ADA Audio Conference Series
March 21, 2017

This session is scheduled to begin at 2:00pm Eastern Time.

Real-Time Captioning and the PowerPoint Presentation are available through the Webinar Platform. Audio Connection is available through the webinar platform/telephone/Mobile App.

Listening to the Session

The audio for today’s webinar is being broadcast through your computer or via telephone for those that registered for that option. If using your computer, please make sure your speakers are turned on or your headphones are plugged in.

– You can control the audio broadcast via the Audio & Video panel. You can adjust the sound by “sliding” the sound bar left or right.
– If you are having sound quality problems check your audio controls by going through the Audio Wizard which is accessed by selecting the microphone icon on the Audio & Video panel.

Listening to the Session, continued

MOBILE Users (iPhone, iPad, or Android device (including Kindle Fire HD)

Individuals may listen** to the session using the Blackboard Collaborate Mobile App (Available Free from the Apple Store, Google Play or Amazon)

**Closed Captioning is not visible via the Mobile App and there is limited accessibility for screen reader/Voiceover users.
Real-time captioning is provided during this session via the webinar platform.
The caption screen can be accessed by choosing the icon in the Audio & Video panel.
Once selected you will have the option to resize the captioning window, change the font size and save the transcript.

Submitting Questions

- If you are listening by phone you will be instructed by the Operator on how to ask a question.
- You may type and submit questions in the Chat Area Text Box or press Control-H and enter text in the Chat Area. You will not be able to see the question after you submit it but it will be viewable by the presenters.
- If you are connected via a mobile device you may submit questions in the chat area within the App.
- Questions may also be emailed to webinars@ada-audio.org

Please note: This webinar is being recorded and can be accessed on the ADA Audio Conference Series website at www.ada-audio.org within 24 hours after the conclusion of the session. The edited written transcript will be posted at the same site within 7 business days following the conclusion of the session.

Customize Your View

- Resize the Whiteboard where the Presentation slides are shown to make it smaller or larger by choosing from the drop down menu located above and to the left of the whiteboard. The default is “fit page.”
Customize Your View continued

Resize/Reposition the Chat, Participant and Audio & Video panels by “detaching” and using your mouse to reposition or “stretch/shrink”. Each panel may be detached using the icon in the upper right corner of each panel.

Adjusting Preferences

• To turn off notifications (audible/visual)(PC Users)
  → Select “Edit” from the tool bar at the top of your screen
  → From the drop down menu select “Preferences”
  → Scroll down to “General”
  → select “Audible Notifications” Uncheck anything you don’t want to receive and “apply”
  → Select “Visual Notifications” Uncheck anything you don’t want to receive and “apply”
  → For Screen Reader User – Set preferences through the setting options within the Activity Window (Ctrl+Slash opens the activity window)
  → MAC users
  → Identify “Blackboard” option in upper left corner
  → Preferences will be one of the options available
  → Follow instructions for Audible and Visual Notifications above

Technical Assistance

• If you experience any technical difficulties during today’s session:
  1. In webinar platform: Send a private chat message to the host by double clicking “Great Lakes ADA” in the participant list. A tab titled “Great Lakes ADA” will appear in the chat panel. Type your comment in the text box and “enter” (Keyboard - F6, Arrow up or down to locate “Great Lakes ADA” and select to send a message ); or
  2. By Email webinars@ada-audio.org ; or
  3. Call 877-232-1990 (V/TTY)

ADA Audio Conference Series
Structured Negotiation: A tool for disability rights
March 21, 2017
Structured Negotiation, a Tool for Disability Rights

ADA National Network
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LFLegal.com | 03.21.2017

Overview
What is Structured Negotiation?
- Lawsuit Alternative
- 20+ year track record
- Cost Effective
- Relationship-building

A Tool in the Advocate’s Toolbox

When all you have...
Why Structured?
- Opening Letter
- Ground Rules
- Share Information
- Expertise
- Written Agreement
- Monitoring
- Media Strategy
- Mindset

What kinds of cases?
- Talking ATMs
- Web, mobile access
- Talking prescription labels
- APS, movies, hospitals
- $$ + Injunctive

What kinds of companies?
- CVS Pharmacy
- Major League Baseball
- Weight Watchers
- Anthem
- Bank of America
- Cinemark
And government agencies

By the Numbers (Agreements)

- 20 Talking ATM
- 20+ Web Mobile
- 14+ Alternative Formats
- 11 Tactile POS
- 1 Audio Description
- 3 Health Care
- 6 Talking Prescription Labels
- 1 Audible Pedestrian Signal
- +++

By the Numbers (Technology)

Thousands of . . . .
- Talking ATMs
- Tactile Keypads
- Accessible web pages
- Mobile app screens
- APS
Even More Numbers

- Thousands of Braille and Large Print pages
- Thousands of Talking Pill Bottles
- Hundreds of audio description headsets

Thousands of Employees Trained

- Customer service
- Web / mobile developers
- Web / mobile designers

And.....
Getting Started

Working with Clients
- Claims
- Goals
- Attitude

Send Opening SN Letter
- Language + tone
- Legal claim – calmly!
- Say something positive
- Build Trust
Invite / Don’t Demand

Be Patient | Be Proactive

- Get letter in right hands

Be Persistent

#ShePersisted
Evaluate Response

Don't expect....

Look for this...

Establish Ground Rules
Elements of Ground Rules

- Parties
- Topics for negotiation
- Tolling
- Confidentiality
- Attorneys’ Fees
- End Date(?)

Resolve Objections

- Trust
- Share successes
- Share book!
- $$$
Build Shared Understanding

Exchange Written Information

- Information helps everyone
- What do you really need?
- Responding to “No”

SN Meetings

- Prepare!
- Talk!
- Share!
- Empathy!
Client Participation

Lawyers stay here

Relationships Possible

It works because...

Instead of...

This!

Experts

- Joint experts
- Clients
- Cost Savings
Drafting Strategies

- Timing
- How to start
- Baby steps
- Work around fear

Fear

- Recognize
- Understand
- Dismantle
- Draft around
Money

- Client damages
- Attorneys’ fees

Media + Monitoring

Media Strategies

- Timing
- Appreciation
- Lawyers’ role
Monitoring Strategies

- Dispute resolution
- Extension
- New case
- Trust

Language + Mindset

Active Patience
Trust

Grounded Optimism

Words Matter

- “Defendants” **Defend**
- “Opposing Counsel” **Oppose**
- Does “discrimination” motivate?
Why Structured Negotiation Works

Dismantle Assumptions
- Show don’t tell
- Create shared understanding
- Trust + Patience

Respect Small Steps
- Interim measures
- Pilot programs
- Trust + Patience
Flexibility

- Changed circumstances
- Roles
- Timing

Bottom Line . . .

More this

Less this

LFLegal.com/book

Roadmap + Stories
More resources

www.LFLegal.com/topics
www.LFLegal.com/about/#sn
www.LFLegal.com/resources

Stay In Touch

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➢ LFLegal.com/
  Speaking [upcoming talks]
  about/#sn [interviews++]

Questions?

Telephone: Follow the instructions given by the Operator

Webinar Platform: You may type and submit questions in the Chat Area Text Box or press Control-M and enter text in the Chat Area

Email: webinars@ada-audio.org
Thank you for participating in today’s ADA-Audio Conference Session

The next scheduled session is:


April 19, 2017*

*Note change in date from regular schedule

Register at: www.ada-audio.org or call 877-232-1990 V/TTY