TUESDAY
14 June 2016

Venue: Coopers Inn
Cnr Exhibition & Little Lonsdale Streets
Melbourne.

Time: 5:45pm–6:15pm
Socialising
Drinks at bar prices
Finger food provided

Presentation: 6:15pm–7:15 pm

Cost: No charge VADR members
$20 Non-members
Membership $85 pa,
$42.50 half yearly.
Enquiries: admin@vadr.asn.au

RSVP: by Monday, 11 June 2016
admin@vadr.asn.au

Book early to ensure a place

PROFESSOR JILL KLEIN
MELBOURNE BUSINESS SCHOOL

Cognitive Biases in Decision Making

Many decisions need to be made in the course of a mediation by the parties. The mediator also needs to make process decisions. As we form judgments and make decisions we fall prey to predictable and consistent errors. These biases include the overconfidence bias, the confirmatory bias, the framing bias and the anchoring bias. They can impact the quality of our decisions and escalate conflict. Fortunately, there are remedies that can be applied to avoid or overcome these biases. This session will provide a discussion of cognitive biases and how we can manage them in order to make optimal decisions.

Jill Klein is a Professor of Marketing at Melbourne Business School. Her current teaching specialties are Managerial Judgment, Resilience, Emotional Intelligence and Marketing Research. Jill received her Ph.D. in Social Psychology from the University of Michigan in 1990. She subsequently worked for seven years in the Marketing Department at Kellogg Graduate School of Management, Northwestern University, and spent periods as Visiting Professor at Bond University School of Business, Queensland, Australia, Helsinki School of Economics and Business Administration, Finland and The Fuqua School of Business, Duke University. From 1997-2008 she was on the faculty at INSEAD (France), including four years on the INSEAD-Asia campus in Singapore. Jill has had articles published in Harvard Business Review, Sloan Management Review, Management Science, Journal of International Business Studies, Journal of Marketing, and the British Medical Journal. She has extensive experience in consulting and executive education with many international firms, including Ericsson, AstraZeneca, Toshiba, Syngenta and Adidas.