Conference Program

(as of January 16, 2019)

ABA Section of Dispute Resolution Spring Conference

Minneapolis, MN

Minneapolis Hyatt Regency

April 10 – 13, 2019

The events listed in this Conference Program are subject to change. Attendees should refer to the On-Site Conference Program Book and Conference App for the events and schedule.

Ambar.org/spring2019

Diamond Sponsors:

American Arbitration Association (AAA)
JAMS
NAM (National Arbitration and Mediation)
Thomson Reuters
Helpful Links:

Register for the conference online at
https://www.americanbar.org/groups/dispute_resolution/events_cle/annual/
or use the Registration Form at the end of this Conference Program

Hotel and Travel information is posted to the conference web site. Make a reservation at the Minneapolis Hyatt Regency.

Sponsorship, Advertising, and Exhibiting Opportunities are still available.

Join the “Spring Conference Countdown” community on ABA Connect. We will post conference updates to this community, including registration, program details, plenary presenter announcements, special events, and more. To receive updates from the Countdown Community you must join the Community. Follow this link (Join the Spring Conference Countdown Community) and then click on “Join Community” in the right-hand corner. When prompted, make sure you set your email preferences to Real Time or Daily Digest in order to be notified when there is an update.
# 2019 Spring Conference Program at a Glance

The final times and events are subject to change. See the On-Site Conference Program Book or the Conference App for final event listings and times.

## Wednesday, April 10, 2019

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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</thead>
<tbody>
<tr>
<td>8:00 AM to 4:15 PM</td>
<td>Symposium on ADR in the Courts</td>
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<tr>
<td>8:00 AM to 5:00 PM</td>
<td>National Representation in Mediation Competition, Rounds 1 and 2</td>
</tr>
<tr>
<td>1:00 PM to 5:00 PM</td>
<td>ABA Section of Dispute Resolution Council Meeting</td>
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<tr>
<td>5:00 PM to 7:30 PM</td>
<td>Symposium on ADR in the Courts Wednesday Evening Reception at the United States District Court for Minnesota (times are tentative)</td>
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## Thursday, April 11, 2019

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>8:00 AM to 9:00 AM</td>
<td>Continental Breakfast and Committee Networking Meetings</td>
</tr>
<tr>
<td>8:00 AM to 5:00 PM</td>
<td>National Representation in Mediation Competition, Semi-Final and Final Rounds</td>
</tr>
<tr>
<td>9:00 AM to 10:15 AM</td>
<td>Thursday morning plenary</td>
</tr>
<tr>
<td>10:45 AM to 12:00 PM</td>
<td>Concurrent A Educational Sessions</td>
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<tr>
<td>12:00 PM to 1:30 PM</td>
<td>Lunch Break</td>
</tr>
<tr>
<td>1:30 PM to 2:45 PM</td>
<td>Concurrent B Educational Sessions</td>
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<tr>
<td>3:00 PM to 4:15 PM</td>
<td>Concurrent C Educational Sessions</td>
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<tr>
<td>4:30 PM to 5:30 PM</td>
<td>Thursday Afternoon Showcase Sessions</td>
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<tr>
<td>5:45 PM to 6:15 PM</td>
<td>ABA Section of Dispute Resolution &quot;Lightning&quot; Awards Ceremony</td>
</tr>
<tr>
<td>6:15 PM to 7:45 PM</td>
<td>Conference Reception in the Exhibit Hall</td>
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## Friday, April 12, 2019

<table>
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<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>8:00 AM to 9:00 AM</td>
<td>Continental Breakfast and Committee Networking Meetings</td>
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<tr>
<td>9:00 AM to 10:00 AM</td>
<td>Friday Morning Plenary</td>
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<tr>
<td>10:15 AM to 11:30 AM</td>
<td>Concurrent D Educational Sessions</td>
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<tr>
<td>11:30 AM to 1:00 PM</td>
<td>Lunch Break</td>
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<tr>
<td>1:15 PM to 2:30 PM</td>
<td>Concurrent E Educational Sessions</td>
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<tr>
<td>2:45 PM to 4:00 PM</td>
<td>Concurrent F Educational Sessions</td>
</tr>
<tr>
<td>4:15 PM to 5:30 PM</td>
<td>Resource Share Programs -- Legal Educators' Colloquium and Court ADR</td>
</tr>
<tr>
<td>6:00 PM to 8:00 PM</td>
<td>Conference Reception at the Minneapolis Institute of Art (included in the conference registration, non-registered guests must purchase a ticket)</td>
</tr>
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## Saturday, April 13, 2019

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7:30 AM to 3:30 PM</td>
<td>Legal Educators' Colloquium</td>
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<tr>
<td>12:30 PM to 2:00 PM</td>
<td>Legal Educators Colloquium Luncheon and Presentation of the Scholarly Work Award</td>
</tr>
</tbody>
</table>
CLE
The ABA directly applies for and ordinarily receives CLE credit for ABA programs in AK, AL, AR, AZ, CA, CO, CT, DE, GA, GU, HI, IA, IL, IN, KS, KY, LA, ME, MN, MS, MO, MP, MT, NH, NJ, NM, NV, NY, NC, ND, OH, OK, OR, PA, SC, TN, TX, UT, VT, VA, VI, WA, WI, and WV. These states sometimes do not approve a program for credit before the program occurs. This course is expected to qualify for 13.5 hours of CLE credit (including 6.25 hours of ethics credit, 3.75 hours of Elimination of Bias credit, and 6.25 hours of skills credit) in 60-minute states, and 16.2 hours of CLE credit (including 7.5 hours of ethics credit, 4.5 hours of Elimination of Bias credit, and 7.5 hours of skills credit) in 50-minute states. This transitional program is approved for both newly admitted and experienced attorneys in NY. Attorneys may be eligible to receive CLE credit through reciprocity or attorney self-submission in other states. For more information about CLE accreditation in your state, visit http://ambar.org/spring2019.

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/spring2019 for the link to the scholarship application. Applications are due by 5 pm ET on February 2, 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.
WEDNESDAY, APRIL 10

SYMPOSIUM ON ADR IN THE COURTS

Networking Breakfast  8:00 AM – 9:00 AM
Nicollet A, 1st floor

Symposium Keynote Address  9:15 AM - 10:30 AM
Nicollet A, 1st floor

• Welcome and Announcements
• Keynote Address: Rethinking the Delivery of Justice in a Self-Service Society
  Michael L. Buenger, National Center for State Courts, Williamsburg, VA

Not for CLE Credit

Coffee Break  10:30 AM – 10:45 AM
Nicollet A, 1st floor

1104 - Minnesota Tribal Courts  10:45 AM - 12:00 PM
Nicollet D1, 1st floor

Come learn about the past, present and future of the Tribal State Court Forum, an alliance of Minnesota tribal court and state court judges built to foster professional relationships between the courts and develop a means to address disputes arising from their concurrent jurisdictions.

Speakers:
Vanya S. Hogen
Hogen Adams
St. Paul, MN

Tadd Johnson
UMD
Duluth, MN

Colette Routel
Mitchell Hamline School of Law
Minneapolis, MN

General CLE Credit

1360 - Reviving Party Engagement: Organizational Dispute Systems Design to Address the Opioid Crisis  10:45 AM - 12:00 PM
Nicollet D2, 1st floor

How has the opioid crisis impacted your community? Perhaps it faces an increased need for first responders and treatment providers or pressure on criminal dockets. However, many other systems are impacted: public schools; workplace assistance programs; Medicaid offices; worker’s compensation adjudications; grandparent caregivers; child protection investigators; and neonatal care units. How are you helping? Dispute resolution processes can manage some of the increased, and unexpected, challenges these organizations face. Intentional, thoughtful dispute systems design is essential in times of crisis. This session considers how ADR can help to address the opioid crisis.

Speakers:
A. Daniel Woska
Donna J. Jackson

Not for CLE Credit  Keywords: Court ADR
WEDNESDAY, APRIL 10

SYMPOSIUM ON ADR IN THE COURTS

1134 - "Trust the Process?" Understanding and Learning from Party Perceptions of Court-Connected ADR Programs
Nicollet D3, 1st floor

10:45 AM - 12:00 PM

Lawyers and parties approach court systems with preconceptions about what to expect. Those perceptions inform their willingness to attempt, appreciate, and create positive outcomes in court-connected ADR processes. What can court-connected programs do to build trust with potential participants? Drawing observations from joint projects with the Harvard Negotiation & Mediation Clinical Program (HNMCP), leaders of court-connected ADR programs will explore the ways parties receive messages – intended or unintended – about ADR. Together the panel and attendees will explore how messaging impacts experiences of access, quality, integrity, and effectiveness, and how court programs should consider and respond to such perceptions if they are to improve.

Speakers:

Sara del Nido Budish
Harvard Negotiation & Mediation Clinical Program
Cambridge, MA

Heather Scheiwe Kulp
Office of Mediation and Arbitration, New Hampshire Judicial Branch
Concord, NH

Rebecca Price
U.S. District Court SDNY
New York, NY

Not for CLE Credit

Keywords: Court ADR

12:00 PM – 1:30 PM

Lunch Break
On your own

Box Lunch Distribution Center
Nicollet A

Attendees have the option to purchase a box lunch as part of the registration process. Pre-ordered box lunches will be available for pick-up.

1009 - Ignorance is Not Bliss: Improving Parties' Awareness of ADR Options
Nicollet D3, 1st floor

1:30 PM - 2:45 PM

Do parties know about the court-sponsored ADR programs that are available to them? Find out about the large-scale empirical research project designed to answer this question. Spoiler: the results are disheartening. On the bright side, the study also found that litigant awareness of court-sponsored programs had noteworthy implications - for example, litigants had more favorable views of their court when they knew it offered mediation. Audience members will brainstorm ideas for how lawyers and courts can improve litigants’ awareness of ADR programs so that those who could get justice through these options know about them, and know how to access them.

Speaker:

Donna Shestowsky
University of California, Davis
Davis, CA

Not for CLE Credit

Keywords: Mediation; Court ADR
**SYMPOSIUM ON ADR IN THE COURTS**

**1105 - Innovations and Challenges in Court-Annexed ADR Panel Models**

Nicollet D1, 1st floor

1:30 PM - 2:45 PM

As the availability of court-annexed mediation has increased, so have varying models for court-annexed ADR panels. This program will discuss the challenges that exist in administering paid, pro bono, and low-bono ADR panels.

**Speakers:**

Dean Leslie  
United States Court of Appeals for the Second Circuit  
New York, NY

Mandy R. Sarkissian  
Virginia Judicial System  
Richmond, VA

**General CLE Credit**

**Keywords: Court ADR**

**1280 - ODR: New Designs for Party-Driven Solutions**

Nicolette D2, 1st floor

1:30 PM - 2:45 PM

Online Dispute Resolution has quickly captured the attention of judges, court administrators, legal services providers, and others as a potential means of addressing Access to Justice and customer service goals, and reducing the time and cost of resolving disputes by taking advantage of the technology most people carry in their pocket. This session explores how state offices, local courts, and legal services offices have assessed ODR system options, the goals they identified for their systems, and lessons learned in the early days of ODR practice.

**Speakers:**

Christina Clauss  
Legal Aid Society of Orange County  
Santa Ana, CA

Brendan P. McCullagh  
West Valley Justice Court  
West Valley City, UT

Doug Van Epps  
Michigan Supreme Court  
Lansing, MI

**Not for CLE Credit**

**Keywords: Court ADR**

**Coffee Break**

Nicollet A, 1st floor

2:45 PM – 3:00 PM

**1071 - Revisiting the National Standards for Court Connected Mediation Programs**

Nicollet D3, 1st floor

3:00 PM - 4:15 PM

The National Standards for Court Connected Mediation Programs were developed by leading ADR thinkers a quarter century ago, during the infancy of court connected mediation. They address many critical topics including access to mediation; qualifications, selection, and compensation of mediators; ethical standards; inappropriate pressure to settle; and enforceability of mediated agreements, and served as a basis for court mediation programs across the country. The panelists and participants in this session will explore how well the 1992 National Standards have withstood the test of time and ways in which the evolution of court connected mediation might make updated standards for court connected mediation programs beneficial.

**Speakers:**

Howard Herman  
US District Ct., ND California  
San Francisco, CA

Jonathan S. Rosenthal  
Mediation and Conflict Resolution Office (MACRO)  
Annapolis, MD

Linda R. Singer  
JAMS  
Washington, DC

Alan Wiener  
Court ADR Consultant  
US

**Not for CLE Credit**

**Keywords: Court ADR; Ethics**
SYMPOSIUM ON ADR IN THE COURTS

1135 - Family Feud? Use Elder Mediation & Eldercaring Coordination to Manage High-Conflict Probate Litigation
Nicollet D1, 1st floor
3:00 PM - 4:15 PM

The aging population is increasing. As baby boomers become elders, families in conflict turn to the court to make decisions. The court is ill-suited to resolve non-legal feuds that overshadow elders' needs. Elder mediation is an effective ADR option for disputes involving underlying non-legal family conflict in most cases. For high-conflict cases, eldercaring coordination has developed to manage family dynamics and resolve issues pertaining to an elder's care. This intermediate-level program is appropriate for judges, attorneys, mediators, and probate/mental health professionals and will use an interactive format to inform on elder ADR options to meet high-conflict probate litigation trends.

Linda Fieldstone
Elder Justice Initiative on Eldercaring Coordination
Miami, FL

Sarah J. Gross
Orange County Superior Court
Orange, CA

Zena Zumeta
Mediation Training & Consultation Institute
Ann Arbor, MI

General CLE Credit

Keywords: Family; Court ADR

Court Symposium Reception at the US District Court of Minneapolis – TICKETED EVENT
5:00 PM – 7:00 PM

300 South 4th Street #202

Free to all attendees of the Court Symposium (please reserve your ticket at the registration desk). Guest tickets available for $50.
THURSDAY, APRIL 11

BREACKFAST

First-Time Attendees Breakfast
Lakeshore B/C, 1st Floor

Networking Breakfast
Nicollet Ballroom (A-C), 1st floor

Committee Networking Meetings (look for committee signs on table tops):
- Early Dispute Resolution Committee
- Court ADR Committee

THURSDAY PLENARY

1036 - No Risk, No Reward -- How Creativity, Resourcefulness and Confidence Can Change the Face of Resolving Disputes
Nicollet Ballroom (A-C), 1st floor

A corporate executive and a federal district court judge have faced their own unique challenges and risks trying to resolve disputes outside the norm and with the long game in mind. Their cutting-edge approaches to transforming the behavior and expectations of disputants are as noteworthy as their results. Please join us for a provocative dialogue and get inspired to be creative and resourceful in resolving disputes you handle.

Moderated by Richard H. Silberberg, College of Commercial Arbitrators, New York, NY

Speakers:
- Scott S. Partridge
  Bayer US LLC
  St. Louis, MO
- Hon. Dan A. Polster
  U.S. District Court
  Cleveland, OH

Not for CLE Credit

Keywords: Litigation; Mediation; Negotiation; Commercial

Break in the Exhibit Hall
Nicollet Promenade, 1st floor

10:15 AM – 10:45 AM
1013 - Ombuds: What's in a Name? 10:45 AM - 12:00 PM  
*Nicollet D3, 1st floor*

Ombuds add value and provide specialized services in a unique way in a wide variety of contexts. Come listen to this panel of experienced ombuds representing a wide spectrum of disciplines, who will share insights regarding their different roles, functions and the benefit they provide to their organizations and constituents. Bring your questions for these ombuds who work in both the private and public sectors, and who serve as internal and external resources.

<table>
<thead>
<tr>
<th>Crystal Brakke</th>
<th>Jill Kehaulani Esch</th>
</tr>
</thead>
<tbody>
<tr>
<td>Teach For America</td>
<td>Office of Ombudsperson for Families, State of Minnesota</td>
</tr>
<tr>
<td>Minneapolis, MN</td>
<td>St. Paul, MN</td>
</tr>
<tr>
<td>Wendy Friede</td>
<td>Elizabeth Hill</td>
</tr>
<tr>
<td>Friede Consulting</td>
<td>University of Colorado Boulder</td>
</tr>
<tr>
<td>Minneapolis, MN</td>
<td>Boulder, CO</td>
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<tr>
<td>Patrick N. Holman</td>
<td>Ralph Johnson</td>
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<td>Hugo, MN</td>
<td>Cleveland, OH</td>
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<td>Roberta Opheim</td>
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<td>Minnesota Office of Ombudsman for Mental Health and Developmental Disabilities</td>
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<tr>
<td>St. Paul, MN</td>
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Speakers:

**Not for CLE Credit**

1068 - Enforcing Mediated and other Settlements in a Flat World: Learning How to Provide What International Disputants Want and Need 10:45 AM - 12:00 PM  
*Greenway J, 2nd floor*

The Global Pound conferences and UNCITRAL Working Group II demonstrate the increasing demand for flexible cost-effective process - including mediation - that can yield enforceable results. Cross-border transactions are increasing exponentially for both large and small businesses. You don’t have to wait until signing and implementation of the Singapore Convention relating to mediated settlements to provide solutions. This interactive program will provide concrete information on how to structure a cost-effective hybrid ADR process that can yield an enforceable result under the New York Convention.

<table>
<thead>
<tr>
<th>Jennifer Brandt</th>
<th>Laura A. Kaster</th>
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<tbody>
<tr>
<td>Brandt Law &amp; Mediation, LLC</td>
<td>Appropriate Dispute Solutions</td>
</tr>
<tr>
<td>Springfield, NJ</td>
<td>Princeton, NJ</td>
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<tr>
<td>Robert Margulies</td>
<td>David S. Weiss</td>
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<td>SchumannHanlon Margulies</td>
<td>Professor David S. Weiss, New Jersey City University</td>
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<tr>
<td>Jersey City, NJ</td>
<td>Jersey City, NJ</td>
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Speakers:

**General CLE Credit**
In civil disputes, mediators often encourage advocates to submit pre-mediation statements. These narratives are meant to educate the mediator on the most pressing factual and legal disputes between the parties before the session. Yet litigators have almost no useful guidance on drafting such statements. Unlike many legal documents — pleadings, motions, and settlement agreements — there are no standard templates or specific requirements on their form or substance. Neither law schools nor law firms provide much training on drafting pre-mediation statements, which are considered a fairly niche genre of legal writing. Indeed, mediators themselves, as well as administering organizations, often provide little direction to advocates. Now that mediation has become firmly embedded into our litigation culture, it is time for litigators to embrace some concrete “best practices,” and time for mediators to clarify those best practices. This session will explore the industry consensus on pre-mediation statements, and solicit audience participation on their own views.

Michael Cavallaro  
Barnes & Thornburg  
Minneapolis, MN

Donna Erez Navot  
Cardozo Law School  
New York, NY

Brian Farkas  
U.S. District Court, Southern District of New York  
New York, NY

Speakers:

This program will examine the specific concerns that clients have about arbitration and the ways in which arbitral stakeholders can modify the arbitral experience to meet those needs. Presenters will focus on specific innovations adopted by administering institutions such as the AAA, JAMS, CPR and the ICC in areas related to cost containment, emergency and equitable relief, and the impartiality of arbitrators. The session will also identify the ways in which artfully-crafted arbitration clauses can address client needs and concerns.

James R. Ferguson  
Mayer Brown LLP/ University of Chicago Law School  
Chicago, IL

Karen Jalkut  
American Arbitration Association  
Boston, MA

Speakers:

This interactive program poses real-life scenarios that involve serious ethical issues. The panel, comprised of an experienced arbitrator, an arbitration advocate and in-house counsel for an arbitration party, will present these problems, challenge the attendees to analyze the critical ethical concerns, and discuss and offer solutions for managing them.

Shari Aberle  
Optum  
Eden Prairie, MN

John R. Holsinger  
College of Commercial Arbitrators  
Hackensack, NJ

Ed Magarian  
Dorsey & Whitney LLP  
Minneapolis, MN

Speakers:
1028 - Expanding the Collaborative World to All Civil Practitioners  
Greenway A, 2nd floor

North Carolina has brought collaborative law principles and practice from its family law beginnings to all civil disputes. Learn how this has been done through Bar organizations, law schools, training sessions for attorneys, formation of a separate non-profit whose mission is to educate the public and attorneys about the use and advantages of the collaborative law process, and introduction of the Uniform Collaborative Law Act into the North Carolina legislature. This program is for anyone who would like to expand collaborative practice in their state beyond family practice to the resolution of any civil dispute.

Speakers:
Aida Doss Havel  
Just Us Collaborative Divorce Professionals  
Rodanthe, NC

John L. Sarratt  
North Carolina Civil Collaborative Law Association  
Raleigh, NC

Not for CLE Credit  
Keywords: Collaborative Law; Practice Development

1037 - Mediating Through Different Lenses: How Master Mediators Blend Law, Psychology and Business Perspectives  
Skyway Room, 2nd floor

This highly interactive workshop – a tribute to the movies Rashomon and Inside Out – will view and analyze a single fact pattern of a dispute from multiple perspectives. Together we will explore how vastly different the same fact pattern can look when the mediator views the facts through a legal lens, a psychological lens, a business lens, and then finally a problem-solving lens. We will also explore how viewing this dispute through these different lenses can yield a measurably better outcome for the participants, as well as a better process along the way, resulting in higher user satisfaction rates.

Speaker:
Lee Jay Berman  
American Institute of Mediation  
Los Angeles, CA

Not for CLE Credit  
Keywords: Mediation; Skills

1047 - Mediation in the Context of Intimate Partner Violence: A Discussion Guide for Mediators  
Greenway C

Mediation can be – but is not always – an empowering opportunity for parties who have experienced domestic violence, either as victims or perpetrators. This session examines the mediator's obligation to help individual parties decide whether and under what conditions to participate in mediation. Session participants will explore and critique the new "Mediation Discussion Guide" developed for this purpose by the Battered Women's Justice Project.

Speakers:
Loretta M. Frederick  
Battered Women's Justice Project  
Minneapolis, MN

Nancy Ver Steegh  
Mitchell Hamline School of Law  
St. Paul, MN

Skills CLE Credit
CONCURRENT SERIES A ........................................................................................................... 10:45 AM – 12:00 PM

1076 - Playing with Fire – The Challenges of Mediating Sexual Harassment and Gender Discrimination Claims in the #Me Too and #Times Up Culture
Lakeshore B/C, 1st floor

The seismic and public reckoning that has unfolded in the aftermath of the Harvey Weinstein fallout is ushering in a new world order for the workplace. Where employees have initiated legal claims (or demand letters) against their employer alleging sexual harassment or gender discrimination, unique challenges lie ahead when parties consider mediating such disputes. This esteemed panel will dive into this hot topic with cogent and timely insights. This presentation is a highly interactive intermediate level session that is specifically designed for plaintiff/defense employment counsel, in-house counsel, and mediators.

Speakers:

Dionne Blake
Target
Minneapolis, MN

Hon. Hildy Bowbeer
U.S. District Court
St. Paul, MN

Mary M. Krakow
Fredrikson & Byron, P.A.
Minneapolis, MN

Antone Melton-Meaux
Work Resolve Mediation
Minneapolis, MN

Larry Schaefer
Schaefer Halleen, LLC
Minneapolis, MN

General CLE Credit

Keywords: Mediation; Social Justice; Employment

1099 - I Know You Want to "Beat the Heck Out of 'Em" and that "Money Doesn't Matter," But.... How to Save Parties from Themselves in Construction Arbitration
Mirage Room, 2nd floor

Too often counsel and arbitrators in construction arbitrations lose sight of the true interests of the parties, becoming bound up in their discrete roles in the process. A Hint: It’s not our money on the line, it’s the parties.’ This interactive program, through the use of short videos, panel discussions and audience participation, will focus on the management of parties and their realistic (and not so realistic) expectations at various stages of arbitration, including (i) the initial decision to arbitrate, (ii) once a dispute arises, (iii) during the pre-Hearing exchange of information; iv) at the Hearing, and (v) post-Hearing.

Speakers:

Neal M. Eiseman
Goetz Fitzpatrick LLP
New York, NY

Herbert H. (Hal) Gray, III
Ragsdale, Beals, Seigler, Patterson & Gray, LLP
Atlanta, GA

Karen P. Layng
M.A.I.T. Co.
Riverside, IL

General CLE Credit

Keywords: Construction; Arbitration
CONCURRENT SERIES A.................................................................................................................. 10:45 AM - 12:00 PM

1102 - Effective Arbitrations: Strategies for Advocates and Arbitrators 10:45 AM - 12:00 PM
Greenway I, 2nd floor

Experienced arbitrators, in-house and outside counsel will offer practical tips to improve the effectiveness and efficiencies of the arbitration process, from pre-dispute clause drafting through award. Strategies considered will include: forum selection and arbitration protocols; arbitrator selection; ways to gain advantage before the initial scheduling conference; streamlining the accumulation and presentation of evidence; and tips on getting the award the client wants. Panelists will also address the practicalities of the arbitrator’s and counsels’ roles in managing the process and involving client participation effectively.

Deborah Deitsch-Perez
Stinson Leonard Street
Dallas, TX

Jill Dessalines
Strategic Advice for Successful Lawyers
Summertown, TN

Patricia A. Nolan
The Law Office of Patricia A. Nolan
Dallas, TX

Gilda R. Turitz
Turitz Dispute Resolution
San Francisco, CA

Speakers:

General CLE Credit

Keywords: Arbitration; Advocacy

Lunch Break
On your own 12:00 PM - 1:30 PM

Box Lunch Distribution Center
Nicollet A-C

Attendees have the option to purchase a box lunch as part of the registration process. Pre-ordered box lunches will be available for pick-up.

CONCURRENT SERIES B.................................................................................................................. 1:30 PM - 2:45 PM

1011 - Revamping Arbitration to Serve Clients: Interactive Discussion on Innovative Proposals 1:30 PM - 2:45 PM
Lakeshore B/C, 1st floor

What innovative approaches can arbitral institutions, corporate users, and attorney/advocates adopt to address both real and perceived deficiencies in the arbitration process? Through interactive discussion with attendees, we will explore a variety of proposed techniques and rule changes – from modest to extreme – that address client concerns with current arbitration rules and practice, including proposals on cost, diversity, appeal rights and beyond.

Gary L. Benton
Gary Benton Arbitration
Palo Alto, CA

Ed Lozowicki
Lozowicki ADR
San Francisco, CA

Dana Welch
Welch ADR
San Francisco, CA

Speakers:

General CLE Credit

Keywords: Arbitration; International
Nowhere do the challenges of mediator distraction and bias emerge more pointedly than in divorce mediation, where the mediator’s personal experiences and feelings and unconscious biases operate so strongly. Unlike commercial cases where the personal perspectives of the mediators rarely are triggered by the actions and positions of the parties, family law disputes typically raise issues of fairness, blame, fidelity and finances in ways that are often directly connected to the personal histories of the mediator. This panel will explore the many ways these challenges emerge in family law mediation, and will offer practical strategies for overcoming these challenges to meet the needs of the parties. The presenters include a novelist (who will read an excerpt from her novel focused on the personal life of a family law mediator), a therapist/lawyer mediator team who also are married to each other, and a gay family law mediator who specializes in resolving same-sex marital and cohabitation disputes.

Speakers:

Marisha Chamberlain  
Chamberlain Lit LLC  
St. Paul, MN

Stephen K. Erickson  
Erickson Mediation Institute  
Bloomington, MN

Frederick Hertz  
Mediation Office of Frederick Hertz  
Oakland, CA

Disputes between healthcare providers and others (payors, patients, suppliers) are increasingly resolved through ADR. But what about conflicts within healthcare organizations? Mediation can address conflicts directly among parties, well before attorneys are involved. This session describes mediation and facilitated conversations in varying internal healthcare settings: administration versus medical staff of a healthcare corporation; faculty-faculty conflict in an academic medical center; provider-patient treatment disputes and intra-family conflicts. Panelists’ stories will show how this type of mediation (1) differs from that used in resolving external disputes which often result in litigation; (2) the evolution of innovative approaches to intra organizational dispute resolution; and (3) how healthcare counsel can promote in-house conflict resolution processes.

Speakers:

Terri Keville  
Davis Wright Tremaine LLP  
Los Angeles, CA

Haavi Morreim  
College of Medicine, UTHSC  
Memphis, TN

This interactive program will explore the vital and under emphasized role of dignity in dispute resolution. Participants will learn how understanding and using Dr. Donna Hick’s ten essential elements of dignity and related temptations can generate more effective processes and lead to better outcomes. The session will allow time for group discussion and peer-based learning.

Speakers:

Natalie C. Fleury  
Medical College of Wisconsin  
Milwaukee, WI

Julie Hagen Showers  
University of Minnesota  
Minneapolis, MN
Arbitrators have an obligation to disclose certain information to the arbitration parties and counsel. Arbitrators, however, often differ on what information they disclose in any specific case, whether for fear of garnering an objection, an incomplete conflicts check or memory, or other reasons. For their part, counsel don’t always know what to do with arbitrator disclosures, particularly ones that raise more questions than they answer. Using examples from actual arbitration cases, the panelists will focus on what an arbitrator should disclose, what counsel and their clients can and should do with disclosures, and the potential ramifications of disclosures.

Speakers:

David Allgeyer
Allgeyer Law & ADR LLC
Minneapolis, MN

Serena K. Lee
JAMS
San Francisco, CA

Rebecca Storrow
American Arbitration Association
Miami, FL

A. Kelly Turner
American Arbitration Association
Chicago, IL

Mitch Zamoff
University of Minnesota Law School
Minneapolis, MN

What if in the early stages of a mediation, parties could see a map of the dynamics that would affect engagement later on? With a Visual Mediation Agenda, they can. The presenter will show exactly how to use the Visual Mediation Agenda Template in any mediation to quickly engage parties in setting the structural foundation for a successful mediation. By creating this bird’s eye view of the mediation, a mediator can increase the parties’ trust in the mediation process which will assist in increasing their confidence level during the mediation. Who should attend this session? Any one interested in taking a BIG leap in working visually in a mediation will benefit from the guidance and tips provided during this unique session. All participants will receive a FREE copy of the Mediator’s Step-by-Step Guide and the Visual Mediation Agenda Template. This session is suited for all practitioners working in mediation, regardless of experience level.

Speaker:
Lisa Arora
Big Time Visual
Victoria, BC, Canada
CONCURRENT SERIES B

1045 - A New World for ADR: The ABA's Guidelines on the Use of Special Masters in Civil Litigation
Greenway J, 2nd floor

A working group of representatives across the American Bar Association has created guidelines designed to make greater and more effective use of special masters as a regular and accepted part of civil litigation. This program will inform in-house counsel, practitioners, ADR professionals, judges and court administrators, and others about the new guidelines and what they mean for civil litigation in both federal and state courts.

Speakers:

Merril Hirsh
HirshADR PLLC
Washington, DC

Gail Sharps Myers
American Tire Distributors, Inc.
Charlotte, NC

Hon. David K. Thomson
First Judicial District Court, New Mexico
Santa Fe, NM

Nancy Welsh
Texas A&M University School of Law
Fort Worth, TX

General CLE Credit
Keywords: Litigation; Court ADR; Advocacy

1058 - Resume Workshop for Arbitrators & Mediators: Tips, Pitfalls and Must-Haves
Skyway Room, 2nd floor

Bring two copies of your resume (and copies of your website pages) for this hands-on, interactive and practical workshop essential for any arbitrator or mediator interested in building their practice! Get real-time feedback on your resume and get tips on how to present yourself to clients that will highlight your expertise and your knowledge in ADR processes. Join experienced professionals from the JAMS and the American Arbitration Association, to hear what clients indicate they look for in arbitrators and mediators and learn how best to present yourself in a competitive marketplace.

Speakers:

Elizabeth Carter
JAMS
New York, NY

Matthew Conger
American Arbitration Association
Washington, DC

Not for CLE Credit
Keywords: Practice Development

1087 - Best Practices for Mediating with LGBT Parties
Greenway I, 2nd floor

Individuals from the LGBT community, like those in other marginalized groups, may be wary of using ADR processes based on concerns about whether the neutral, the lawyers, or the other parties will be culturally competent and whether the process can be truly fair. In this panel, LGBT mediators and litigators will discuss their experiences from all sides of the process working with gay and transgender parties to make sure they can fully participate in and benefit from the transformative possibilities of mediation. Subject areas to be discussed include employment, family law, and estate planning.

Speakers:

Celeste Culberth
Culberth & Lienemann, LLP
Saint Paul, MN

Martin B. Ho
Stingley & Ho, PLLP
Minneapolis, MN

R. Kamela Laird
Integrate Legacy Law
El Cajon, CA

Ilona Turner
Turner ADR
Oakland, CA

Elimination of Bias CLE Credit
Keywords: Mediation; Diversity; Skills
1106 - Can Dispute Resolution React? Perspective on Collaborative Initiatives to Address Community Division and Intervention in the Face of Social Crisis  
Mirage Room, 2nd floor  
1:30 PM - 2:45 PM  

More than 50 years ago Congress Established the Community Relations Service to serve as “America’s Peacemaker” for “community conflict.” Today, activists organize quickly; DOJ has a new wave of leadership; and new organizations support reactive work while communities seek to proactively address community division. This interactive session will explore institutional and participant perspectives on dispute resolution intervention in social crisis while highlighting initiatives which proactively address community division.

Speakers:

Terry Amsler  
Indiana University School of Public & Environmental Affairs  
Bloomington, IN

William Froehlich  
The Ohio State University  
Columbus, OH

Becky L. Monroe  
The Divided Community Project  
Washington, DC

Not for CLE Credit  
Keywords: Social Justice; Public Policy

1136 - Clicking Confidential: Practical Guidance to Protect Cybersecurity and Ensure Cross-Border Data Privacy Compliance in Arbitration  
Greenway H, 2nd floor  
1:30 PM - 2:45 PM  

With hacking incidents constantly in the news and well-publicized examples of cybersecurity breaches involving law firms and in arbitrations, parties and counsel are increasingly focused on the need to implement reasonable cybersecurity measures to protect information exchanged in the arbitration process. Less is known about solutions: the reasonably accessible measures that can be undertaken in individual matters to protect the legitimate confidentiality expectations of arbitration users. This program will focus on filling that gap with practical, implementable advice, presented in a lively format that will illustrate how the planning and implementation of reasonable cybersecurity measures can unfold.

Speakers:

Stephanie Cohen  
Independent Arbitrator  
Brooklyn, NY

Robert Levy  
Exxon Mobil Corporation  
Spring, TX

Mark C. Morril  
MorriADR  
New York, NY

Sarah Reynolds  
Mayer Brown LLP  
Palo Alto, CA

Skills CLE Credit  
Keywords: Arbitration; Technology; Skills

Break in the Exhibit Hall  
Nicollet Promenade, 1st floor  
2:45 PM – 3:00 PM
1014 - Technological Concepts and Evidence in Arbitration: How to Present a Compelling Case
Mirage Room, 2nd floor
3:00 PM - 4:15 PM

Effective communication is required to educate and persuade arbitrators to favor your client's factual and legal position. Technology is often used in a courtroom setting to persuade judges and juries but is often overlooked in the arbitration setting. This presentation will explore and demonstrate the power of technology in the arbitration context including written submissions, graphics, animation and electronic evidence and presentation management.

Speakers:
Felicia J. Boyd
Barnes & Thornburg, LLP
Minneapolis, MN

Lee A. Hutton, III
Hutton, Kluz, & Evans, LLC
St. Paul, MN

Kyle Peterson
Paradigm a Veritext Company
Minneapolis, MN

Alexis Pheiffer
Sprouts Farmers Market
Phoenix, AZ

Not for CLE Credit
Keywords: Arbitration; Technology

1019 - How to Manage your Client Through the Various Stages of Resolving a Dispute
Greenway B, 2nd floor
3:00 PM - 4:15 PM

Settlements aren't happenstance. Regardless of how parties ultimately resolve their dispute – negotiation, mediation, litigation – proper planning and implementation are crucial to achieving satisfactory results. This experienced panel will discuss what approaches and techniques they use in managing clients through the process of resolving disputes, including the role of information gathering, strategic thinking, risk assessment, preparing clients, involving decision makers and interested parties, and effective and ongoing communications.

Moderated by Haley Schaffer, 3M, St. Paul, MN

Speakers:
Ilyse Goldsmith
U.S. Bank, N.A.
Minneapolis, MN

Nicole Narotsky
Maslon Law Firm
Minneapolis, MN

William Pentelovitch
Maslon Law Firm
Minneapolis, MN

Kari Rhode
Medtronic, Inc.
Minneapolis, MN

General CLE Credit
Keywords: Litigation; Negotiation; Mediation; Advocacy; Skills
THURSDAY, APRIL 11

CONCURRENT SERIES C.............................................................................................................3:00 PM – 4:15 PM

1025 - Diversity Matters Make Meaningful Mediations: Lessons Learned at the EEOC
Greenway A, 2nd floor
3:00 PM - 4:15 PM

As the EEOC enters its 20th year of providing mediation services for employment discrimination disputes, the panelists reflect on the success of the largest national mediation program focused on the private sector. In these two decades, over 220,000 successful mediations were conducted, resulting in a recovery of over $2 billion in monetary benefits for claimants. New laws, evolving socio-cultural norms and new expectations of workplace civility have posed new challenges for both employees and employers in the workplace. Regional EEOC managers and mediators will discuss the many lessons learned in meeting these growing needs of parties involved in employment discrimination disputes. Panelists will explore a myriad of "hot topics" that mediators face when resolving disputes involving racial discrimination, ADA accommodations and sexual harassment in the #MeToo Movement era and offer practical tips for how to prepare for these mediations.

Speakers:

Julie C. Bretz
U.S. EEOC
Chicago, IL

Katherine S. Perez
U. S. EEOC
San Antonio, TX

Jennifer Ortiz Prather
EEOC, Houston District
Houston, TX

Elimination of Bias CLE Credit
Keywords: Diversity; Mediation; Employment

1038 - Mediation Ethics: Caucus Conundrums
Nicollet D1, 1st floor
3:00 PM - 4:15 PM

Mediation often involves the use of caucus – or separate meetings with different parties. In fact, some parties never see each other during the entire process. What are the ethical issues that can arise when working with parties in mediation who never meet? Join mediators and trainers for a discussion of the ethical considerations that may come into play in the caucused mediation. Standards addressed will include: confidentiality, conflicts of interest, quality of the process, working with pro se parties, and self-determination.

Speakers:

Leslie Sinner McEvoy
St. Paul, MN

Linda Mealey-Lohmann
Mealey-Lohmann Mediation & Dispute Resolution
St. Paul, MN

Ethics/Professionalism CLE Credit
Keywords: Ethics; Mediation

1041 - Should Your Company Get On (Or Stay On) The Arbitration Bandwagon?
Skyway Room, 2nd floor
3:00 PM - 4:15 PM

This program will cover topics that every client should understand before agreeing to sign an arbitration clause or taking a dispute to arbitration. The topics include: legitimate and outdated reasons to choose arbitration for clients’ contracts; the different types of arbitration available to clients; drafting arbitration clauses which best further client’s goals; current trends in arbitration law and its implications in drafting an arbitration agreement; the life of an arbitrated dispute; and key differences between managing a dispute in court versus arbitration.

Speakers:

Henry Allen Blair
Mitchell Hamline School of Law
St. Paul, MN

Kate Golden
M. A. Mortenson Company
Minneapolis, MN

Liz Kramer
Stinson Leonard Street
Minneapolis, MN

Denise Zamore
UnitedHealthcare
Hartford, CT

General CLE Credit
Keywords: Arbitration
### THURSDAY, APRIL 11

#### CONCURRENT SERIES C ........................................................................................................3:00 PM – 4:15 PM

<table>
<thead>
<tr>
<th>Session Number</th>
<th>Title</th>
<th>Time</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>1051</td>
<td><strong>Improving Medical Malpractice Claim Outcomes and Patient Safety Through Early, Novel Resolution Processes</strong></td>
<td>3:00 PM - 4:15 PM</td>
<td>Greenway C</td>
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<td></td>
<td>This session will introduce specific novel, consensual resolution processes and the ways in which these can be implemented in the healthcare system. These processes include the participation of an impartial physician in early, structured resolution processes before the dispute has escalated and the parties are dug in. The objective is to substantially reduce cost and reach better outcomes with less risk than customary litigation or late stage mediation. This session will provide examples of new approaches to help transform disputes from burdens to patient safety and business opportunities. Participants will have the opportunity to apply and analyze these approaches in scenarios drawn from both the presenters’ and from their own experiences.</td>
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</tbody>
</table>
|                | **Speakers:** Peter W. Benner  
West Hartford, CT  
Jeanette Mladenovic  
HDRG  
Boca Raton, FL |  |  |

**General CLE Credit**

| Keywords: Healthcare |

| 1054           | **Moving Beyond Emotion: Fostering Logic and Reason in Mediation Practice** | 3:00 PM - 4:15 PM | Nicotot D3, 1st floor |
|                | As described by Daniel Kahneman in Thinking, Fast and Slow, humans use different parts of their brain when making decisions. One part of our brain makes decisions based on instinct and gut feelings (System 1), and the other part of our brain relies on logic and reasoning (System 2). With the input of a professor of psychology, this session will explore how mediators can encourage clients to engage their System 2 functions. Panelists will conduct interactive exercises, identify valuable mediator interventions, and draw upon audience suggestions to demonstrate the benefits of System 2 thinking in mediation. |  |  |
|                | **Speakers:** Shmuel Lissek  
University of Minnesota  
Minneapolis, MN  
Jill A. Morris  
U.S. District Court for the Western District of Missouri  
Kansas City, MO  
Robyn Weinstein  
U.S. District Court for the Eastern District of New York  
New York, NY |  |  |

**General CLE Credit**

| Keywords: Mediation; Neuroscience; Skills |

| 1061           | **ADR Around the World: Challenges and Trends from Three Continents** | 3:00 PM - 4:15 PM | Greenway J, 2nd floor |
|                | As judiciaries and court systems around the world face the challenges of heavy caseloads and diverse party needs, many are establishing public and private ADR programs. Panelists working actively in Latin America, Asia and Europe will share insights into best practices and challenges, followed by a lively discussion with our audience about what jurisdictional trends, new laws and programs are being developed to meet the needs of the users. |  |  |
|                | **Speakers:** Sheila Purcell  
Hastings Center for Negotiation and Dispute Resolution  
San Francisco, CA  
Vic Schachter  
Foundation for Sustainable Rule of Law  
Portola Valley, CA  
Mariana F. Souza  
PVS Advogados  
Rio de Janeiro, RJ, Brazil |  |  |

**Not for CLE Credit**

| Keywords: International |
THURSDAY, APRIL 11

CONCURRENT SERIES C........................................................................................................3:00 PM – 4:15 PM

1074 - Design an Authentic, Vibrant Self-Introduction that Attracts Clients!
Greenway I, 2nd floor

3:00 PM - 4:15 PM

Do you like meaningful conversations, but dislike selling yourself? Do you want your networking to yield more actual clients? In this highly interactive workshop, you will not only learn common errors that impede neutrals’ networking efforts, but you will also design a fresh, authentic and effective self-introduction. Using a systematic approach, group discussions, and opportunities to practice and receive feedback, participants will discover powerful approaches to marketing that are enjoyable, energizing and aligned with their values. This workshop is relevant for established mediators and arbitrators and those who are just starting out or moving into a full-time practice.

Speaker:
Anna Rappaport
Excelleration, LLC
Washington, DC

General CLE Credit
Keywords: Practice Development

1088 - We All Belong: Integrating Values, Differences, and Environment
Greenway H, 2nd floor

3:00 PM - 4:15 PM

Value systems can be powerful frameworks for complex mediation, but few mediators have been trained to recognize diversity of values. Values provide the lens through which our clients experience their conflicts and values color our perceptions of what those clients need. Since most humans believe their values are reality, they often are blind to other worldviews. In this program, we will introduce a values model, participate in interactive exercises designed to heighten your awareness of how your values shape your interactions and explore how clients’ values affect their perceptions and responses to conflict. We will learn how to transcend our values differences.

Speakers:
David Levin
David Levin, Attorney, Mediator, and Trainer
Santa Fe, NM

Luemara Wagner
The Law Office of Luemara Wagner
San Diego, CA

J. Kim Wright
Cutting Edge Law Enterprises, Inc.
Kissimmee, FL

Elimination of Bias CLE Credit
Keywords: Communication; Skills; Diversity

1130 - Designing Limited Scope Representation and Other Programs for Self-Represented Litigants and to Promote Access to Justice
Lakeshore B/C, 1st floor

3:00 PM - 4:15 PM

This program will include a discussion and overview of what’s involved in designing limited scope representation programs for pro se litigants. The purpose of the program is to provide court administrators and justice partners with a road map to build these programs and for presenters to share the successes and pitfalls of designing limited scope representation programs for ADR processes.

Speakers:
Denise M. Asper
Ninth Circuit, Office of the Circuit Executive
San Francisco, CA

Jennifer M. Gartlan
DC Court of Appeals
Washington, DC

David A. Hubbard
Conciliation Court Douglas County District Court
Omaha, NE

Maurice Q. Robinson
Seton Hall University School of Law Conflict Management Program
Newark, NJ

General CLE Credit
Keywords: Court ADR; Access to Justice
THURSDAY, APRIL 11

SHOWCASE PROGRAMS

1350 - ADR for Fun and Profit: Successfully Managing the Modern Law Practice
Regency Room, 2nd floor
4:30 PM – 5:30 PM

This program is presented by Thomson Reuters, a Diamond Sponsor of the 2019 Spring Conference.

The program examines the challenges facing the leaders of today’s law firm and Alternative Dispute Resolution (ADR) practices. We will explore the intersection of competencies from attracting and retaining clients, to running the business of the practice, and successfully managing finances. Key learning points for the program include: how business management skills impact potential success; and recognizing the interplay of business development, matter management, and financial management skills in building and maintaining a growing, thriving practice.

Speaker:
William Josten
Thomson Reuters Legal Executive Institute

Not for CLE Credit

Finding Common Ground: Strategies and Tactics in the Age of Diversity and Inclusion
Northstar A, 2nd floor
4:30 PM – 5:30 PM

This session will help attendees understand key challenges in creating public policy in an increasingly diverse Minnesota. Siaw Her, Executive Director of the Council on Asian Pacific Minnesotans, arrived in California at age four as part of the influx of Hmong refugees from Laos. In both her personal and professional life, she has sought ways to find common ground and inclusion for all within diversity. State Senator Carolyn Laine is the most senior legislative member on the Council Board and has passed legislation to create the Minnesota Office of Collaboration and Dispute Resolution. Together they will share stories of the challenges they meet and the strategies they have employed in seeking to resolve these challenges.

Speaker:
Siaw Her
Council on Asian Pacific Minnesotans
Saint Paul, MN

Senator Carolyn Laine
Minnesota State Senate
Saint Paul, MN

Not for CLE Credit

AWARDS CEREMONY AND RECEPTION

ABA Section of Dispute Resolution "Lightning" Awards Ceremony
Greenway D/E/F/G
5:45 PM – 6:15 PM

Conference Reception
Nicollet Promenade, 1st floor
6:15 PM – 7:45 PM

Open to all conference attendees.
**FRIDAY, APRIL 12**

### BREAKFAST

**First-Time Attendees Breakfast**  
*8:00 AM – 9:00 AM*  
*Lakeshore B/C*

**Continental Breakfast and Committee Meetings**  
*8:00 AM – 9:00 AM*  
*Nicollet Ballroom (A-C), 1st floor*

### FRIDAY PLENARY

**As Diverse as the Country We Serve**  
*9:00 AM - 10:00 AM*  
*Nicollet Ballroom (A-C), 1st floor*

Robert Grey, president of Leadership Council for Legal Diversity, will outline the rise of this non-profit organization from a private meeting of like-minded individuals in 2009 to a powerful collaboration of nearly 300 corporate general counsel and law firm managing partners, all of them personally engaged and dedicated to the principles of leadership, action, and results.

LCLD has built, in a few short years, a range of dynamic programs that provide career development and leadership training to diverse attorneys at every stage of their professional journey, from law school to partnership, from senior counselor to the pinnacles of leadership.

By 2020, LCLD will have enhanced the lives and careers of more than 10,000 diverse attorneys, contributing to the next generation of leaders and a legal profession that is diverse as the country we serve.

**Speaker:**

Robert Grey  
Leadership Council for Legal Diversity  
Richmond, VA

**Not for CLE Credit**

### Break in the Exhibit Hall

*10:00 AM – 10:15 AM*  
*Nicollet Promenade, 1st floor*

### CONCURRENT SERIES D

**1063 - “Hard” Tools for Controlling Discovery Burdens In Arbitration**  
*10:15 AM - 11:30 AM*  
*Greenway A, 2nd floor*

Arbitration (and American arbitration in particular) has received increasing criticism, based largely on the contention that arbitration too closely resembles conventional litigation, producing undue burden and costs. Chief among the criticisms is the view that discovery (particularly discovery of electronic information, or "ediscovery") is largely uncontrolled, undermining efforts to promote arbitration as a speedy and economical alternative to litigation. This presentation suggests an alternate array of "hard" tools for controlling discovery burdens, which do not depend upon the discretion of the arbitrator. Through the adoption of one or more of these "hard" tools, parties can focus and streamline discovery processes, to increase the predictability of discovery obligations in arbitration, and reduce disputes about the application of proportionality rules.

**Speakers:**

Steven Bennett  
Scarola Zubatov Schaffzin PLLC  
New York, NY  

Peter S. Vogel  
Foley & Lardner LLP  
Dallas, TX

**Skills CLE Credit**  
**Keywords: Arbitration; Skills**
FRIDAY, APRIL 12

CONCURRENT SERIES D..................................................................................10:15 AM – 11:30 AM

1008 - Keeping Youth Out of the School to Prison Pipeline: How Nebraska’s Office of Dispute Resolution is Using Restorative Practices to Effect Change
Greenway HI, 2nd floor

This session will describe how Nebraska’s Office of Dispute Resolution has partnered with judges, county attorneys, diversion, probation, schools and regional nonprofit mediation centers to reduce the number of youth entering the juvenile justice system by utilizing Victim Youth Conferencing, a restorative justice practice. External evaluations by the University of Minnesota’s Center on Restorative Justice and Peacemaking will report successful outcomes. School-justice system partnerships will be highlighted as a way to reduce youth entering the juvenile justice system.

Speakers:

Jennifer Blevins
University of Minnesota
Minneapolis, MN

Debora Denny
Nebraska Supreme Court
Lincoln, NE

Alisha C. Jimenez
Office of Dispute Resolution
Lincoln, NE

General CLE Credit
Keywords: Dispute System Design; Criminal; Court ADR

1012 - Follow the Money: Ethical Practices for ADR Providers and Neutrals When a Participant is Receiving Third-Party Funding
Greenway BC, 2nd floor

Third-party funding is a growing phenomenon in which a non-party entity finances the legal representation of a party to a dispute in exchange for a portion of the recovered money, if the funded party wins. As the cost of justice increases, so does the likelihood that a participant in the dispute resolution process is receiving third-party funding. Too often, however, ADR providers and neutrals are unaware that one or both of the participants are receiving such funding. Even though disclosure about funding is fundamental to maintaining the transparency and integrity of dispute resolution, ADR providers and neutrals do not require disclosure of financial funding as a regular part of the dispute resolution practice. This program will explore what disclosures should be made about the third-party funder and how this disclosure might impact the conflicts, control, confidentiality and communication of the dispute resolution processes.

Speakers:

Kelly M. Daley
Burford Capital
Chicago, IL

Elayne E. Greenberg
St. John’s Law School
Queens, NY

Victoria Shannon Sahani
Arizona State University Sandra Day O’Connor College of Law
Phoenix, AZ

Ethics/Professionalism CLE Credit
Keywords: Ethics; Arbitration; Mediation
FRIDAY, APRIL 12

CONCURRENT SERIES D ................................................................. 10:15 AM – 11:30 AM

1018 - Choices for Negotiators When Fashioning an Effective Negotiation Style: When to Be Cooperative and Use Tactics and When to Be Competitive and Use Tricks
Skyway A/B

10:15 AM - 11:30 AM

Negotiators often employ bargaining tactics and can be tempted to use tricks that are easy to condemn but difficult to resist due to their effectiveness when undiscovered. This program will consider how to make informed choices during fast-paced negotiations. Presenters will introduce a method for fashioning an effective negotiation style based on an understanding of good practices, tactics and tricks with attention to why it is critical to avoid unethical behavior. Negotiation realities based on the presenters’ work as researchers, teachers, trainers, and negotiators will be highlighted.

Speakers:
Hal Abramson
Touro Law Center
New York, NY

Charles Craver
George Washington Univ. Law School
Walnut Creek, CA

Skills CLE Credit
Keywords: Negotiation; Skills

1062 - In Mediation, You Gotta Have (Good) Faith!
Lakeshore A, 1st floor

10:15 AM - 11:30 AM

This program is presented by NAM (National Arbitration and Mediation), a Diamond Sponsor of the 2019 Spring Conference.

As a mediator, trust is a critical element in any successful negotiation. However, in an adversarial negotiation trust is a relative concept to the parties to the mediation. You may never come to fully trust your adversary, but that doesn't mean parties can't mutually engage in a good faith negotiation process – a simple and honest approach that is often derailed by looking to gain an advantage. Many good faith negotiations are sabotaged by parties using a variety of bad faith negotiation tactics, many of which are repeated all too often and can ultimately prevent a settlement. By shining a light on the parties to the mediation, this CLE program will shed light on what those tactics are and what can be done to ameliorate the situation.

Speaker:
Hon. John P. DiBlasi (Ret.)
NAM (National Arbitration and Mediation)
Garden City, NY

Hon. Peter B. Skelos (Ret.)
NAM (National Arbitration and Mediation)
Garden City, NY

Ethics/Professionalism CLE Credit
Keywords: Mediation; Ethics; Advocacy

1060 - Community Conversations: A Case Study of Falcon Heights
Nicollet D2/D3

10:15 AM - 11:30 AM

On July 6, 2016, Philando Castile (an African American male), was shot and killed by a police officer after being pulled over. The shooting took place in Falcon Heights and the community was shocked and outraged. In response, the City Council established a Task Force on Inclusion and Policing to 1) articulate community values; 2) identify community needs; and 3) recommend programming and policies that would make Falcon Heights a more inclusive and welcoming place for residents and guests. To help develop the recommendations on policing and inclusion, the City Council worked with a consortium of professors of public engagement and conflict resolution to convene five community conversations. Another goal of these conversations was to promote healing. The project was funded in part by a grant form the American Arbitration Association Foundation. The conference session will include a participant in the community conversations who experienced a transformation from the trauma of losing his friend to becoming a productive advocate for justice.

Speakers:
Elizabeth Dressel
Minneapolis Public Housing Authority
Minneapolis, MN

Sharon Press
Mitchell Hamline School of Law
Saint Paul, MN

John Thompson
Fight For Justice LLC
Saint Paul, MN

Elimination of Bias CLE Credit
Keywords: Diversity; Public Policy
More and more, corporations are branding themselves and instituting policies highlighting their initiatives for diversity. A decade ago had anyone ever heard of a Diversity and Inclusion Officer? Today, a corporation risks negative repercussions for not having one. So too, does the legal field. In response to the ever-increasing awareness and demand for diversity look no further than the ABA House of Delegates’ passage of Resolution 105—a diversity initiative encouraging the selection of diverse ADR Neutrals. Join a panel of in-house counsel and ADR providers as they discuss the demand for diversity in ADR and what that means for the legal economy and society at-large.

Moderated by Bryan J. Branon, Seattle, WA

Speakers:

Ramina Dehkhoda-Steele
Wong Fleming
Redmond, WA

Govinda Jayasinghe
RealNetworks, Inc.
Seattle, WA

Joel Stern
NAMWOLF
Chicago, IL

Keywords: Commercial; Diversity; Practice Development

Too often parties waste valuable time in mediation by giving too much weight to their opening offer and demand instead of trying to get to a reasonable settlement range. Such “anchoring” can cause parties distress, cause mistrust of the opponent and make for a long day. Using a role play exercise, three experienced mediators will share their experience using brackets and mediator’s proposals to assist parties to reach a reasonable settlement range sooner than later.

Catherine Geyer
Supreme Court of Ohio
Columbus, OH

Douglas N. Godshall
Douglas N. Godshall ADR LLC
Medina, OH

Peggy Foley Jones
Giffen & Kaminski
Cleveland, OH

Skills CLE Credit

Keywords: Negotiation; Advocacy; Skills; Mediation
**1097 - The Clients’ Perspective: Improving Mediation Practice and Results**  
10:15 AM - 11:30 AM  
Nicollet D1, 1st floor

An interactive forum with general counsel and senior in-house counsel, experienced advocates and mediators will address prevailing mediation practices and identify areas for improvement from the outset of disputes through mediation preparation and the actual mediation session. The program will provide practical advice and insights from both in-house and outside counsel (the “clients” of the ADR process) about effective and ineffective practices which help improve the mediation process leading to better outcomes and future opportunities for all parties.

**Speakers:**
- Joe Esposito  
  Hunton Andrews Kurth LLP  
  Washington, DC
- Sherri Hallerman Gould  
  Wells Fargo Bank, N.A.  
  Minneapolis, MN
- Jiyun Cameron Lee  
  Folger Levin LLP  
  San Francisco, CA
- Mark LeHockey  
  ADR Services, Inc.  
  San Francisco, CA
- Brad Lerman  
  Medtronic  
  Minneapolis, MN

**General CLE Credit**

**Keywords:** Advocacy; Mediation

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**1107 - Encouraging Settlement in Arbitration: A View from the Trenches**  
10:15 AM - 11:30 AM  
Greenway FG, 2nd floor

Experienced arbitrators may perceive that the parties, given an opportunity, would consider settlement while the arbitration is pending. This program will feature some innovative practices that arbitrators may employ to encourage settlement during the arbitration process without losing their ability to remain as neutral arbitrators with final and binding authority.

**Speakers:**
- Ruth V. Glick  
  Glick Dispute Resolution  
  Burlingame, CA
- Maggie Goetze  
  RBC Wealth Management  
  Minneapolis, MN
- Harout J. Samra  
  DLA Piper  
  Miami, FL
- Myra Selby  
  Ice Miller  
  Indianapolis, IN

**General CLE Credit**

**Keywords:** Arbitration; Advocacy
FRIDAY, APRIL 12

CONCURRENT SERIES D ..................................................................................................................10:15 AM – 11:30 AM

1110 - Lessons Learned from Conflict Resolution in Asia: Mediation and Other Cultural Models 10:15 AM - 11:30 AM
Mirage Room, 2nd floor

10:15 AM – 11:30 AM

Lessons Learned from Conflict Resolution in Asia: Mediation and Other Cultural Models

The recent book, Conflict Resolution in Asia: Mediation and Other Cultural Models, explores human interaction, conflict, and conflict resolution in the incredibly diverse region of South, East, and Southeast Asia. It examines how traditional, indigenous, and culturally based conflict resolution processes interact with more formal legal systems to build infrastructures that address conflicts at the interpersonal to international levels in ways that maintain social harmony. The author and panelists provide insight into situations where unique cultures come together to create appropriate conflict resolution systems that work every day to establish positive relationships in families, organizations, and internationally. It demonstrates the importance of culture in addressing conflict and validates the significance of innovative approaches to conflict resolution and peacebuilding.

Speakers:

- Charles W. Crumpton
  Crumpton Collaborative Solutions
  Honolulu, HI

- Tuan Anh Phung
  VCI-Legal
  Hô Chí Minh, Vietnam

- Geetha Ravindra
  FEMA
  Glen Allen, VA

- Stephanie Stobbe
  Menno Simons College at the University of Winnipeg
  Winnipeg, Manitoba, Canada

- Vanchai Vatanasapt
  College of Local Administration, Khon kaen University
  Khon Kaen, Thailand

Not for CLE Credit

Keywords: International; Cross-cultural

Lunch Break
On your own

11:30 AM – 1:00 PM

Box Lunch Distribution Center
Nicollet A-C
Attendees have the option to purchase a box lunch as part of the registration process.
Pre-ordered box lunches will be available for pick-up.

CONCURRENT SERIES E ..............................................................................................................1:15 PM – 2:30 PM

1006 - ODR in the Courts: The Future is Now 1:15 PM - 2:30 PM
Greenway HI, 2nd floor

ODR in the Courts: The Future is Now

Online dispute resolution (ODR) has been available as an alternative dispute resolution process for a number of years. The new and important development is that courts are embracing ODR at a breakneck speed and designing and implementing ODR platforms around the country and the world. This session will identify and describe current court-based ODR projects and provide an update regarding ODR state court-based programs that already are in place. Attend this session not only to learn what is happening in the United States and around the world, but also to participate in the current ongoing discussion as to how these platforms should be designed and what protections need to be built in.

Speakers:

- MJ Cartwright
  Matterhorn by Court Innovations
  Ann Arbor, MI

- David Allen Larson
  Mitchell Hamline School of Law
  Saint Paul, MN

- Colin Rule
  Tyler Technologies
  San Jose, CA

- Amy J. Schmitz
  University of Missouri School of Law
  Columbia, MO

Not for CLE Credit

Keywords: Court ADR; Technology
1016 - A Crisis on Campus: The Changing Landscape of Conflict Resolution in Higher Education
Greenway A, 2nd floor

This program is presented by JAMS, a Diamond Sponsor of the 2019 Spring Conference.

In these challenging times, colleges and universities are struggling to manage, resolve and prevent conflict. Instances of sexual assault and harassment on college and university campuses continue to occur in ever increasing numbers with grave consequences for all parties involved. Higher education is also affected by conflicts that affect non-academic institutions, but the context of these disputes, many of which are human resources-related, are unique within colleges and universities. Join a panel of experts for a vibrant discussion on the current state of conflict resolution in higher education and learn how to take your own steps to develop a practice in this this rapidly developing area.

Speakers:
- Sarah Brown
  The Chronicle of Higher Education
  Washington, DC
- Rachel Pereira
  Vassar College
  Poughkeepsie, NY
- Hon. Frank Maas (Ret.)
  JAMS
  New York, NY
- Ryan P. Poscablo
  Riley Safer Holmes & Cancila LLP
  New York, NY
- Bruce Meyerson
  Bruce Meyerson PLLC
  Phoenix, AZ
- Ava Borrasso
  Ava J Borrasso, P.A.
  Miami, FL
- Kate Krause
  Krause Dispute Resolution
  Denver, CO
- Leif T. Simonson
  Kobre & Kim LLP
  New York, NY

General CLE Credit

Keywords: Practice Development

1030 - How to Obtain and Enforce Emergency and Interim Relief in U.S. and International Arbitration
Greenway BC, 2nd floor

Emergency and interim relief are vastly underutilized tools that can assist in compelling arbitration, maintaining the status quo, preventing destruction and compelling production of evidence, and preserving assets. Issues on obtaining and enforcing such relief abound. Should emergency and interim relief be sought from a court or a tribunal, and do emergency arbitrator procedures preclude a court from granting emergency relief? What steps must be followed and what circumstances justify such relief? What are the consequences if an emergency or interim order is improperly granted, and what security can be required to mitigate those consequences? How can such an order be effectively enforced? This panel of U.S. and international counsel and arbitrators will address these issues and provide creative approaches to enhance the ability of new and seasoned practitioners to take full advantage of the availability of emergency and interim relief.

Speakers:
- Ava Borrasso
  Ava J Borrasso, P.A.
  Miami, FL
- Bruce Meyerson
  Bruce Meyerson PLLC
  Phoenix, AZ
- Kate Krause
  Krause Dispute Resolution
  Denver, CO
- Leif T. Simonson
  Kobre & Kim LLP
  New York, NY

General CLE Credit

Keywords: Arbitration; International; Skills
1031 - Co-Mediation: Not Just Training Wheels for Inexperienced Mediators
Lakeshore B/C, 1st floor

Co-mediation originated as a way to train new mediators; to support them as they learned and sharpened their skills. Co-mediation is now being used by experienced mediators to resolve complex or multi-party disputes. This session will discuss the benefits of co-mediation and introduce a variety of co-mediation tools and will also address some of the potential ethical dilemmas that may arise in co-mediation. The presenters will discuss the benefits and challenges of co-mediation and share ideas regarding best practices and safeguards that may be necessary for high-conflict participants.

Speakers:
Jane Juliano
U.S. Office of Special Counsel
Washington, DC

Kamaljit Lehal
Surrey, British Columbia, Canada

Deirdre McCarthy Gallagher
Voices of Value, LLC
Rockville, MD

Kathryn Sainty
Sainty Law
Burnaby, BC, Canada

Skills CLE Credit
Keywords: Mediation; Young Professionals

1035 - Arbitration and the Supreme Court: Updates on Law, Policy, and Practice
Nicollet D2/D3

The 2017-18 and 2018-19 terms of the Supreme Court include four arbitration cases which have the potential to shape not only arbitration law but also how clients utilize arbitration in the future. Last May's Epic Systems case is already a potential landmark decision in the area of employment arbitration, and the three cases set for 2018-19 deal with the important issues of arbitrability, class actions, and arbitration of independent contractor claims.

Speakers:
Ronald G. Aronovsky
Southwestern Law School
Los Angeles, CA

Kristen Blankley
University of Nebraska
Lincoln, NE

James R. Madison
Madison ADR Services
Menlo Park, CA

Maureen Weston
Pepperdine Law
Malibu, CA

General CLE Credit
Keywords: Arbitration

1043 - Mediators Climb [Decision] Trees with Parties and Counsel
Mirage Room, 2nd floor

This session will demonstrate how mediators and lawyers can "climb [decision] trees" with parties to facilitate settlement decisions. The session will focus on how and when decision trees can be used within the mediation process to move parties' psychological anchors, reduce partisan biases and loss perceptions, and improve communication around numbers and case assessments. Best practices for mediators to elicit estimates of probability, outcome ranges, and costs as well as tangible and intangible party impacts will be discussed. The session will illustrate how the visuals of a tree can help parties understand and think through the litigation alternative and settlement choices. Panelists will explore and recommend when and how decision trees and risk trees can be introduced within the mediation process to reinforce perceived mediator neutrality, while increasing chances of settlement.

Speakers:
Marjorie C. Aaron
University of Cincinnati College of Law
Cincinnati, OH

Dwight Golann
Suffolk University Law School
Boston, MA

Richard Vangelisti
Vangelisti Mediation
Portland, OR

General CLE Credit
Keywords: Mediation; Communication; Skills; Advocacy
Mediators often find themselves facing ethical conundrums that can undermine confidence in the process. This innovative program profiles panel members acting out ethical dilemmas as a catalyst to discuss and interpret the Model Standards of Conduct for Mediators and recent opinions issued by the Committee on Mediator Ethical Guidance, which construe those Standards. By the end of the program, attendees should be better equipped to understand and resolve intricate ethical challenges. Topics to be covered include: concealment of information in caucus, mediation and social media, conflicts of interest, and overreaching behavior by a participant.

Speakers:

Susan Nauss Exon
University of La Verne College of Law
Ontario, CA

Tracey B. Frisch
American Arbitration Association
New York, NY

Sam Jackson
University of North Carolina School of Law
Chapel Hill, NC

1056 - Mediation Ethics: What Should I Do?
Nicollet D1, 1st floor
1:15 PM - 2:30 PM

What inspires you in your life and work? Join us for the seventh year of What I'm Reading, a panel consisting of several established ADR scholars and practitioners speaking about a recent book or article (or movie) that particularly resonated with that person, particularly in light of ADR principles and practices.

Speakers:

Jill I. Gross
Elisabeth Haub School of Law, Pace University
White Plains, NY

Lauren A. Newell
Ohio Northern University, Pettit College of Law
Ada, OH

Peter Reilly
Texas A&M University School of Law
Fort Worth, TX

1069 - What I'm Reading, 7
Skyway A/B
1:15 PM - 2:30 PM

Humor is not widely recognized as a useful tactic in conflict resolution. This workshop is aimed at providing an analysis of the functions of humor in negotiation activities. There will be some serious comments about the concepts of humor followed by humorous video clips leading to a discussion-generated list of advantages and disadvantages of using humor in practice. Finally, suggestions will be provided on how to incorporate humor to promote successful collaboration.

Speaker:

Anita Dorczak
Westbrook Law and Mediation Centre
Edmonton, Alberta, Canada

1073 - Humor in Collaborative Negotiation: No Laughing Matter
Greenway DE, 2nd floor
1:15 PM - 2:30 PM
1089 - Diversity and Inclusion in ADR: Are We Doing Enough?

Lakeshore A, 1st floor

1:15 PM - 2:30 PM

Women, minorities and other traditionally marginalized segments of the ADR community are loudly demanding placement on ADR rosters and appointment as neutrals. Many of the larger ADR providers such as AAA, JAMS and CPR have heeded this call and implemented programs and strategies to ensure more diversity in the composition of their rosters and in the eventual selection of neutrals. This session will focus on the initiatives devised and undertaken by these ADR providers and examine the success of their efforts in promoting diversity. It will explore whether more needs to be done to achieve diversity and what other initiatives may be implemented moving forward to ensure greater parity in the inclusion of marginalized segments of the ADR professional community.

Speakers:

Olivier P. André
International Institute for Conflict Prevention & Resolution (CPR)
New York, NY

Ingeuneal C. Gray
American Arbitration Association
Houston, TX

Marvin E. Johnson
Center for ADR
Silver Spring, MD

Jaya Sharma
Sharma Law & ADR Inc.
Madison, WI

Mark Smalls
JAMS
Irvine, CA

Not for CLE Credit

Keywords: Diversity

1092 - Evidence-Based Guidance for Child Protection Mediation Programs

Greenway FG, 2nd floor

1:15 PM - 2:30 PM

When children are brought into the child welfare system due to abuse or neglect, a complex chain of events is triggered. Court-connected child protection mediation can provide an opportunity for parents, lawyers and social workers to chart a path forward for children and deal with issues that impede progress, but it is a complicated process that must meet the sometimes contradictory needs of the different parties. In this session, the results of comprehensive evaluations of very different programs in Chicago and Washington, DC, will be discussed, offering evidence-based program design guidance to those considering programs and those currently operating one.

Speakers:

Kelly Browe Olson
UA Little Rock
Little Rock, AR

Jennifer Shack
Resolution Systems Institute
Kennebunk, ME

Not for CLE Credit

Keywords: Dispute System Design; Court ADR; Family; Research

Break in the Exhibit Hall

Nicollet Promenade, 1st floor

2:30 PM - 2:45 PM
CONCURRENT SERIES F ........................................................................................................... 2:45 PM – 4:00 PM

1007 - What Do In-House Counsel Truly Want from Mediators and Mediations?

Greenway FG, 2nd floor

This program constitutes a blue ribbon panel of in-house general counsel and senior litigation counsel from major companies. David Singer will moderate an open discussion focusing on: the preferred timing of mediations; what counsel look for in their selection of mediators; repeat players; and the extent and nature of pre-mediation sharing of information and negotiation and conducting the mediation. Discussions will also include the utility of group vs. caucus sessions; usefulness of techniques such as mediator’s proposal; openness to converting a mediation into an arbitration with the mediator then serving as arbitrator; openness to online mediation and other issues. Participants will have an opportunity to vent their frustrations and pet peeves regarding mediation.

Speakers:

Kristina Carlson
U.S. Bank National Association
Minneapolis, MN

Holly S. A. Eng
Cargill, Incorporated
Wayzata, MN

Lisa Merklin Lewis
Ameriprise Financial, Inc.
Minneapolis, MN

David C. Singer
David C. Singer ADR
New York City, NY

Pat Strong
Thrivent Financial
Minneapolis, MN

General CLE Credit

Keywords: Mediation; In-house counsel

1039 - Times Up for Increasing ADR Diversity: The Role of In-House and Outside Counsel in the Diversity Mosaic

Nicollet D1, 1st floor

Panelists will examine the latest developments by ADR provider organizations and the ABA to help increase diversity in ADR. ABA Resolution 105, which passed the House of Delegates last year, urges ADR providers to diversify their rosters and encourage the selection of diverse neutrals. Data demonstrates that diversity in the Dispute Resolution field is significantly below that of the legal profession as a whole and shows that qualified diverse neutrals are less likely to be selected. An “Old Boy’s” network-based culture reinforced by implicit bias and a selection process cloaked in confidentiality exacerbates the diversity problem in neutral selection. The magic key to unlock the problem of diversity in ADR resides with the end user – the disputants.

Speakers:

William Crosby
Interpublic Group
New York, NY

Linda Gerstel
Anderson Kill PC
New York, NY

Archana Nath
Fox Rothschild LLP
Minneapolis, MN

Rekha Rangachari
New York International Arbitration Center (NYIAC)
New York, NY

Conna A. Weiner
JAMS
Boston, MA

Jeffrey T. Zaino
American Arbitration Association
New York, NY

Ethics/Professionalism CLE Credit

Keywords: Diversity
FRIDAY, APRIL 12

CONCURRENT SERIES F ............................................................................. 2:45 PM – 4:00 PM

1050 - **Resolve Disputes in 30 Days - Take the Early Dispute Resolution Challenge**

_Greenway BC, 2nd floor_

While businesses now aspire to operate at the speed of light, the Business Bar too often is satisfied to merely trim a month or two off of the lengthy, expensive process of dispute resolution. The Business Bar – and the neutrals serving them – need to up their game. EDR proposes a disciplined, deadline-driven, 4-step process (initial evaluation; information exchange; case assessment and damages; negotiation or mediation), supported by comprehensive protocols addressing ethics and implementation, to resolve disputes in 30 days (or more when experts are needed). This program describes the full process and the protocols used, and shows its implementation in the context of a high-profile dispute.

**Speakers:**

Anne S. Jordan  
Jordan Associates  
Chicago, IL

Peter Silverman  
Shumaker, Loop & Kendrick  
Toledo, OH

**General CLE Credit**

1057 - **Quick to Caucus - Is it for You or for Them? Helping Mediators Make Informed and Intentional Decisions**

_Mirage Room, 2nd floor_

Do you meet with participants separately as part of your regular mediation practice? If so, why? When? And for how long? The trend has been to move to caucus earlier and longer, but should we? Research shows that caucusing increases the likelihood that they will like and trust YOU, the mediator. Great, right? However, research also reveals that they are less likely to trust each other and more likely to feel like they cannot resolve conflicts on their own. That's not so great. Based on research, this highly interactive skill-building and self-reflective session offers the opportunity to identify ethical considerations and challenges with caucusing and discuss tools and techniques needed to keep participants in the room together, thereby supporting their conversation and opportunity to resolve conflicts on their own. Join us as we grow together in this experiential session!

**Speakers:**

Sarah I. Malik  
Malik Law LLC  
Rockville, MD

Jessica Markham  
Markham Law Firm  
Bethesda, MD

Emmett J. Ward  
Mediation and Conflict Resolution Office (MACRO)  
Annapolis, MD

**Not for CLE Credit**

1065 - **When Experts Come from Different Planets: Strategies and Techniques for Reconciling Seemingly Irreconcilable Expert Evidence in Arbitration**

_Skyway A/B_

Expert opinion evidence is a necessary part of many arbitrations that involve technical subject matter. Parties and their counsel have an incentive to push their experts to extremes in support of their positions. It can then be difficult to resolve the matter because the experts have not provided sufficient, adequate, or even the correct information from which to reach the right result. This program explores tools that both arbitrators and advocates can use to help find the common ground in seemingly irreconcilable expert testimony. These tools can help arbitrators analyze expert evidence to identify the real points of controversy and reach the correct result on the merits.

**Speakers:**

Theo Cheng  
ADR Office of Theo Cheng  
Princeton Junction, NJ

Sandra A. Jeskie  
Duane Morris LLP  
Philadelphia, PA

Sherman Kahn  
Mauriel Kapouytian Woods LLP  
New York, NY

Steve Skulnik  
Practical Law-Thomson Reuters  
New York, NY

**Skills CLE Credit**
Arbitrations with multiple claims and several parties carry choices for parties to evaluate. This panel will address practice tips for options to address disputes containing numerous claims, counterclaims and third-party claims, including the use of Redfern Schedules, spreadsheets, strategies for presenting testimony and evidence commonly used in international arbitral proceedings, and non-traditional scheduling of witness testimony. Discussions will include the role of the client and in-house counsel in determining whether to seek consolidation or joinder of additional parties, and issues for the client to consider before consenting to consolidation or joinder.

Speakers:
- Anne E. Gorham
  Gray Construction, Inc.
  Lexington, KY
- Deborah Bovarnick Mastin
  Law Office of Deborah Mastin
  Miami, FL
- Allison Snyder
  Porter Hedges LLP
  Houston, TX

1084 - Mediation - Who is the Client?
Lakeshore A, 1st floor
2:45 PM - 4:00 PM
2:45 PM - 4:00 PM

This session looks at how ethical rules like the Model Standards for Mediators and professional guidelines intersect with questions of mediator accountability to third parties or organizations that are not the parties in the mediation room. We will focus on a number of different mediation settings to discuss how mediators can ethically balance the needs of the parties in front of them with the needs of the organizations hiring them to mediate. We will be role-playing several scenarios and will also invite audience suggestions of scenarios to unpack during the session. Mediators of all levels of experience welcome.

Speakers:
- Erin R. Archerd
  University of Detroit Mercy School of Law
  Detroit, MI
- Becky L. Jacobs
  University of Tennessee College of Law
  Knoxville, TN
- Dr. Justin Wood
  PhloxADR
  Edmond, OK

1190 - Access to Justice and ADR - Are we Reaching Rural America?
Greenway A, 2nd floor
2:45 PM - 4:00 PM
2:45 PM - 4:00 PM

Despite the growing use of alternative dispute resolution in America, there are many barriers to the use and promotion of alternative dispute resolution in many areas of the country. Rural America, as defined by the members of this panel, might be one such population. Leaders from state ADR programs will discuss their states' work in providing alternative dispute resolution across their populations – including rural America.

Speakers:
- Tracy B. Johnson
  Georgia Office of Dispute Resolution
  Atlanta, GA
- Jeff Foster McElroy
  Eighth Judicial District Court, New Mexico
  Taos, NM
- Jennifer Taylor
  Arkansas ADR Commission
  Little Rock, AR
1091 - Framing a Culture of Resolution: A Cross-Cultural Exploration of Resolving Workplace Conflict in New Zealand and the United States  
Lakeshore B/C, 1st floor

The uniqueness of New Zealand’s workplace landscape creates both challenges and opportunities for mediators, ombudspersons and restorative practice facilitators, but the conflict issues that people deal with at work are often the same the world over. What drives an employee’s experience in resolving workplace conflict, particularly harassment and bullying issues? What can we learn from each other? This session delves into how New Zealand’s bi-cultural nature, it's employment laws and customs, and its unique challenges due to size and location compare to workplace conflict resolution in the United States. Focusing on what parties expect and how they perceive the experience, this session delivers useful insights and perspectives that will benefit practitioners regardless of where and how they practice.

Speakers:

Sarah H. Lamar  
Hunter Maclean Exley & Dunn, P.C.  
Savannah, GA

Judith Bevis Langevin  
Langevin Lentz LLC  
Minneapolis, MN

Jennifer Mahony  
FairWay Resolution Limited  
Wellington, New Zealand

Not for CLE Credit  
Keywords: International; Cross-cultural

1093 - Dispute Review Boards – A Client-Driven Process: What You Need To Know About DRBs To Be An Effective ADR Advocate  
Nicollet D2/D3

This program provides ADR professionals, who may be unaware of the innovative impact DRBs have on resolving construction disputes, with an understanding of the basics of the process and how they can incorporate DRB’s in their problem solving toolkit. Panelists will discuss the goals of the process, the selection of the panel of neutrals, the roles played by the parties in the dispute resolution process and how parties can identify and successfully resolve potential claims. Attorneys are typically excluded from the DRB process, resulting in non-legal professionals on the construction site propelling the dispute resolution process through a client-controlled, real time dispute resolution mechanism.

Speakers:

Ferdinand Fourie  
4ie CRDA Claims Resolution and Dispute Avoidance  
Lexington, SC

Teresa Frisbie  
Loyola University Chicago School of Law  
Chicago, IL

Jeff Kichaven  
Jeff Kichaven Commercial Mediation  
Los Angeles, CA

Kenneth M. Roberts  
Schiff Hardin LLP  
Chicago, IL

General CLE Credit  
Keywords: Advocacy; Practice Development
1095 - Who are the Clients in Dispute System Design? - The Impact of Context and Culture

Greenway Hl, 2nd floor

In our multi-cultural world, we can better address differences if designers tailor systems to meet parties' interests. Dispute resolution professionals are in a unique position to foster client-centered design. But who are the clients and how best can professionals serve them in dispute system design (DSD)? This session examines these questions across the policy continuum in three contexts and cultures: California's court system, Indiana public engagement, and foreign direct investment in Peru. It will explore what dispute resolvers can do to better understand their clients and use this to design culturally and contextually appropriate dispute resolution processes and systems.

Speakers:
Lisa Blomgren Amsler
Indiana University School of Public and Environmental Affairs
Bloomington, IN

Mariana H.C. Gonstead
St. Thomas School of Law
Minneapolis, MN

Jessie Lawrence
Lawrence Meeting Resources
Santa Fe, NM

Janet Kathryn Martinez
Stanford Law School
Stanford, CA

Ethics/Professionalism CLE Credit
Keywords: Dispute System Design; Public Policy

Break in the Exhibit Hall
Nicollet Promenade, 1st floor

4:00 PM – 4:15 PM

RESOURCE SHARES

1064 - Court ADR Resource Share
Northstar A, 2nd floor

Websites, court forms, newsletters, court rules, blogs, journals, books... In this session folks working in court ADR will learn from the most valuable resource - peers and colleagues - about the resources court ADR people find indispensable. Get suggestions about resources to help you address the issues your program is facing. Share the resources you value the most. This session will build on the resources shared last year, offering those of us working in court ADR the opportunity to support and advise one another. This interactive session is facilitated by Susan Yates from Resolution Systems Institute, with support from the ABA Section of Dispute Resolution Court ADR Committee.

Not for CLE Credit
Keywords: Court ADR

1170 - Legal Educators’ Resource Share
Regency Room, 2nd floor

The Legal Educators’ Resource Share has become a tradition in the Legal Educators’ Colloquium. It serves as an in-person opportunity for legal educators to share resources, activities, role plays, and training tips in an interactive, fun environment. Facilitated by Bobbi McAdoo and Sharon Press, with significant participation from the ABA Section of Dispute Resolution Legal Education and Dispute Resolution (LEDR) Committee, the the hosts will compile the contributions and distribute them on the Legal Educators List Serve and the ABA LEDR committee's ABA Connect community.

Not for CLE Credit
Keywords: Legal Educators; Resource Share

Reception at the Minneapolis Institute of Art – TICKETED EVENT
2400 3rd Ave S

6:00 PM – 8:00 PM

Free to all full conference and Friday only attendees (please reserve your ticket at the registration desk).
Guest tickets available for $50.
The #MeToo movement is having a dramatic impact in many realms, but this expert panel will address this important social movement from the standpoint of dispute resolution. Focusing on complaints of harassment in the workplace will help us explore aspects of negotiation (including non-disclosure agreements), mediation, and arbitration. We will also consider #MeToo from the perspective of restorative and transitional justice. The panel will not only critique some current practices but also consider the constructive questions of how companies and government agencies should best design dispute resolution processes to deal with complaints of sexual harassment.

Speakers:

Michael Z. Green  
Texas A&M University School of Law  
Fort Worth, TX

Jennifer K. Robbennolt  
University of Illinois College of Law  
Champaign, IL

Jean R. Sternlight  
UNLV Boyd School of Law  
Las Vegas, NV

Elizabeth C. Tippett  
University of Oregon School of Law  
Eugene, OR
LEGAL EDUCATORS’ COLLOQUIUM

1138 - The Competition Circuit: Maximizing Learning Experiences in Dispute Resolution
Competition
Skyway Suite AB, 2nd floor

9:45 AM - 11:00 AM

Annually, law students across the country participate in dispute resolution competitions. Viewed by some as an oxymoron, the competitions provide opportunities for students to learn and apply valuable skills in a simulated setting. Join competition coaches, advisors, and hosts as we share experiences and explore emerging topics within the competition circuit. The panel and audience will tackle issues such as implicit bias in judging and team selection, promoting judgement and professionalism, recruiting coaching and judges, as well as competition format and design.

Speakers:
Rishi Batra
Texas Tech University School of Law
Lubbock, TX

Carli N. Conklin
University of Missouri School of Law
Columbia, MO

Toby Guerin
Maryland Carey Law Center for Dispute Resolution
Baltimore, MD

Carrie Wilkes Kaas
Quinnipiac Univ School of Law
Hamden, CT

Not for CLE Credit
Keywords: Legal Educators; Mediation; Negotiation; Arbitration

Break
Mirage Room, 2nd floor

11:00 AM – 11:15 AM

1026 - Community Conversation: A Reflective Look at Mediation Teaching and Practice
Greenway HI, 2nd floor

11:15 AM - 12:30 PM

This facilitated discussion is a joint search for mismatches: between the way we teach mediation and what our students may encounter or require in practice, and between what we teach and what clients may actually desire. Focusing on the conference’s theme, we pre-identify two party-centric mismatches spotlighted recently: between the facilitative approach commonly taught, and the evaluative approach many parties desire; between the dialog-based approach commonly taught, and some parties’ preference for caucus-heavy processes. Are there ramifications of such mismatches for our teaching? What other mismatches exist? Our teaching can only benefit from a candid reflective conversation on this topic.

Speakers:
Noam Ebner
Creighton University
Omaha, NE

Joan Stearns Johnsen
University of Florida Levin College of Law
Gainesville, FL

General CLE Credit
Keywords: Mediation; Legal Educators
This session examines how today's climate of heightened sensitivity around issues of trauma, race, sex, gender identity, socio-economics, and politics poses new questions for simulations as a teaching tool. Examples of these challenges include: How to make simulations reflect real life without reinforcing stereotypes or oversimplifying complex dynamics? What if role assignments trigger a traumatic experience for a particular student? In this interactive session, participants will closely examine role-play as a teaching tool, consider new dynamics raised (or mishandled) by simulations, and take away practical strategies for navigating this new territory and reinvigorating their use of role-plays.

Speakers:

Carol Izumi
University of California Hastings College of Law
San Francisco, CA

Lydia Nussbaum
UNLV Boyd School of Law
Las Vegas, NV

Gail Silverstein
San Francisco, CA

Deborah Thompson Eisenberg
University of Maryland Carey School of Law
Baltimore, MD

Ellen Waldman
Thomas Jefferson School of Law
San Diego, CA

Legal Educators' Colloquium Luncheon – TICKETED EVENT
Regency Room, 2nd floor
12:30 PM – 2:15 PM

Tickets are $50 and can be purchased at the Registration Desk. During the Luncheon will be the presentation of the Scholarly Work Award.

1033 - Shining the Light on Parties by not Casting our own Shadows – Bringing Meaningful Reflexive Practice into Collaborative Processes (and the Classroom)
Greenway HI, 2nd floor
2:15 PM - 3:30 PM

Intervenors are admonished to remain impartial – if not "neutral" – so as to permit the process to focus on the parties themselves. However, impartiality, let alone neutrality, is difficult (if not impossible) to achieve, particularly as we increasingly recognize the diverse and global nature of our field. In order to shine a light on parties to conflict, intervenors need to deepen our awareness and develop habits where we do not – even inadvertently – cast our own shadows on the parties or their process. This session introduces insights and practical tools to minimize the shadows we cast, creating a space where the parties can shine.

Speakers:

Ellen Deason
Ohio State University Moritz College of Law
Columbus, OH

Kenneth Fox
Hamline University and Mitchell Hamline School of Law
St Paul, MN

Not for CLE Credit
Keywords: Legal Educators; Mediation; Reflective Practice; Collaborative Law
The Kavanaugh hearings, the tragedy in Pittsburgh and other national events have in the back of our students’ minds as they take our courses in a way that seems more powerful than in the past. Many conflict and dispute professionals have tried bringing these issues out in the open as a part of their teaching and classroom discussion. The results have been mixed. This session will be a facilitated discussion of academics about the potential, challenges, and methods of embracing such topics.

Speaker:
Richard Reuben
University of Missouri School of Law
Columbia, MO

Keywords: Legal Educators; Social Justice