRESS
14h00	Introduction of Key Note Speaker
14h15	**The Changing Face of Dispute Resolution**
	Considerations from a judge's perspective: **JUDGE NORMAN DAVIS**
14h55	Raffle draw, vote of thanks and closure - **JENNY MCINTOSH**

See you soon!