Thursday, 5 November 2026

Conference Programme

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

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**
09h45	Q&A
09h55	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**
10h30	Q&A
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	Q&A
11h40	Ethics, Confidentiality, and Trust **DR BANKE OLAGBEGI-OLOBA**
12H10	Q&A
12h20	Empathy Skills in an AI-Augmented Practice/ Dialogue: The Foundation That Doesn't Change **IAN EDWARDS**
12h50	Q&A
13h00	**Lunch Break**

KEY NOTE ADDRESS

14h00	Introduction of Key Note Speaker
14h05	**The Changing Face of Dispute Resolution** Considerations from a judge's perspective: **JUDGE NORMAN DAVIS**
14h55	Raffle draw, vote of thanks and closure **JENNIFER MCINTOSH**