

Tenants Victoria

Principal solicitor: Ben Cording



Resolving Disputes

1. Understand the big picture driving an issue
2. Understand the law
3. Understand the client/consumer/human being
4. Understand the other party
5. Understand the structure of the dispute



Resolving Disputes

6. How to engage the dispute
7. Network
8. Self Care
9. Celebrate & Share & Tell Stories
10. Transformation

