This two-day interactive Institute features opportunities to learn from some of the leading mediators and advocates in North America by bringing you “into the room” via video. Advocates and mediators alike shouldn’t miss this opportunity to learn what their constituents find works well, and not so well, in direct negotiations and mediated settlement discussions!

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This year’s Institute will provide an overview of seminal findings and take-aways from key research studies in the field including by the ABA, AAA and others. The program will encompass a discussion of seven specific mediator techniques that parties and advocates find both appealing and unappealing, effective and less effective, as identified and informed by these cutting-edge studies.

Through unique videos created by Suffolk University Law Professor Dwight Golann, you’ll see a diverse group of seasoned neutrals and advocates demonstrate techniques for breaking impasse and facilitating agreement. You’ll observe the neutrals confront common issues, sometimes using controversial techniques; we’ll then ask you to discuss how one might respond, and invite you to critique what they did.

Plenary sessions will be followed by small group discussions led by experts in the field. These discussions provide an opportunity for mediators and advocates to interact in small facilitated groups and create a unique environment to enhance your skill, knowledge and understanding of direct negotiation and third-party mediation processes.

**WHO SHOULD ATTEND?**

- Litigators
- In-House Counsel and Other Corporate Users of Mediation
- Mediators
- Judges
- Claims Professionals

**INSTITUTE PLANNING**

**PROGRAM CHAIRS**

- Harold Coleman, Jr., Susan E. Guthrie, Edd McDevitt, Ana M. Sambold

**PLANNING COMMITTEE**

- James J. Alfini, Debra Berman, Bryan Branon, Ingeuneal C. Gray, Rekha Rangachari

**SPONSORSHIPS**

Sponsorship opportunities are still available - [Click here](#)!

Contact Ana Sambold at sambold@sambold-law.com for details.
AGENDA

LEARN FROM EXPERIENCED PRACTITIONERS

Program Faculty Will Answer Your Questions on an Array of Topics, Such As:

■ Proper drafting of a mediation agreement and retention letter
■ Proper use of risk analysis
■ Emotional and psychological issues in mediation
■ How and when to use an apology
■ Ethical dilemmas
■ Developing and marketing a dispute resolution practice
■ Confirming the settlement

FRIDAY, NOVEMBER 15TH

8:00am – 9:00am
Registration & Continental Breakfast

9:00am – 9:10am
Welcome & Introductions

Joan Stearns Johnsen, Dispute Resolution Section Chair

INSTITUTE CO-CHAIRS

Harold Coleman, Jr., Mediator/Executive Director, AAAMediation.org
Susan Guthrie, Mediator/Principal, Breaking Free Mediation, Inc.
Edd McDevitt, Mediator/Arbitrator, ADR Office of Edd McDevitt
Ana Sambold, Mediator/Arbitrator, Sambold Law & ADR Services

9:10am – 10:10am
Mediator Techniques & Emotions Plenary

BEHAVIORS STUDIED

■ Addressing disputants’ emotions, relationships or hostility
■ Working to build rapport and trust, expressing empathy, structuring the agenda, or other "process" styles and actions

PRESENTATION/DISCUSSION

■ “Humanizing” the disputing parties one to another by diffusing hostilities and negative emotions from
the outset can inevitably make for a much more satisfying and productive mediation experience for all. Thus, the topics highlighted in Plenary #1 should arguably be “Job 1” for any serious mediator and for insightful counsel in best representing the interests of their principals…not only substantively, but emotionally and attitudinally as well. Similarly, a mediator’s primary focus from the outset (pre-mediation and beyond) must be to build rapport and genuine trust with the parties.

MODERATOR
- Susan Guthrie, Breaking Free Mediation, Inc.

PRESENTERS:
- Kathleen Coble, Coble Law and Mediation
- Dr. Debra Dupree, Relationships At Work Inc
- Lori LaConta, LaConta ADR

10:20am – 11:35am
Small Group Discussions on Mediator Techniques and Emotions in Mediation

Mediations are often highly charged emotional experiences for the principals and learning to manage those emotions and to create empathy and trust can be powerful tools for the mediator and advocate alike. Discuss how you address disputant emotions, create trust and show empathy and the outcome of each with your group. How do you find this helpful or no so helpful? Groups will have tracks such as Family, Young Lawyers, and Litigation.

11:35am – 12:15pm
Lunch

12:15pm – 1:15pm
Keynote with Professor Dwight Golann, Suffolk University Law School
Grieving over Settlement: The Impact of Loss Reactions in Mediation

BEHAVIORS STUDIED
- Distortions in decision-making provoked by feelings of loss
- Bargaining behaviors that appear adversarial or unethical

PRESENTATION/DISCUSSION
The story of mediation is one of success: Parties are happy to escape from intractable disputes, lawyers increasingly choose mediation as their path to agreement, and teachers celebrate the ability of the process to craft value-creating deals, even repair relationships. These claims are true, but they obscure an underlying reality—that many litigants experience settlement at least in part as a process of loss. The perception of losing powerfully distorts human decision-making, especially when a loss is perceived as unfair. It generates feelings strikingly similar to those in patients who confront a terminal illness or the loss of a loved one. These emotions, in turn, provoke parties to act in ways strikingly similar to tactics used by adversarial and unethical bargainers. This keynote explores why parties’ perceptions of loss in settlement are so strong, how they derail the negotiation process, and how mediators can respond to and deal with them.

November 15-16, 2019
South Texas College of Law Houston
Houston, TX

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SPACE IS LIMITED. REGISTER TODAY!
1:15pm – 2:15pm
Eliciting Disputant Suggestions and Caucusing Plenary

**BEHAVIORS STUDIED**
- Eliciting disputants’ suggestions or solutions
- Using pre-mediation caucuses
- Using caucuses during mediation

**PRESENTATION/DISCUSSION**
This plenary focus explores effective techniques by which skillful mediators and advocates draw parties/participants into the process willingly and cause them to take greater ownership of the problem by eliciting suggestions/solutions through: (1) pre-mediation caucusing (largely for purposes of trust building and process design); (2) course of mediation caucusing (largely for options generation and problem solving); and even (3) post-mediation caucusing (largely for maintaining momentum, continued problem solving, and ultimately for purposes of “conflict containment”, should a complete resolution of the issues not be in sight at that stage of the conflict management continuum.)

**MODERATOR**
Theo Cheng, ADR Office of Theo Cheng LLC

**PRESENTERS**
Debra Berman, South Texas College of Law Houston
Hon. Deborah Hankinson, Hankinson PLLC

2:15pm – 2:30pm
Break

2:30pm – 3:40pm
Small Group Discussions on Caucusing and Eliciting Disputant Suggestions
Share your thoughts, “pro” or “con” causing at various stages of the mediation process. Explore with your group strategies, including limitations on what is presented and how it is presented during a joint session. Share your experience in joint sessions, both good and bad. Groups will have tracks such as Family, Young Lawyers, and Litigation.

**MODERATOR**
Harold Coleman, Jr., AAAMediation.org

**PRESENTERS**
James J. Alfini, South Texas College of Law Houston
Hon. Bruce E. Meyerson (Ret.), Bruce Meyerson PLLC

3:40pm – 3:50pm
Break

3:50pm – 5:00pm
Negotiating / Mediating Effectively AND Ethically

This plenary will include a much needed focus on relevant lawyer ethical canons of the Model Rules of Professional Conduct (ABA, 2018) and the Model Standards of Conduct for Mediators (2005) concerning: (1) the ethical boundaries of “puffing,” nondisclosure and deception within the framework of lawyer negotiations; and (2) how mediators are charged with being the principal guardians of process safety – physical, psychological and emotional, for the wellbeing of all participants. Mediators should be attitudinally and emotionally attuned to the spirit and mechanics underlying this ethical precept, applicable to all mediation types and settings.

**MODERATOR**
Harold Coleman, Jr., AAAMediation.org

**PRESENTERS**
James J. Alfini, South Texas College of Law Houston
Hon. Bruce E. Meyerson (Ret.), Bruce Meyerson PLLC
5:30pm
Welcome Reception with Institute Faculty
The faculty will be available to informally discuss questions raised during the first day’s presentations. This social hour is a unique opportunity to take advantage of their experience in the dispute resolution field.

SUNDAY, NOVEMBER 16TH

7:15am – 8:30pm
Continental Breakfast & Networking

8:30am – 9:30am
Pressing/Directive Mediator Actions and Mediator Recommendations/Opinions Plenary

BEHAVIORS STUDIED
- Pressing or directive actions or approaches
- Offering recommendations, suggestions, evaluations, or opinions

PRESENTATION/DISCUSSION
This plenary turns to the more conventional impasse-breaking approaches used by some mediators and advocates, but bordering on the unethical in some cases, in their zeal to “seal the deal.” The exploration would focus on when and how effective yet ethical mediators and counsel navigate among facilitative, evaluative, transformative and yes…even directive models in varying degrees, but, significantly, always in manners respectful of party self-determination. Techniques will be demonstrated and “unpacked” for how a seasoned/circumspect mediator might offer recommendations, suggestions, evaluations or opinions in a “self-determined” manner (even when operating primarily in a facilitative mode) and how counsel can work most effectively in partnership with mediators to achieve these outcomes.

MODERATOR
Debra Berman, South Texas College of Law Houston

PRESENTERS
Hon. Jeff McElroy, New Mexico Eighth Judicial District Court
Angela Reddock-Wright, Reddock Law Group

9:30am – 9:45am
Break

9:45am – 10:55am
Small Group Discussions on Pressing/Directive Mediator Actions and Mediator Recommendations/Opinions
Discuss your experience with directive mediator actions and mediator opinions and recommendations. When do you feel this can veer into the unethical? How do you walk the fine line between the two? Groups will have tracks such as Family, Young Lawyers, and Litigation.

10:55am – 11:05am
Break

November 15-16, 2019
South Texas College of Law Houston
Houston, TX

ambar.org/med2019
11:05am – 12:05pm
**The Rise of International Mediation: the Singapore Convention**

Why has mediation been the lagging sidekick to arbitration in the world of international conflict resolution? We all know the myriad advantages that mediation has over arbitration; why is mediation not being embraced as enthusiastically as arbitration?

This session will address this question through the lens of a potentially paradigm shifting event: the August 7th signing of UNCITRAL’s “The Singapore Mediation Convention”, on the Enforcement of International Settlement Agreements. This agreement provides an enforcement mechanism for mediated settlements similar to that promulgated in 1958 for arbitration awards. The arbitration agreement, known as the “New York Convention”, shook the world, and put arbitration on the map, for having married the impartial dispute resolution methodology of arbitration (in distinction to litigation held in potentially biased local courts) with transnational enforcement mechanism.

Will the Singapore convention put some extra vitamins in Robin’s Wheaties, bringing him out of Batman’s shadow to perhaps create a new co-equal or even superior superhero? Our panel will discuss the mechanics and potential impact of the Singapore Convention, just a short few months after its initial signing.

**MODERATOR**
Ana Sambold, Sambold Law & ADR Services

**PRESENTERS**
Gary Birnberg, JAMS
M. Imad Khan, Hogan Lovells
M. Salman Ravala, Criscione Ravala, LLP
Dr. Johannes P. Willheim, Jones Day

12:05pm – 12:45pm
**Lunch**

2:15pm – 3:45pm
**Mediation Marketing Plenary**

Pitch-perfect mediation marketing and practice development in an ever-expanding digital age.

**MODERATOR**
Ingeuneal C. Gray, American Arbitration Association

**PRESENTERS**
Erin Levine, Levine Family Law Group and Hello Divorce
Jeffrey T. Zaino, American Arbitration Association

3:45pm – 4:00pm
**Closing Remarks**

4:00pm
**Adjourn**
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ADVANCED MEDIATION  
& ADVOCACY  
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FACULTY

James J. Alfini
South Texas College of Law
Houston, TX

Trey Bergman
Bergman ADR Group
Houston, TX

Debra Berman
South Texas College of Law
Houston, TX

Gary Birnberg
JAMS
Miami, FL

Theo Cheng
ADR Office of Theo Cheng LLC
Princeton Junction, NJ

Kathleen Coble
Coble Law and Mediation
Austin, TX

Harold Coleman, Jr.
AAAmediation.org
Los Angeles, CA

Dr. Debra Dupree
Relationships At Work Inc
Coronado, CA

Richard P. Flake
Richard P. Flake, PLLC
Houston, TX

Dwight Golann
Suffolk University Law School
Boston, MA

Ingeuneal C. Gray
American Arbitration Association
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Susan Guthrie
Breaking Free Mediation, Inc.
Chicago, IL

Hon. Deborah Hankinson
Hankinson PLLC
Dallas, TX

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Levine Family Law Group & Hello Divorce
Oakland, CA

Edd McDevitt
ADR Office of Edd McDevitt
Charleston, WV

Hon. Jeff McElroy
New Mexico
Eighth Judicial District Court
Taos, NM

Hon. Bruce E. Meyerson (Ret.)
Bruce Meyerson PLLC
Phoenix, AZ

M. Salman Ravala
Cricione Ravala, LLP
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Ana M. Sambold
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John A. Sherrill
American Arbitration Association
Atlanta, GA

Dr. Johannes P. Willheim
Jones Day
Frankfurt, Paris and London

Jeffrey T. Zaino
American Arbitration Association
New York, NY

November 15-16, 2019
South Texas College of Law
Houston, TX

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REGISTRATION

Note: This program has a limited capacity of participants. Please register early to ensure a seat.

ONLINE REGISTRATION

[link to online registration]

OFFLINE REGISTRATION

To pay with check, money order, or purchase order, submit the form linked here to:

American Bar Association
Attn: Service Center – Meeting/Event Registrations Department,
321 N. Clark Street, Floor 16
Chicago, IL 60654

Secure Fax Number

312-988-5850

RATES

|                         | Early Bird          | Starting
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<td>(Through October 18, 2019)</td>
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<td><strong>ABA DR Section Member or Collaborating Organization Member</strong></td>
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TRAVEL INFORMATION

LOCATION
South Texas College of Law Houston
303 San Jacinto St
Houston, TX 77002

LODGING
Room Block
Courtyard by Marriott Houston Downtown/Convention Center
916 Dallas St
Houston TX 77002
$149 per night

To reserve, call 888-269-2163 and refer to ABA Dispute Resolution Advanced Mediation Institute, or click here. The deadline for reserving is October 3, 2019 at 5pm CST.

Please visit http://ambar.org/med2019 and click “Travel” on the left-hand side for more information.

OTHER INFORMATION

CANCELLATIONS
Cancellations must be received by October 25, 2019 via email to Melissa.buckley@americanbar.org in order to receive a refund less a $50 processing fee. After this deadline, no refunds will be granted, but registration substitutes will be allowed.

SPECIAL NEEDS
Confirmed registrants should notify Melissa.buckley@americanbar.org ASAP if special assistance for ADA and/or dietary needs is required.
SCHOLARSHIPS

Scholarships to defray tuition expense for ABA programs are available upon application on a program-by-program, case-by-case basis. Preference will be given to public interest lawyers, government lawyers, full-time law professors, solo or small firm practitioners of limited means, and unemployed attorneys.

Visit http://ambar.org/med2019 for the link to the scholarship application. Applications are due by 5 pm ET on October 4, 2019; applications received after this date will not be considered.

You will be notified of a decision prior to the early bird registration deadline. A minimum fee may be charged on all approved scholarship applications to defray expenses.

CLE CREDIT

The ABA will seek 12.5 hours of CLE credit, including 1.17 hours of ethics credit, 2 hours of skills credit, and 1 hour of professionalism credit, in 60-minute states, and 15 hours of CLE credit, including 1.4 hours of ethics credit, 2.4 hours of skills credit, and 1.2 hours of professionalism credit, for this program in 50-minute states. Credit hours are estimated and are subject to each state’s approval and credit rounding rules. Please visit the program website at ambar.org/med2019 for program CLE details or visit americanbar.org/mcle for general information on CLE at the ABA.