
THE POWER OF QUIET IN BUSINESS AND THE LAW

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Thank you for logging in. We will begin shortly.

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Using The Online Classroom

1. All Attendee phone lines are muted.
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 - Via Chat on the right hand side of your screen.
 - Questions will be answered periodically during the presentation

Note: Attendees with dial up connections will see a slower response.




Asking Questions – Easy as 1,2,3

The image shows a screenshot of a Zoom meeting interface. The 'Participants' panel is open, showing 'NJICLE Staff (Host)' as the only participant. Below the participants list are controls for 'Make Presenter', 'Audio', and 'Mute'. The 'Chat' panel is also open, showing a 'Send to:' dropdown menu set to 'All Participants' and a text input field with a 'Send' button. Three yellow callout boxes with red text and arrows provide instructions: '1. Type your question here.' points to the chat input field; '2. Send' points to the 'Send' button; and '3. See your messages here' points to the chat message area.

3. See your messages here

1. Type your question here.

2. Send



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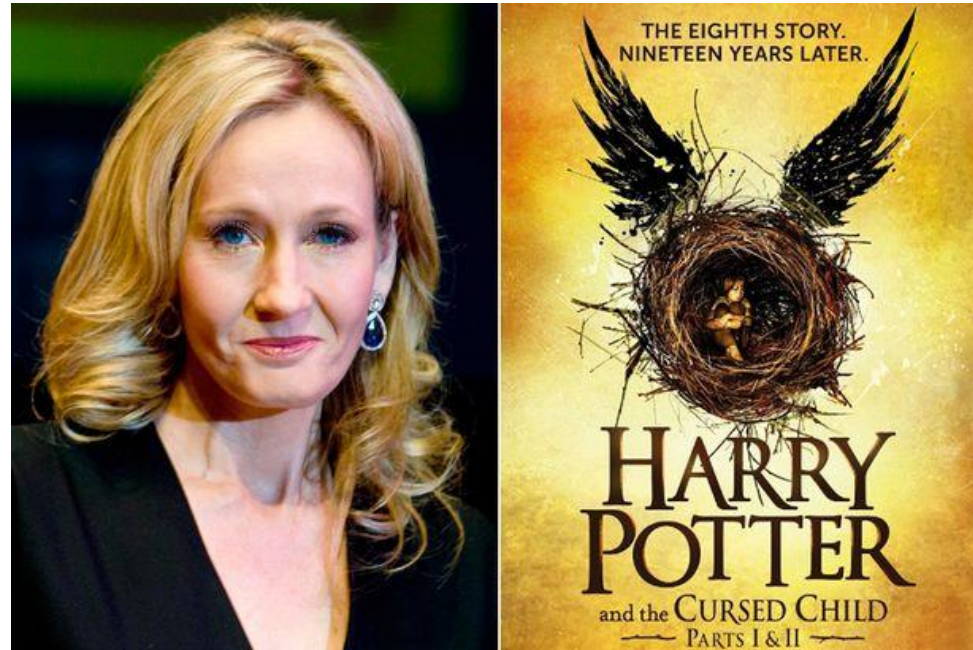
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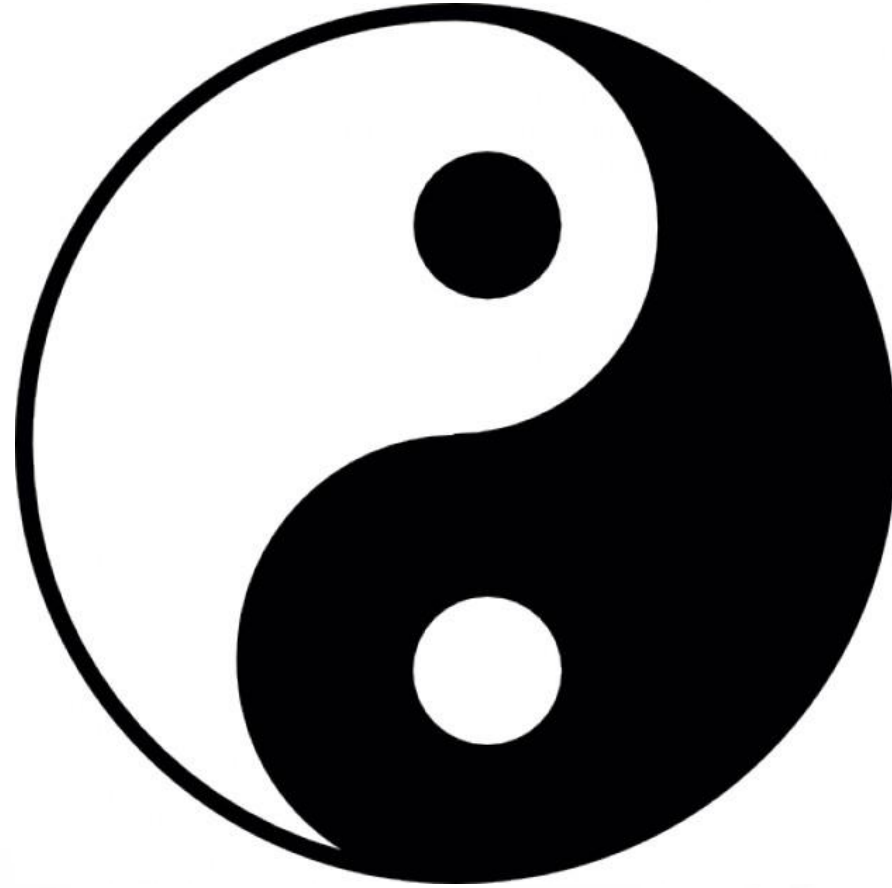
What is true power?



The power of quiet determination



Examining the dynamics of effective communication



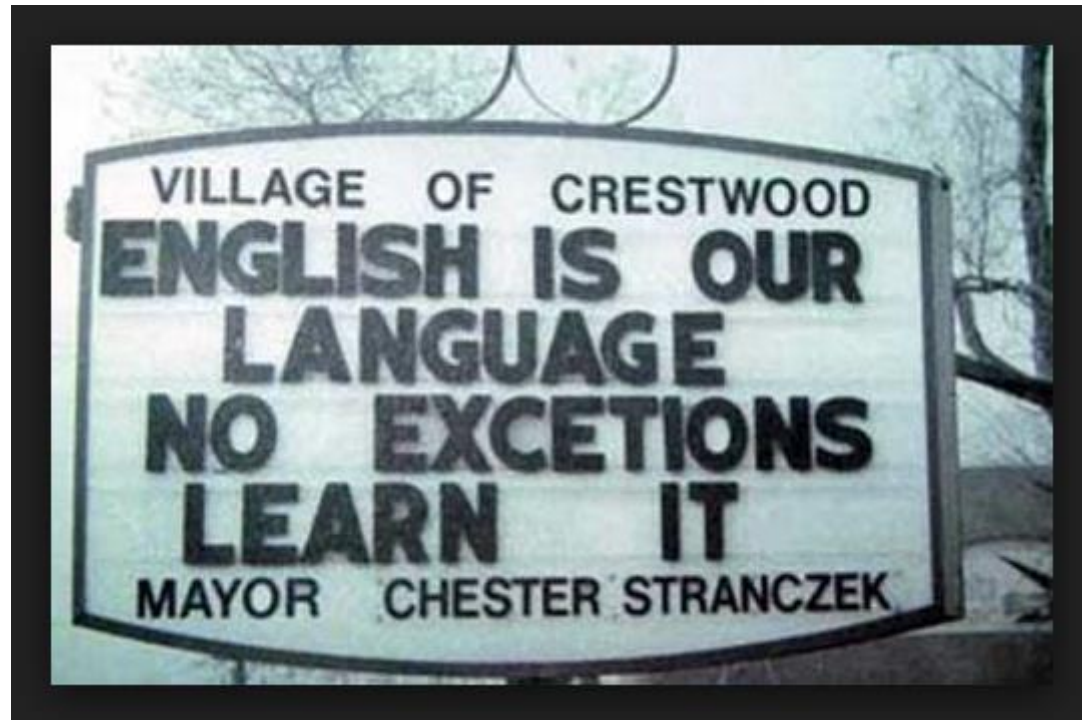
Implications for “Groupthink”: The myth of Twelve Angry Men



Examining the dynamics of effective oral advocacy



Examining the dynamics of effective written advocacy: “Quieting” your writing



MCLE CODE

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SILENCE₂₆₆

The effective use of “quiet” energy in negotiation



The interplay of game theory with the power of silence (the tit-for-tat approach)

- Always begin cooperatively
- Always match an aggressive move with a proportionately aggressive move
- If your negotiating partner goes back to cooperative mode, you go back to cooperative mode
- Rinse and repeat
- Does this method work for introverts/quiet personality types?

The power of silence in advising clients



The tactical use of silence to get what you want



Pulling it all together: The Power of Quiet

In the end,
everything
is a gag.

Charlie Chaplin



Thank you

- + Thanks to our speakers for presenting today's program.
- + Please remember to sign your affirmation form and either fax or e-mail it to ICLE:
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THE KILLIAN FIRM, P. C.
ATTORNEYS AT LAW



Eugene Killian, Jr., Partner

Admitted to the Bar in New Jersey and New York, Gene Killian has repeatedly been named one of New Jersey's "Super Lawyers" by New Jersey Monthly magazine, as well as one of the Best Lawyers in America. He is rated "AV"® by Martindale-Hubbell. U.S. News and World Report has named him one of the leading lawyers in New Jersey in the area of insurance law. He is a Senior Fellow and New Jersey Co-Chair of the **LITIGATION COUNSEL OF AMERICA**, an exclusive organization of elite trial attorneys. In addition to insurance law matters, Gene also helps clients facing employment law and complex commercial litigation issues.

In 30 years of practice, Gene has served as trial counsel in numerous important cases, including Universal-Rundle Corp. v. Commercial Union Ins. Co. (redefining the parameters of insurance coverage for environmental matters), New Jersey Manufacturers v. Flemington Fur (establishing insurance coverage for allegations of workplace harassment), and LaSalle National Bank v. Koziol (enforcing liquidated damages provisions in commercial loan documents). He frequently serves as a Court-approved mediator. In the recent past, he's won two major jury trials - one relating to malpractice by an environmental engineering firm, and the other involving insurance coverage for serious hail damage to an apartment complex.

He has structured complex settlements in a variety of business disputes, including insurance matters and other commercial contract cases.

He obtained his bachelor's degree cum laude from the University of Chicago in 1982, and his law degree from the University of Michigan in 1985. He serves as the President of the University of Chicago Club of New Jersey. He is a member of the New Jersey, New York and American Bar Associations.

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Areas of Practice

- Insurance Coverage for Policyholders
- Complex Commercial Litigation
- Trade Secrets and Unfair Competition
- Employment

Carl A. Salisbury has a national reputation as a policyholder lawyer and has devoted more than twenty-five years of his professional practice to the representation of policyholders in claims against their insurance companies. He is "AV"® rated by Martindale-Hubbell and has been listed in The Best Lawyers in America for Insurance Law from 2006 to the present.

In coverage cases in which Mr. Salisbury has served as counsel for policyholders, they have recovered over a billion dollars in insurance proceeds. He has represented Fortune 500 companies, small and middle-market businesses, government bodies, and individuals in complex insurance disputes, as well as in contract, trade secrets, and employment matters. Mr. Salisbury received his undergraduate degree in History, magna cum laude, from the University of New Hampshire and his law degree from the Wake Forest University School of Law, where he was Managing Editor of the Wake Forest Law Review. He served as a Judicial Clerk for the Hon. Reynaldo G. Garza of the United States Court of Appeals for the Fifth Circuit before entering private practice.