



The Center for
Alternative
Dispute Resolution

2021 VIRTUAL CONFERENCE
JUNE 23, 24, 25, 28 AND 29, 2021

**“Managing Conflict and Understanding the
Implicit Barriers and Underlying Sources”**

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Michael West

Conference Sessions

Wednesday, June 23, 2021

Morning - 10:00 a.m. to 11:00 a.m. EST

Plenary: ***Can we change hearts and minds? The Changing Landscape of "agreement & conflict resolution."***



Sukhsimranjit Singh practices, teaches, and trains in dispute resolution. He is the Judge Danny Weinstein Managing Director of the Straus Institute for Dispute Resolution and an associate professor of law and practice at Pepperdine Caruso School of Law, where he also directs the LLM program in dispute resolution. He specializes in cross-cultural dispute resolution, has published numerous articles, and delivered many keynotes, including a TEDx Talk on cross-cultural communication in Salem, Oregon. Dr. Singh has mediated intercultural and commercial cases in the United States, India, and

Canada, among other countries. He is the Chief Mediator for City of Beverly Hills in California and was nominated for their Peace Award for his recent work. An Honorary Fellow with the International Academy of Mediators, he is also a council member of the Section of Dispute Resolution of the American Bar Association and board member at Weinstein International Foundation. Dr. Singh has trained lawyers and law students in more than 30 U.S. states and 40 countries. Singh obtained his Ph.D. from National Law University, Delhi, Master of Laws in dispute resolution from University of Missouri-Columbia and served as a Post-Graduate Fellow with the Dispute Resolution Institute at Hamline University School of Law.

Afternoon - 12:00 p.m. to 1:30 p.m. EST

1.1 *"Try This Instead of That..." Rethinking Our Responses to Bumps, Slowdowns and Jams*

"Damn this traffic jam, How I hate to be late, It hurts my motor to go so slow," sang James Taylor. You are stuck in traffic. You hope no one is hurt. There are too many people on the road. Someone caused this, right? Arrggh! On the road and in the conference room, everyone has a go-to set of responses to getting stuck. This work session offers updates and approaches to helping people get unstuck, with an invitation to mediators of all experience levels to show the latest additions to their toolboxes.



Jeff Jury of Burns Anderson Jury & Brenner, L.L.P. in Austin, Texas is a mediator, arbitrator, lawyer and teacher. He is a Past President of the International Academy of Mediators, one of the world's premier mediator organizations. Jeff teaches courses in Mediation, and Negotiation, at the University of Texas Law School, and Arbitration at Southern Methodist University. Jeff was honored with the Professionalism Award by the Austin Bar Association and the Texas Center for Legal Ethics and Professionalism in 2009. A lifelong Chicago Cubs fan, he once hit a 700-foot home run to straightaway center field on his kids' Wii.

Afternoon - 12:00 p.m. to 2:00 p.m. EST

2.1 *Ethics Embodied: What might that mean?*

(Note: This session is designed to meet the 2-hour ethics continuing education required of members of the Maryland Program for Mediator Excellence.)

Building from research and application in the area of somatics, embodiment, and mind-body science, we will explore together in this session how we as mediators can use embodied practices to understand and apply the Maryland Standards of Conduct for Mediators. Come join in the fun of the exploration together as we use mind-body exercises to uncover the possibilities! Bring your curiosity, your sense of play, and your questions to this interactive session.



Heather V. Fogg serves as Quality Assistance Director for the Maryland Judiciary’s Mediation and Conflict Resolution Office (MACRO), where she is the steward of the Maryland Program for Mediator Excellence (MPME), a collaboratively created program offering valuable opportunities for mediators to improve their mediation skills and affirm their commitment to excellence in providing mediation services. As a conflict resolution practitioner, Heather values the interconnectedness of all people and honors that as a circle-keeper, volunteer mediator, restorative dialogue and restorative reflection facilitator, community dialogue facilitator, conflict coach, certified optimum life breathologist, and community conferencing facilitator. Heather teaches courses in Introduction to Conflict Resolution and Introduction to Restorative Justice as an adjunct instructor for Howard Community College and Towson University. She also serves as a founding board member of the Circle of Restorative Initiatives (CRI) for Maryland. Heather earned her Master’s and Bachelor’s degrees in Psychology because she is fascinated by people and all of the gifts each individual brings to the world. Her family includes an amazing partner, Mike, along with a variety of furry and feathery friends. Her favorite phrase is, “Circle up!” and you can be sure she carries a talking piece with her everywhere she goes.

Afternoon - 2:30 p.m. to 4:00 p.m. EST

1.2 Using Breakout Rooms in Zoom

(Note: Attendee must join the Zoom session by computer desktop or laptop and not a phone.)

In mediation, arbitration, and meetings at work, the facilitating professional often has to separate parties and groups into different rooms. For individuals with experience with Zoom, the objective of this workshop is to assist individuals in developing expertise in the breakout capability of Zoom. After a brief introductory demonstration, participants will assume roles and practice creating and managing breakout rooms.



William A. Nowlin, PhD, is an arbitrator and is a member of the FMCS roster, Region 7. Known as Bill, he is a retired dean and professor after nearly 40 years of appointments to leadership and teaching roles. Bill is currently an adjunct faculty member at the Chicago School of Professional Psychology.

2.2 Storytelling as Persuasion

Experienced litigators know that a compelling story wins cases. Stories can transform narratives and nudge parties to resolution. This session explores the theory, science, and utility of mediator storytelling to build connection with participants and as a tool of persuasion to empower disputant voice and autonomous decision making.



Robert A. Creo has over 40 years of practical experience in the dispute resolution field as an attorney, author, arbitrator, mediator, special master and educator. He has been an Adjunct Professor at Duquesne University School of Law and the University of Pittsburgh School of Law. Mr. Creo has served as a neutral in thousands of cases, (over 5,000 days) since 1979. He is a member of numerous professional organizations, including the National Academy of Arbitrators. Mr.

Creo is on the roster of many appointing agencies such as the American Arbitration Association, the Federal Mediation and Conciliation Service, and the National Mediation Board. He was the founding President of the International Academy of Mediators (1997), and in 2006 was the co-founder with Ken Cloke of Mediators Beyond Borders International (MBBI), a non-profit organization which brings together mediators and students to work in communities traumatized by civil war and violence.

Mr. Creo has authored numerous publications including [Alternative Dispute Resolution: Law Procedure and Commentary for the Pennsylvania Practitioner](#) (George T. Bisel Company, Inc., October 2006). For many years he has authored a monthly column, *The Master Mediator*, in Alternatives published by the CPR International Institute for Conflict Resolution & Prevention. Since 2014, he has been featured as the author of “The Effective Lawyer” column for the Pennsylvania Lawyer bi-monthly publication of the Pennsylvania Bar Association. He serves as a mediator for the Court of Arbitration for Sports (CAS-TAS) and has served as an arbitrator for Major League Baseball and for the National Football League. Mr. Creo has served as an Independent Hearing Officer for the United States Senate Select Committee on Ethics. He graduated from Washington University School of Law in St. Louis in 1977, where he was a senior editor of the law review, and Brandeis University in 1974. His hobby is storytelling and he frequents The Moth StorySlams and won the Pittsburgh chapter event on Love Hurts in February 2018.

Thursday, June 24, 2021

Morning - 9:00 a.m. – 10:00 a.m. EST

Plenary: The Doctrine that Changed the World

The racism we experience today had its beginning in the early 1400s. Let's explore how yesterday affects us today.



Milagros Phillips is the Author of ***11 Reasons to Become Race Literate: A Pocket Guide to a New Conversation*** and ***8 Essentials to a Race Conversation: A Manual to a New Dialogue*** and ***Speaking Race in Healthcare: A Manual for the Dialogue***. Milagros specializes in transformation and creating a safe space for engaging in difficult conversations. Her powerful approach leaves participants empowered, inspired and hopeful.

Milagros' 2-day program, *Race Demystified & the Healing Process*, has been presented for more than 20 years to Fortune 100 Companies, colleges, universities and communities throughout the US. She co-developed the Race Equity Framework Model to End HIV for The National Minority AIDS Council (NMAC). The Center for Alternative Dispute Resolution has incorporated “*Race Demystified – Why We’ve Not Healed & How We Can,*” as part of the curriculum in their conflict resolution certification program.

Milagros was the senior consultant with Search for Common Ground and The Faith and Politics Institute as they worked collaboratively to develop Congressional Conversations on Race (CCR). Her three-part approach to a race conversation became the foundation for CCR. She also co-facilitated the program for three years. This program assisted members of Congress in crafting a productive conversation about race leading to community action and collaboration.

Milagros was the Founding Executive Director of “The National Resource Center for the Healing of Racism.” She has served as Expert in Residence for the W.K. Kellogg Foundation. Michigan State University uses part of her *Transformation, Race, and Healing* program, to train their diversity facilitators. Milagros trained over one thousand employees, executive staff and board members at a Fortune 100 Insurance Company. The transformation within the organization was so profound that one executive said, “*We don’t even interview the same way anymore.*” Milagros has more than 25 years of facilitation experience and is fluent in English and Spanish. You can learn more about her programs at www.MilagrosPhillips.com.

Morning - 10:30 a.m. to 12:00 p.m. EST

1.3 Thoughtful Listening and Thoughtful Questions: Two Keys to Successful Mediating

At its best, mediation is almost magical: disputants set aside their frustration or anger and instead do the brilliant problem-solving that only they can do. We mediators are eager to help people succeed in their mediations, but how can we actually make a positive difference? A short answer is: “By providing two things: thoughtful listening and thoughtful questions.” A slightly longer answer is: “By providing two things: by giving people Generative Attention, a form of listening designed to help them do their best thinking, and by asking certain types of questions that encourage fresh thinking, while avoiding other types of questions that shut down thinking. For a full answer, well, that’s the point of this workshop!

John Spiegel, JD is an experienced family-law attorney who has devoted his law practice exclusively to family and divorce mediation since 1996. A graduate of Yale Law School, he served as Adjunct Professor of Law at American University and has taught mediation and conflict resolution courses at the University of Maryland School of Social Work and at the University of Maryland, College Park. John has presented workshops on mediation at conferences in the United States, Canada, and the United Kingdom. John has served as president of the Montgomery County Divorce Roundtable, and as president of the Maryland Council for Dispute Resolution.

2.3 Where do we go from here?: Exploring the Relevance of Conflict Resolvers for Today's Crises

With the continued global pandemic, calls for racial and social justice, among other concerns, there is an opportunity for conflict resolution professionals to think about how we make our work ever more relevant to the moment we are experiencing in the United States. When there are conflicts about politics, equity, race, religion, citizenship, the economy, etc. -- whether interpersonal, organizational, local, national, or global--people often don't know who to reach out to and conflict resolvers struggle to address their relevance. Some conflict resolvers wonder whether they should plunge in or should they shy away from addressing political matters that are too polarizing or feel too hard to have meaningful discussion. Regardless of what space one is in, it is important for conflict resolvers to continuously consider ways to become ever more relevant. The world is shifting. How is our field shifting with it? This session will provide an opportunity for an informal conversation to discuss how those of us who spend our lives addressing conflict engagement, intervention, management, and responses might be relevant in response to the current crises.



Maria R. Volpe, PhD is a Professor of Sociology, Director of the Dispute Resolution Program at John Jay College of Criminal Justice - City University of New York, and Director of the CUNY Dispute Resolution Center, a university-wide center focusing on dispute resolution research and innovative program development. An internationally known scholar, Dr. Volpe has lectured, researched, and written extensively about dispute resolution processes, particularly mediation, and has been widely recognized for her distinguished career in the field of dispute resolution. She mediates conflicts in educational settings, conducts dispute resolution skills training, facilitates for a wide range of groups and administers grant-funded projects. Her research focuses on police use of mediation, conflict resolution in higher education, dispute resolution responses to disasters and crises since 9/11, the role of religion in Kurdish-Turkish reconciliation, the emerging Kurdish identity in the US, roots of diversity in the dispute resolution field, and barriers to minority participation in dispute resolution.

Afternoon - 1:00 p.m. to 2:30 p.m. EST

Plenary: *Introduction to How to De-Escalate an Angry Person*



Douglas E. Noll, JD, MA specializes in helping people solve difficult, complex, and intractable problems. As a lawyer turned peacemaker, Doug has been voted as one of the Best Lawyers in America since 2005, by *US News & World Report* and has been recognized since 2006 as a Northern California Super Lawyer. He is listed in the Who's Who of International Commercial Mediators. He has been honored as Lawyer of the Year in 2014 by Best Lawyers in America. Along with his colleague Laurel Kaufer, Doug was named California Attorney of the Year in 2012 for their pro bono Prison of Peace project.

Doug is the author of the Amazon best-selling book *De-Escalate: How to Calm an Angry Person in 90 Seconds or Less*, (Beyond Words/Atria 2017). *De-Escalate* won first place in the Book Excellence Awards competition and is now available in four languages. In addition, Doug is the author of *Elusive Peace: How Modern Diplomatic Strategies Could Better Resolve World Conflicts* (Prometheus Books, April 2011), winner of the Institute for Conflict Prevention and Resolution (CPR) International Peace and Justice Book Award for 2011, *Sex, Politics & Religion at the Office: The New Competitive Advantage* (Auberry Press 2006), with John Boogaert, and *Peacemaking: Practicing at the Intersection of Law and Human Conflict* (Cascadia 2002) and, numerous articles on peacemaking, restorative justice, conflict resolution and mediation, and is an international trainer, lecturer, and teacher. He is the creator of the only on-line advanced legal negotiation course, www.legalpronegotiator.com, and is the creator of the online course The Noll Affect Labeling System™ which teaches his de-escalation and problem-solving skills online. Doug makes his home in the Sierra Nevada foothills south of Yosemite National Park, California with his wife Aleya. His many interests include skiing, whitewater, and playing jazz violin. Doug is a 2nd degree black belt and tai chi master.

Afternoon - 3:00 p.m. to 4:30 p.m. EST

1.4 *Truth and Reconciliation: Learning with First Nations*



Andrea Morrison is a mediator lawyer and artist. She first learned from First Nations in the 90s working on a law conference and editing a book called Justice for Natives, and in 1995 on a tribal justice system. She is grateful for their guidance around justice, and learning her roots as mixed-race Guyanese.

Tayka Raymond is Métis descendant from Treaty 1 territory in so-called Manitoba, and was born in Québec. She is a mother of two. For 30 years, she has been a land defender/water protector, an artist, writer and environmentalist in ways that honor her traditional teachings. Food sovereignty, Social justice and inter-Nations' knowledges and relationships through awareness and education are at the heart of her commitments to a better future for the next generations.

2.4 *Mediating Complex Litigation Involving Vulnerable Populations*

Join two experienced mediators as they discuss what it's like to mediate when the world is watching. Learn, compare, and contrast the successful procedures, skills, and strategies they used, remotely and in-person, - - and the challenges they faced alone - - that brought relief to vulnerable populations who have been harmed.



Improvisational Negotiation. This phrase summarizes **Jeff Krivis'** philosophy for a successful and dynamic mediated negotiation. A successful mediation needs both keen legal insights gained from years of litigation experience and cannot be scripted. Exploring this idea with further study led Krivis to venture on the stage as a stand-up comedian. Ultimately, he authored a book entitled Improvisational Negotiation: A Mediator's Stories of Conflict About Love, Money and Anger – and the Strategies that Resolved Them (Wiley/Jossey-Bass 2006). This book received the 2006 Outstanding Book Award from the CPR International Institute for Conflict Prevention & Resolution.

Krivis began his mediation practice in 1989 breaking open a niche in the Southern California dispute resolution landscape. He crafted a process that sets the stage for successful resolution. Through improvising, harmonizing, and always closing, he has resolved thousands of disputes including wage and hour and consumer class actions, entertainment, mass tort, employment, business, complex insurance, product liability and wrongful death matters.

Krivis practices primarily in Southern California, San Francisco and Monterey, California. He enjoys golf, photography, and music including blues guitar, jazz, Bob Dylan, and the Beatles. Recently, he made a pilgrimage to Liverpool to revel in the birthplace of the Beatles. He lives in Southern California with his wife Amy. He has two married daughters and two grandchildren.



Paul F. Monicatti, Detroit-based mediator and arbitrator, served as the court-appointed Settlement Master who conducted negotiations for resolving the recent Flint, MI water contamination case in federal court and the Dow Corning breast implant insurance coverage litigation in state court over 20 years ago. As a mediator for over 30 years, he has participated in mediations resulting in the successful resolution of at least a couple thousand previously unsettled disputes. Paul is a partner in Strongbridge Negotiation Strategists which provides negotiation advice,

consultation, and training to businesses and individuals. An Adjunct Law Professor at Western Michigan Cooley Law School, he teaches advocacy skills in negotiation, mediation, and arbitration. Paul authored and co-authored book chapters on settlement, negotiation, mediation, and dispute resolution in Michigan's leading reference treatise on civil procedure. He has attained the highest ratings possible by Martindale-Hubbell, the Best Lawyers in America, Super Lawyers, *Crain's Detroit Business*, *U.S. News and World Report*, *dbusiness magazine*, and was named Best Lawyers' 2011 Detroit Area Lawyer of the Year. Paul is a co-founder, Past President, past Board member, and Distinguished Fellow of the International Academy of Mediators, the leading professional organization for active mediators worldwide, and served on the National Advisory Board for ACCESS ADR which promoted diversity in dispute resolution. He has presented at conferences held by American Bar Association, International Academy of Mediators, Association for Conflict Resolution, State Bar of Michigan, various local bar associations, Michigan's Institute of Continuing Legal Education, Inc. magazine, and the Center for Alternative Dispute Resolution in Maryland.

Friday, June 25, 2021

Morning - 9:00 a.m. to 10:30 a.m. EST

1.5 ***Don't Click Send! Helping People Navigate Email Communication & Conflict***

Electronic forms of communication, such as email, have slowly started to dominate other modes of organizational communication over the years. The fundamental characteristic of email communication - while convenient and efficient - can be loaded with potential misunderstandings and conflict, especially when other challenging interpersonal dynamics are at play. This interactive session will explore reasons for and experiences with various email communication challenges. It will also offer a range of strategies that conflict resolution professionals can use to help others effectively navigate email communication and manage email conflict.

Tyler Smith is the University Ombuds at Northeastern Illinois University (NEIU) in Chicago. Before NEIU, Tyler worked for nearly five years as an Associate Ombuds at the National Institutes of Health (NIH) in Bethesda, Maryland. Before entering the ombuds profession, Tyler spent several years working in community mediation at The Bosserman Center for Conflict Resolution in Salisbury, Maryland. Tyler is an active member of the International Ombudsman Association and holds a M.A. in Conflict Analysis and Dispute Resolution from Salisbury University.

2.5 ***Having Fun in the Kitchen with Mediation***

This workshop is an educational, fun and interactive session that will stretch your imagination when it comes to mediation as we relate aspects of mediation to baking. We will discuss the essential ingredients of an effective mediator and the mediation process. The audience will discover new ways to describe and relate mediation to parties and will experience firsthand the importance of the right balance in mediation by baking examples.

Waheba and Lyla Zeidan are sisters who are founders of Zeidan & Zeidan, LLC. Waheba and Lyla went to Regent University School of Law and obtained their Juris Doctorate degrees. Waheba went on to use her degree in the healthcare field where she is using her ADR experience training volunteers and staff in the hospice/healthcare arena. Lyla went on to use her degree in the criminal justice field where she has been responsible for training new law enforcement officers in criminal and civil law. Both Waheba and Lyla have been guest presenters and speakers for various organizations, including Virginia Mediation

Network (VMN). Waheba and Lyla have obtained the following certifications: professional mediation certificate in federal workplace environment; professional mediation certificate in organizational development and conflict resolution; Juvenile and Domestic Relations Court certification in family law; professional certification in Critical Incident Stress Management (CISM).

Morning/Afternoon - 11:30 a.m. to 1:00 p.m. EST

1.6 *Beyond the Mask: Mediators and Negotiators Transitioning to the New Normal*

This is a review of the factors which strengthen our powers of persuasion, ability to influence others, overcome our cognitive biases, use techniques for reading people and build meaningful relationships to manage or achieve conflict resolution. As always, this session will be interactive and I encourage questions and comments from all in attendance.



Joyce A. G. Mitchell, Esq., a Distinguished Fellow and Board member of the International Academy of Mediators (IAM), is a nationally recognized attorney and professional in the field of alternative dispute resolution. She has been an arbitrator since 1997. She serves as an arbitrator for the Financial Industry Regulatory Authority (FINRA), the American Arbitration Association (AAA) and CPR, the International Institute for Conflict Prevention and Resolution. Over the years, she has arbitrated numerous complex securities, employment, and business matters.

Her training in labor arbitration was with the Federal Mediation and Conciliation Service. Her commercial arbitration training was with and is ongoing with AAA, FINRA and CPR. She serves as a Panel Chair for FINRA. Joyce has taught arbitration as an adjunct at the University of MD, Carey School of Law, in Baltimore MD for eight (8) years.

Joyce has been practicing mediation since 1996 and has mediated more than 1500 cases. She is a certified mediator in the states of Virginia and North Carolina. She is a skilled negotiator and has had more than 400 hours of conflict resolution, multi-party facilitation and mediation training in various subject areas, levels, and mediation approaches. She also mediates for FINRA. Joyce is on the roster of mediators for several ADR private dispute resolution providers and mediates for them nationwide for federal agencies. She conducts multi-party facilitation sessions, early neutral evaluations, organizational and management inquiries, fact finding and speaks at various professional associations' meetings on the uses on ADR techniques.

2.6 *Making the Best of Conflict Theories to ADR Processes*

Disputes, regardless of the venue, often involve multiple interrelated issues. Effective mediators of these disputes must understand and respond to both the explicit and implicit issues raised. This interactive and engaging practice-oriented skill-based workshop introduces attendees to selective conflict resolution theories and the application of the theories to various conflicts using real life cases. Additionally, dispute resolution practitioners who engage in the diagnosis, management, and resolution of complex organizational problems will learn specific theories that can be used to prevent conflict and apply the theories for assessing organizational conflict.

Michael West is a trainer, certified mediator, and executive leadership coach specializing in collaboration, partnering, and creating dialogue within organizations. He provides dynamic experiential dispute resolution related training drawing on 28 years conflict resolution experience, academic study, leadership coaching and management. He has presented at various state and national conferences focusing on conflict resolution techniques as well as being a guest speaker at various law schools in the Washington, D.C. area. He has trained mediators in the Commonwealth of Virginia on mediating

workplace disputes, divorce issues and complex multi-party disputes. He has designed and delivered a teambuilding program for intact teams in collaboration with several federal agencies. He was an adjunct professor for the School for Conflict Analyst and Resolution undergraduate program, George Mason University where he has taught mediation, communications skills, and conflict management courses. He specializes in addressing conflict within an organization through a system approach to improve relationships, develop new conflict prevention and resolution strategies and behaviors resulting in improved performance, morale, and organizational effectiveness. As a coach, he works with leaders to create opportunities for themselves and their teams by identifying their priorities, clarify choices, leverage strengths, build new competencies, and take action.

Afternoon - 2:00 p.m. to 3:30 p.m. EST

1.7 *Cultivating Conversations on Cross-Cultural Awareness*

Facilitating conversations about race and culture often involves tension, as both the facilitators and participants bring emotional experiences and their deeply held values and beliefs to the discussion. Join us for a thoughtful presentation regarding this important topic and how the strategies discussed can be used in personal, educational, and professional settings.



Brandi R. Muñoz (She, Her) is a Certified Human Resources Professional (PHR, SHRM-SP), Certified Master of Career Services (CMCS), Certified Professional Résumé Writer (CPRW), and Nationally Certified Online Profile Expert (NCOPE) with over 12 years of experience as a strategic Human Resources Leader in Recruiting, Corporate HR Management, Training & Development, Employee Engagement, Leadership Development, and Employee Relations. She is a graduate of Southern Methodist University's Master of Arts program in Conflict Resolution with a concentration in employment mediation and was a student contributor for, [Boulle, Laurence, et al. Mediation: Skills and Techniques. 1st ed., Newark, NJ, LexisNexis Matthew Bender, 2008.](#)

Currently, Brandi is working toward attaining a doctorate (EdD) in Educational Leadership from Abilene Christian University, focusing on conflict resolution and organizational development. Brandi also serves on the National Résumé Writer's Association (NRWA) board as the Director of Member Support for College Career Centers and is an advisor for the Diversity, Equity, & Inclusion, Membership, and Public Image Committees. Additionally, Brandi is the Diversity Officer for the Education, Research, and Training section of the Association for Conflict Resolution.

Brandi has extensive experience developing and facilitating training topics in conflict resolution, leadership development, and diversity, equity, and inclusion that promote more inclusive and safe work environments. She also publishes online blogs and articles related to career development and conflict resolution.

2.7 *Emotional Intelligence - Applications for Conflict Resilience and Resolution*

Emotional intelligence is a set of emotional and social skills that collectively establish how we understand, react, and lead. Developing conflict resilience and resolution also provides for enhancement of leadership skills. Social & emotional competencies are critical to a strong human relations climate and conflict management.



Rachel Castellon, PhD is the Command Diversity and Inclusion Officer (CDIO), Headquarters Air Combat Command (ACC), Joint Base Langley-Eustis, Virginia. She leads and directs all D&I initiatives, policies, and programs at ACC to advance and increase the commitment to D&I as core institutional values in all dimensions of the Total Force. Rachel ensures subject-area programs are developed and executed in accordance with federal, DoD, USAF and MAJCOM guidance, policy architecture and standards. She also leads and coordinates ongoing strategic planning to guide operational programming and oversee implementation of D&I plans at all levels. Rachel works with institutional resources to obtain and allocate support for D&I

programming to advance D&I as well as cultural awareness, education and training across ACC. Rachel enlisted in the United States Air Force immediately upon graduation from high school and after seven years on active duty in the Services career field, she was selected for the Airman Scholarship and Commissioning Program. Rachel received her commission via ROTC and served in the Air Force for an additional 14 years as personnel, then force support officer. During the final half of her commissioned time on active duty, she worked and led at several levels in Equal Opportunity and Diversity and Inclusion, culminating her career at the Defense Equal Opportunity Management Institute at Patrick Air Force Base, Florida. After retirement from the Air Force, she took a 5 year pause to complete her studies and then returned to the Air Force in a civilian capacity. She has a Doctor of Philosophy in Industrial Organizational Psychology, a Master of Arts in Organizational Management, Bachelor of Arts in Occupational Education, and Associate of Arts in Instructor of Technology and Military Science.



Tonya Abrams is the Director of the Equal Opportunity Office, a team of ten EO specialist, assigned to the 316th Wing at Joint Base Andrews. Ms. Abrams began her federal career with the Air Force in June 1986 and joined the EO career field in June of 1999. As a senior EO Specialist and a Air Force (AF) certified mediator, her office is responsible for more than 30,000 AF employees, active duty military and civilian, retirees and family members, where she provides conflict management services and due process for Title VII customers. Her service population includes Headquarters Air Force agencies in the National Capital Region, global sites, tenant units and mission partner agencies of America's Airfield, home of Air Force One. She was recently selected by HQ Air Force Equal Opportunity (EO) to assist the Air Force Inspector General as subject matter expert during the Racial Disparity Review interviews. This 21-person team interviewed over one thousand Airmen at 18 different locations in July 2020, resulting in significant data in the IG's Department of the Air Force Report of Inquiry (S8918P) Independent Racial Disparity Review, December 2020. Her federal career spans over six Air Force Bases as a military spouse and federal servant. Prior to coming to the EO Career Field, Ms. Abrams spent 13 years of her federal career as a Secretary for various Commanding Officers and Political Appointees. She has a Bachelor of Science Degree in Business from the University of Potomac, Washington, DC and holds a certification in Emotional Intelligence, True Colors, and Leadership & Management. Her latest awards include the 2016 Air Force District of Washington's Civilian of the Year (Category III), the 11th Wing's 2016 Civilian of the Year (Category III), and 11th Wing Staff Agency's 2016 Civilian of the Year (Category III) as well as the 2016 Headquarters Air Force A1 Solomon Starks, Jr. EO Professional of the Year Award.

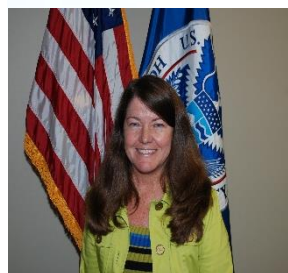
Monday, June 28, 2020

Morning - 10:00 a.m. to 11:30 a.m. EST

1.8 Mediating Challenging Issues in Special Education Disputes



Dennis Sharp, Esq., LL.M. is a dispute resolution specialist with extensive mediation, group facilitation and conflict management experience. Since 1985, Mr. Sharp has helped thousands of individuals, businesses, government agencies, communities, environmental groups, nonprofit organizations and professionals resolve disputes through mediation, facilitation and other creative problem-solving processes. He is currently a Pro Tem Administrative Law Judge for the California Office of Administrative Hearings where he conducts mediation for its Special Education Division. He is also a Reservist ADR Advisor for FEMA, an Adjunct Professor for California Western School of Law in San Diego and is mediation panelist for several court and government agencies. Additionally, he has held several leadership positions in ADR organizations including: Regional VP for the American Arbitration Association (AAA); President of the California Dispute Resolution Council; Board Member for International SPIDR/ACR; Official Observer to the Uniform Mediation Act for AAA and ACR; and, chair of local ADR organizations.



Karen Asaro has worked extensively in a variety of ADR areas since 1978. Ms. Asaro is currently an ADR Advisor for the Office of Chief Council for FEMA while continuing to serve when she can as special education mediator for the Virginia Department of Education where she has been a panelist since 2008. Additionally, she has provided mediation, consensus building, facilitation, team building and ADR training services in a wide variety of settings, including: municipal government workplaces; nonprofit organizations and private businesses; U.S. Postal Service; the Key Bridge Foundation; land use disputes; dialogues on race relations; citizen complaints against local law enforcement; the Virginia State Employee Mediation Program; and, the Virginia State Bar Fee Dispute Resolution Program.

For 10 years, Ms. Asaro taught as an adjunct professor at Christopher Newport University teaching mediation courses, including for family disputes. She earned a B.A. in Sociology/Social Work and a master's degree in Education at College of William and Mary; she also completed numerous additional graduate courses at George Mason and other universities. Ms. Asaro has received several awards and been recognized for her outstanding ADR work by numerous entities, including: Governor of Virginia for her work with the Interagency Dispute Resolution Advisory Council; U.S. Department of Justice for high school peer mediation; the Distinguished Service Award from the Virginia Beach Human Rights Commission; Virginia Supreme Court; FEMA's Chief Council Award for Accessibility and Client Services; and the Virginia Mediation Network's Distinguished Mediator of the Year Award.

2.8 Restorative Justice: Sharing Perspectives and Creating Meaning

As we came together to plan this session, we found ourselves in conversation with one another about our perspectives and definitions of the concepts, values, and actions that we call "restorative" and "justice." We asked one another important questions – wondering together about how restorative work is and is not presently addressing structural racism and equity. And we found that we wanted to share this conversation with you and invite your perspectives into the circle.

Heather Fogg (see bio, Wednesday, June 23).



Baltimore native, **Kendra Jobe Ogunshina** believes in a strong work ethic and freedom for people of color. Kendra believes Restorative Practices should extend to all disciplines in a culturally sensitive way. She has seen first-hand the benefits of Restorative Justice in the school system, justice system, and community setting. Kendra has seen the impact volunteers can have when assisting youth and/or adults navigate their conflicts. Kendra received her first mediation training in 1998, and she used those skills to assist Foster Children who lived in community settings navigate their conflicts. Since that time, Kendra has mediated for the Attorney General’s Consumer Protection Division, Maryland Commission on Civil Rights, and the State of Maryland Shared Neutrals Mediation Program. She has and continues to facilitate discussion on topics such as race, and culture.

Kendra is trained as a mediation trainer and facilitator. She is trained to facilitate Circles Restorative Dialogues/Reflections, and Re-entry. Kendra has held the position of co-chair for the Circles of Restorative Initiatives. Her current position is Asst. Chief for the State of Maryland offers many rewards, not least of which includes engaging and building strong networks. Kendra is also an adjunct professor at Towson State University Teaching Restorative Justice and a former adjunct professor at Howard Community College Teaching Conflict Resolution. She has a Master of Science degree in Negotiation and Conflict Management from the University of Baltimore.



Baissou Sissoko is a Program Manager for the United States Department of Justice’s Americans with Disabilities Act Mediation Program of the Key Bridge Foundation Mediation and Research Center, an adjunct professor of conflict with Howard County College and a mediator. Previously, Baissou worked consecutively as a police complaints mediation program coordinator for Baltimore City and Washington, DC. He received a Master’s Degree from the University of Baltimore, in Maryland, and a Bachelor’s Degree from Sidi Mohamed Ben Abdellah University in Fes, Morocco. Baissou brings his knowledge in the field of mediation and alternative dispute resolution (ADR)

and draws from his experiences of dispute resolution within the cultural contexts of Mali and the United States. Baissou speaks French, English, Bambara, and Soninke.

Afternoon - 12:00 p.m. to 1:30 p.m. EST

1.9 Insights from Around the Table: Exploring our Past and Future Mediator Selves

The past year has seen unprecedented changes to mediation. A little over a year since the switch from in-person to remote mediation presents a wonderful opportunity to reflect on the aspects that make us effective resolvers of conflict. What are you doing now, as a mediator, that you wish you had known one, five, ten, or twenty years ago? Looking back, what insight would you tell your new mediator self? What adjustments have you made to your practice? Share your insights and hear from others what lessons they learned at the table.



Toby Treem Guerin, J.D. is the Associate Director for the Center for Dispute Resolution at Maryland Carey School of Law and Clinical Instructor. At Maryland Carey Law she teaches a mediation clinic and seminar and advises students in the field of dispute resolution. Ms. Guerin has over fifteen years of experience as a neutral in various venues including government agencies, non-profit organizations, schools, and court systems. She served as the first chairperson of the Mediator Excellence Council, a mediator quality assistance initiative in Maryland, and is the primary author of the Maryland ADR Landscape, a comprehensive overview of court-affiliated ADR programs in Maryland. She is a trained mediator, facilitator, conflict-coach, ombudsperson, and

restorative practitioner. She regularly trains on topics from basic to advanced mediation, co-mediation, giving and receiving feedback, and negotiation. Ms. Guerin is the past chair of the MD State Bar Association's Alternative Dispute Resolution Section and the recipient of the 2020 Chief Judge Robert M. Bell Award for Outstanding Contribution to ADR in Maryland.

2.9 Starting and Maintaining Your Mediation Practice: The Business Side of Mediation

Starting and maintaining a mediation practice requires more than mediation skills. This workshop is an introductory business primer for those interested in starting or those who have a mediation practice.



Richard Lowery, III is an assistant professor of management and small business at Bowie State University in Bowie, MD. He has served as an adjunct professor at the University of the District of Columbia, Trinity College, and Marymount College of Virginia. In over 30 years of teaching, mainly at the undergraduate level but also the graduate level, Professor Lowery has taught business strategy, management, managerial decision-making, finance, small business finance, risk and venture capital, marketing, small business operations, entrepreneurship, operations management, organizational behavior, management of not-for-profit organizations, the business of music and entertainment, and human resources management. He maintains an independent management consulting and training practice in metropolitan Washington, DC, and Baltimore, MD. Mr. Lowery works with companies, government agencies, not-for-profit organizations, managers, work units, and entrepreneurs. He often provides technical assistance and specialized management counsel, such as strategy formulation and development of business plans and financing packages.

Mr. Lowery has also served as director of the Center for Applied Management and Entrepreneurship at Bowie State's Institute for Development and Entrepreneurship Advancement and as coordinator of the University's Entrepreneurship Development Program, which was recognized by the National Urban Council as the best program of its type in the country. He has also written a weekly column, "The Small Business Corner," for a local newspaper. He has been a talk show host on business, economic and consumer topics on satellite radio. Mr. Lowery holds an MBA from the Harvard Business School and a bachelor degree in marketing from Boston University.



Marvin E. Johnson, J.D. is a nationally recognized mediator, arbitrator, and trainer with more than 30 years of dispute resolution experience. He is the Founder and Executive Director of the Center for Alternative Dispute Resolution, the first dispute resolution center founded in the University of Maryland System at Bowie State University. Mr. Johnson provides dispute resolution and diversity workshops and lectures extensively on the subject of conflict management. He has arbitrated and mediated thousands of cases in the fields of employment, labor-management, consumer, business and community reconciliation. Mr. Johnson has trained over 10,000 people in various forms of dispute resolution including mediation, joint problem solving, arbitration, facilitation and interest-based bargaining. He is an experienced facilitator/trainer working with organizations and communities that need assistance in communicating and working together.

Mr. Johnson serves on numerous national and regional dispute resolution panels, including the American Arbitration Association National Roster of Neutrals and the Federal Mediation and Conciliation Service. Two Presidents of the United States, a Secretary of the United States Department of State, a Governor of Maryland, a Chief Judge of the Maryland Court of Appeals, and a County Executive for Prince George's County, have recognized Mr. Johnson's dispute resolution expertise by appointing him to the Federal Service Impasses Panel, the Foreign Service Grievance Board, the Maryland State Labor Relations Board, the Maryland Alternative Dispute Resolution Commission (now the Maryland

Mediation and Conflict Resolution Office or MACRO), and the Prince George's County Public Employee Relations Board, respectively. He is a Past President of the International Academy of Mediators (IAM) and has served on the Boards of the American Bar Association's Section of Dispute Resolution, the Association for Conflict Resolution, and IAM.

Afternoon - 2:30 p.m. to 4:00 p.m. EST

1.10 *Forgiveness in Mediation and Life*

Can we define what forgiveness is? Is it a useful tool in mediation ... in life? This workshop will explore the meaning of forgiveness and how it can be used in mediation.

Lynn Sylvester provides a wide range of assistance to government agencies and private organizations in the resolution of disputes and conflicts. Her expertise in conflict resolution and negotiation comes from a long career in mediation, litigation and negotiation. For 25 years, she was a Commissioner with the Federal Mediation and Conciliation Service (FMCS). At FMCS, Ms. Sylvester's focus was mediation of labor disputes, including collective bargaining and grievance mediation. Additionally, she was active in providing a variety of alternative dispute resolution activities. These activities included mediation of non-labor disputes such as federal grants, EEO complaints, regulatory negotiation and dispute system design. Ms. Sylvester served as a long-time member and Chair of the FMCS Arbitrator Review Board. She is an engaging and knowledgeable trainer in mediation, labor relations and alternative dispute resolution. Ms. Sylvester regularly lectures before government organizations, labor unions, and professional associations. Prior to joining FMCS, she was Senior Labor Counsel with the Office of the General Counsel, US Department of Commerce. Ms. Sylvester has also represented unions, having served as the Deputy Director of Council 26 of the American Federation of State, County and Municipal Employees (AFSCME) and as Assistant Counsel with the National Treasury Employees Union (NTEU). She briefly served as a staff attorney in the Office of the Solicitor, US Department of Labor. In those capacities she represented clients in the Federal Courts, before administrative agencies, in arbitration and collective bargaining. Ms. Sylvester is a graduate of Simmons College in Boston, Massachusetts and the University of Wisconsin Law School. She is a member of the District of Columbia Bar. She currently is an adjunct professor at George Washington University Law School.

2.10 *Mediator Microaggressions and Inadvertent Discrimination*

This workshop will review a series of published mediation articles that mistakenly advise mediators to discriminate against parties living with mental illnesses and other disabilities. We will use these examples to appreciate how inadvertent discrimination happens and why mediators can have trouble noticing it. Then we will practice using tools to help us prevent these microaggressions and address inadvertent discrimination when it occurs. All workshop attendees will be able to access takeaway tools they can incorporate into their practices.



Dan Berstein, MHS combines his professional expertise as a mediator, his academic background in mental health and public health, and his personal experience living with bipolar disorder to develop innovative online programs teaching people to talk about mental health, address challenging behaviors, and resolve conflicts. Through his company, MH Mediate, Dan has trained thousands of people including individuals, organizations, and government agencies at the city, state, and federal levels.

Dan is also Co-Chair of the Diversity Committee of the American Bar Association Section on Dispute Resolution and co-founder of the Dispute Resolution in Mental Health Initiative at the CUNY Dispute

Resolution Center. He holds a master's degree in Mental Health from the Johns Hopkins School of Public Health and a bachelor's degree from the Wharton School at the University Pennsylvania, where he was a Wharton Research Scholar. He applies that data-driven, systems-based thinking to all of his work advancing the field of dispute resolution and combating mental health stigma. Visit <https://youtu.be/nstRHTVv0Aw> to watch Dan's TEDxTalk sharing lessons from his personal journey to this work.

Tuesday, June 29, 2021

Morning - 9:30 a.m. to 11:00 a.m. EST

1.11 The Similarities and Differences Between Traditional Mediation with the Use of Online Tools and Online Mediation

During the pandemic period, many mediators have more or less been forced to resort to online tools. For many, a surprisingly effective event. It saves travel time, if not for the mediator than at least for the clients and, if you conduct the meetings the right way, the meetings can also be used more efficiently. There are similarities but also many differences between 'traditional mediation with the use of online tools and 'Online Mediation'. You may think it's just semantics, but there is a lot of confusion, and not just about the conceptual framework. Kitty Duell, experienced in Online Mediation (ODR) for more than 10 years, tackles the confusion and offers mediators a clear picture.



Kitty Duell is a Certified International Mediation Institute Mediator and Court accredited (Family) mediator in the Netherlands and Minnesota, USA. She received her Master of Advanced Studies in International Mediation at the Institut Universitaire Kurt Bösch in Switzerland. Ms. Duell is a certified Stepfamily Plan coach. She is a certified Juripax online mediator and a Board member of the Association of Online Mediators in The Netherlands (possibly the first worldwide) and a Founding member of the Academy of Professional Family Mediators. Ms. Duell is Lector for foreign delegations for 'Mediation in Criminal Law cases' and on behalf of 'Quality assurance' and interim 'complaint officer' for the Netherlands Mediation Institute (NMI). She is Initiator and coordinator of the platform for 'Mediation in Criminal Law,' Deputy for Netherlands Mediation Institute & Council of recommendation NMv (Dutch Mediators Association) and Coordinator of the Chamber of Commerce mediation-project. She is a trainer of Mediation in Criminal Law, Online mediation and Blended Family Plan. Ms. Duell is the receiver of the Dutch Mediation Award. She is the author of "International (Parental) Child Abduction, a comparison of mediation models" (2009), and a series of columns.

2.11 Peace for the Peacemakers: Why Hosting Ourselves Matters Now More than Ever

The changes we experienced throughout the last year are not over but are only just beginning. We have demonstrated tremendous resilience in navigating this ongoing change with grit and grace, but within that resilience and resolve, we may feel cracks— fatigue, a sense of burnout, overwhelming grief, dismay, or heightened anxiety.

This interactive session will explore the fundamental role our inner journey and daily practices play in our ability to transform conflict and improve relationships. Our clients, our work and our personal lives are positively affected when we consciously care for ourselves, reflecting on how we live and how we practice. Simply put, "We cannot give what we do not have." Together with fellow practitioners, peacemakers and healers we will reflect, dialogue and engage in essential practices for embodying the peace we seek in the world as we stand in the midst of conflict.



Meghan Clarke specializes in cultural transformation, strategic visioning and leadership development. She brings over 15 years of experience in the field as a trusted strategic partner. In addition to working early in her career on community reconciliation projects throughout the country including those addressing environmental harms, community-police relations, educational inequities, and religious-based conflicts, Meghan has partnered with Deans of Colleges, Chief Information Officers, VPs and Presidents in co-creating cutting edge strategic plans and radically changing organizational culture. She has designed, implemented and partnered on dozens of small and large-scale processes ranging from two to hundreds of participants. These complex projects have required skills in strategic thinking, leadership coaching, community engagement, conflict resolution and human dynamics. A servant leader at her core, Meghan’s unique approach to organizational development is participatory, data-driven and steeped in a desire to bring transformation and healing. Currently, her most difficult and satisfying work is being mom to her two daughters, raising the next generation of fierce and sassy is no joke.



Kristi Lee joins M E Clarke Consulting, LLC (MECC) eager to bring to life her knack for making people and teams feel seen, heard, known and valued. Her path has led her to MECC where it feels like she has come full circle and returned to work that makes her come alive and aligns with her gifts, skills, talents. With a strategic and analytical mind, a kind heart, and an intuitive gut, she loves to facilitate and has the most fun when she’s bringing out the best in people – both individually or collectively. She believes in our ability to heal, the wisdom we hold in our hearts and bodies, and is committed to helping people lead deeper and more connected lives.

Afternoon - 1:00 p.m. to 2:30 p.m. EST

Plenary: *DE&I and The New ADR Frontier*

This session will address why we continue to do the same thing over and over and expect a different result when addressing DE&I. Can we break this cycle? If not now, when?

Marvin E. Johnson (see bio, Monday, June 28)



D.G. Mawn, M.A., J.D., is the current President of the National Association for Community Mediation (NAFCM), founded in 1994 by community mediation centers. These centers were created by their communities to support Section 10 of the 1964 Civil Rights Act. This Act institutionalized the concept and need for peacemakers in America, using mediative responses to help communities address disturbances, disagreements, and disruptions among them. As President, Mr. Mawn supports the efforts of NAFCM’s members to amplify the voice, aggregate the wisdom and advance the work of community mediation across the continent. Since 2014, he has guided the NAFCM Learning Community, which is funded through the JAMS

Foundation. The areas of focus have included: veterans, law enforcement, immigrants, foster care, the older adult, housing insecurity, formerly incarcerated adults, young adults and community cohesion and security. He also serves for the Foundation as the Grants Manager with the Association for Conflict Resolution. He currently serves as co-convenor of the TRUST Network, designed to develop a braided forum for the strengthening and expanding the possibility for community cohesion and security infrastructure. He is also, with the Carter School, at George Mason University, informing the development and implementation of a master’s Certificate in Contemporary Dispute Resolution, which explores the cultivation of socially just dispute resolution practices in complex organizations.

Mr. Mawn serves, as well, as senior consultant through Intuitive Synergies LLC in Louisville, Kentucky. He co-developed the Cultural Intuitiveness™ process. Currently, he works at the state level with the State of Indiana's Division of Mental Health and Addictions to embed these tools and processes into their comprehensive system redesign and program implementation, in order to strengthen their ability to create connected and healthy communities. He received his law degree from DePaul University School of Law, masters from Spalding University and bachelor's from The Catholic University of America.

Kendra Jobe Ogunshina (see bio, Monday, June 28)



Angelia Tolbert, Esq. has served as a mediator, arbitrator, facilitator and conflict resolution service provider for more than thirty (30) years and is Founder and President of Absolute Resolution Services, Inc., based in Little Rock, Arkansas, which provides alternative dispute resolution services to court systems, corporations, businesses, federal/state government agencies, industries and individuals. Ms. Tolbert has served as a neutral in insurance, employment (race, sex, age, religion, national origin and disability), medical malpractice, personal injury, finance, probate/trust, real estate, securities, contracts, construction, family/divorce and other legal issues. Ms.

Tolbert received a Bachelor of Arts degree in History from Hendrix College in Conway, Arkansas and Juris Doctorate from Texas Wesleyan University School of Law (now Texas A&M University School of Law) in Fort Worth, Texas. Ms. Tolbert is licensed to practice law in Washington, Arkansas and the District of Columbia and is a member of the American, Washington State, Arkansas and District of Columbia Bar Associations.



Leah Wing, is a Senior Lecturer II, Legal Studies Program, Dept. of Political Science, University of Massachusetts Amherst and Co-director, National Center for Technology and Dispute Resolution (NCTDR). Leah has taught dispute resolution at UMASS Amherst since 1993 with a concentration on critical legal theory and the impact of identity and power on dispute resolution processes. She has been a researcher on ODR experiments since the 1990's and heads the Ethical Principles for Online Dispute Resolution

initiative of NCTDR and serves on the American Bar Association ODR Taskforce Standards and the ABA Committee on Technology and Dispute Resolution. Leah's present research projects are on ethics and ODR, and spatial justice and technological responses to disaster. Leah is founder and co-trainer at the Social Justice Mediation Institute where she has trained close to 4000 mediators and served as a consultant to over 100 governmental, non-profit, and educational institutions on the integration of equality measures into conflict resolution processes. She is on the editorial boards of *Conflict Resolution Quarterly* and *The International Journal of Online Dispute Resolution*, is a co-founder and Vice President, Board of Directors, International Council for Online Dispute Resolution, and has served two terms on the Board of Directors of the Association of Conflict Resolution. She is a member of Healing Through Remembering, (Belfast).

Afternoon - 3:00 p.m. to 4:30 p.m. EST

Plenary: **Mediation: The Art of Asking Questions**

Mediation has sometimes been described as the art of asking questions. We mediators sometimes forget how powerful and effective it can be to ask the right question at the right time. Well-chosen questions can open people's hearts and minds. In this interactive workshop, David Hoffman will offer a framework for thinking about what types of questions we should consider asking at different stages of the mediation process. We will then conduct a fish-bowl demonstration of a mediation scenario, and workshop participants will have an opportunity, via the Chat function on Zoom, to post the questions

that they would recommend asking. The workshop will conclude with a discussion of how mediators can get in touch with their intuitions, in the moment, about what types of questions are needed in a mediation.



David A. Hoffman is an attorney, mediator, arbitrator, and founding member of Boston Law Collaborative, LLC, where he handles cases involving family, business, employment, and other disputes. He is past-chair of the American Bar Association’s Section of Dispute Resolution. David is also on the faculty of Harvard Law School, where he teaches three courses: Mediation; Legal Profession: Collaborative Law; and Diversity and Dispute Resolution. He also trains mediators in the five-day Advanced Mediation program offered by the Program on Negotiation at Harvard Law School.

David has published three books (including “Bringing Peace into the Room,” with co-editor Daniel Bowling) and more than 100 articles on law and dispute resolution. Prior to founding Boston Law Collaborative in 2003, David was a litigation partner at the Boston firm Hill & Barlow, where he practiced for 17 years. Before that he served as a law clerk for Judge Stephen G. Breyer on the U.S. Court of Appeals for the First Circuit. And before that, he was a woodworker for seven years. David has received a number of awards for his work as a mediator, including the Lifetime Achievement Award of the American College of Civil Trial Mediators and the D’Alemberte-Raven Award for service in dispute resolution from the ABA Section of Dispute Resolution. David is a graduate of Princeton University (A.B. 1970, summa cum laude), Cornell University (M.A. 1974, American Studies), and Harvard Law School (J.D. 1984, magna cum laude), where he was an editor of the Harvard Law Review. His TEDx talk about “Lawyers as Peacemakers” can be found here: https://www.youtube.com/watch?v=JKXv1_Sqe_4. David lives in a cohousing community in Acton, Massachusetts with his wife, Leslie Warner, who is a career coach. They have five adult children and an adolescent cat.

In Memory of . . .

June White Dillard peacefully transitioned on February 14, 2021 after a prolonged battle with Multiple Myeloma. She was born in September 1937 in Youngstown, Ohio. June earned her Bachelor and Master degrees in Education and began her career as an elementary school teacher for children with special needs. She remained a devoted advocate to the needs of children and education her entire life. June later obtained her Juris Doctor from Howard University Law School, graduating Cum Laude. Subsequently, she went into private practice in Prince Georges County, MD. June continued to volunteer her time and provide pro-bono legal services related to her favorite causes, education, domestic abuse and civil rights for all people. Her activism led to her holding many leadership positions, such as the Presidency of the Prince Georges’ County Chapter of the NAACP, the Presidency of the Prince Georges’ County Arts and Humanities Council, among numerous other positions in other organizations within the County. June was a longtime friend and supporter of the Center, a frequent conference attendee and moderator. Her warm smile and hugs will be greatly missed.

FOR REGISTRATION INFORMATION, EMAIL THE CENTER AT CENTERFORADR@EARTHLINK.NET OR CALL 301-313-0800.

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