

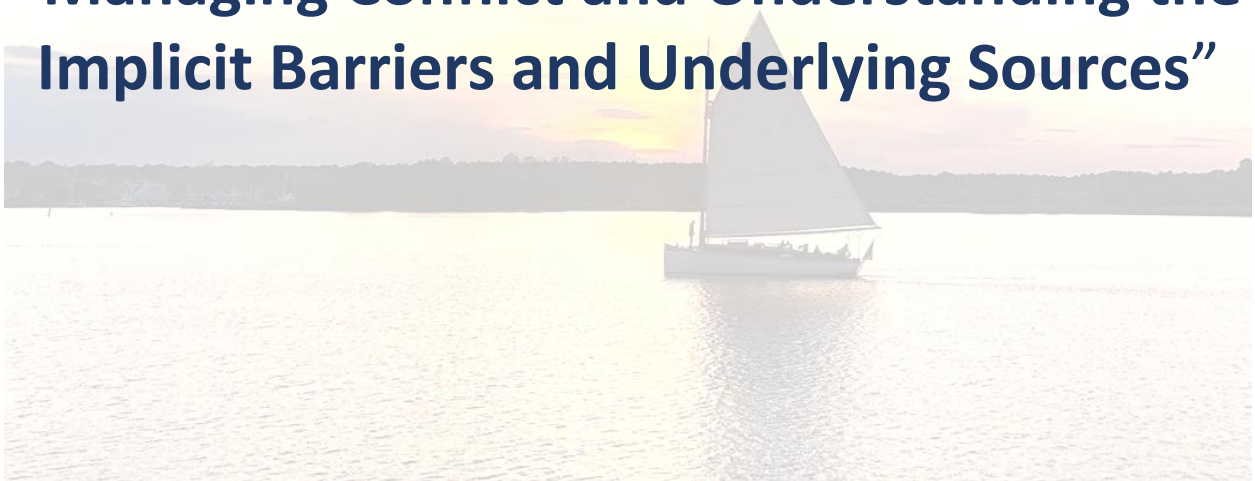
The Center for

Alternative

Dispute Resolution

2022 VIRTUAL CONFERENCE
JUNE 22, 23, AND 24, 2022

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



Conference Sessions

Wednesday, June 22, 2022

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

Plenary: ***How Internalized Racial Conditioning Affects Conflict***

How does internalized racial conditioning affect conflict? How do you as a mediator mitigate your own racial discrimination? In this program we will look at how beliefs and stereotypes may be affecting your effectiveness.



Milagros Phillips, affectionately known as “The Race Healer,” has been facilitating programs for over 35 years on race literacy, racial conditioning, and healing from racism that inform, transform, and lead to inspired action. Her programs are presented at educational institutions, Fortune 100 companies, corporations, and public courses and seminars. A keynote speaker, [Book Excellence Award Finalist](#), TEDx presenter, four-time author, and certified coach, Milagros's latest book, *Cracking the Healers Code: A*

Prescription for Healing Racism and Finding Wholeness, has received rave reviews since its release in August 2021. In her 35+ years facilitating seminars and conversations around race, Milagros has worked with members of Congress, corporate leaders, and across industries and specialties. Milagros' work comes from lived experience and is backed by historical and scientific research. It comes from walking through the shadow to find her light, and in the process, helping others find theirs. What she brings to this work is great compassion, a deep understanding of race, and awareness of peoples' individual and collective power.

Milagros is a recipient of the 2021 NEW THOUGHT WALDEN AWARD for Interfaith/Intercultural Understanding. She is an opinion columnist for [CEOWORLD Magazine](#) and a columnist with Inc.com.

Her signature 2-day program, Race Demystified, is the only program on race that walks participants through the healing process, quickening their understanding of race, racism, and racial conditioning in a way that traditional DEI training takes years to achieve. By connecting the past to the present and moving through the healing process, from awareness to wisdom, participants of Race Demystified leave with a stronger connection to themselves and to others, and are ready to live from their authentic selves as part of the human family.

Understanding and healing racism is her calling. Personal and collective development is her passion. She combines both to create a powerful and transformative experience.

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

1.1 *Reconsidering Power in Mediation*

What’s your framework for thinking about power, power dynamics and powerlessness at the mediation table? How do perceptions of power create barriers to resolution? What’s the mediator’s role in addressing a power imbalance? This interactive session explores these concepts with reference to ethical standards, negotiation principles, and effective process tools.



Anastasia (Stacy) Watson Smith, JD, is the Director of Special Projects at the Center for Dispute Resolution at the University of Maryland Francis King Carey School of Law (C-DRUM), provides faculty support to the Carey School of Law’s Mediation Clinic. Ms. Smith is dedicated to encouraging and supporting collaborative decision-making and conflict management for individuals, organizations, and public and private institutions. She has over 15 years of experience in offering and promoting effective conflict resolution processes, including mediation, group facilitation, facilitated dialogues, negotiation, and restorative approaches. Ms. Smith mediates regularly for the District Court of Maryland, for the Baltimore City Office of Equity and Civil Rights in employment and discrimination matters, and for the Anne Arundel County Conflict Resolution Center. She implemented and coordinated C-DRUM’s innovative attendance mediation program, and successfully expanded the program throughout Maryland in a collaboration with Community Mediation Maryland.

2.1 *After Awareness Comes Action: Next Steps in Uncovering and Countering Implicit Bias*

The Maryland Standards of Conduct for Mediators state that mediators “should learn about unconscious or implicit bias” (Standard II, A.3, [Maryland Standards of Conduct for Mediators](#)) ... so let’s do just that. But we’re not stopping there. Let’s explore how to unlearn them once we’re aware too. Check out [Project Implicit](#) and take an [Implicit Association Test \(IAT\)](#) ... or two, or three! Then join us as we learn new ways to counter those biases and the assumptions that may drive them.

<https://www.projectimplicit.net/>

<https://implicit.harvard.edu/implicit/takeatouchtest.html>



Heather Fogg - In July 2021, after years visiting and seeking the restorative landscape, I made a dream come true by packing up and moving to join the dedicated people of Restorative Justice Project (RJP) Maine. I believe in and value the interconnectedness of all beings, and honor that in both my circle keeping, conflict coaching, mediating, and restorative facilitating, as well as my practice as a Certified Optimum Life Breathologist (C.O.L.B.). I strive to share my love of this way of being by inviting others to explore the ideas and concepts of restorative principles via trainings, presentations, and teachings about conflict

engagement and restorative justice. While in Maryland I was part of the Circle of Restorative Initiatives (CRI), spreading the learning about restorative values and processes that support them. I feel very fortunate to have begun my own practice in the field of conflict engagement by attending the Center for ADR Annual Conference as my first introduction to mediation, and returning each year since has become an important touchstone for me. And I am grateful to have grown in the field with years of support, love, and encouragement from colleagues and collaborators with the Maryland Judiciary Mediation and Conflict Resolution Office (MACRO) and all who gather with the Maryland Program for Mediator Excellence (MPME). My educational upbringing included studying psychology because I'm fascinated by people and all the gifts each individual brings in the world. My family includes my wonder-full science-fiction loving, cosmic space study exploring partner, Mike, along with a large number of furry and feathery friends. My favorite experiences are connecting with others in circle gatherings of all kinds, and I carry an extra talking piece or two with me everywhere I go (which often means my bags are full of rocks and sticks).

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

1.2 *Owning the Journey: Dialogue on Creating Belonging Amidst the Great \$%&*^*

Creating an inclusive and equitable culture is a journey that requires a collective, steadfast effort. We each have a critical role to play in imagining, co-creating and working toward the radically inclusive environment we all so desire. It is an inherently dynamic journey that commands each of us to reflect individually and collectively and to commit each day to doing our part. The Covid-19 pandemic has largely rewritten how we live, work and play. It has totally changed how and where we work, how we communicate and how we connect with one another. We are inviting all mediators, facilitators, changemakers and healers to join us for a dialogue to discuss and discern how we create radically inclusive environments in this time of transformation. We will look at what the stories are telling us and where the data converges. This dialogue will combine individual reflection, group discussion, and unveiling the possibilities through the collective conscious on how we create connection and belonging in a seemingly disparate world.



Meghan E. Clarke (Meghan E. Clarke Consulting, LLC) 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 Meghan E. Clarke Consulting (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.

2.2 When Parents Bring Religion to the Table

Religion can play an extremely critical part in mediating a parenting plan. Without notice, an impasse can arise, and the issue of religion has surfaced as a dragon and devours all the hard work that has been done on a parenting plan. Over time experience has taught that if I fail at the outset to determine if religion is an important issue for the parties, and address it early one, we will be faced with an uphill struggle later in the process. Therefore, it seems logical to look at the mediation process and see where and how it can be more effective to address this “dragon.” This session provides a facilitative mediation technique on how to address the issue of when religion is a key factor to the parenting plan. But that is not to say it does not have application to other models.

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 system approaches 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 - 3:00 p.m. to 4:30 p.m. EST

1.3 *Unlocking the Potential for Effective Conflict Resolution by Challenging Our Conflict Prejudices*

In our roles as mediators and conflict professionals, we often find ourselves relying on a standard set of conflict resolution tools. We try to be creative and insightful, but more often than not, the strategies we employ when attempting to address conflict are dictated by our prejudices and limited worldviews. We may miss opportunities to de-construct multi-layered conflict situations. We may fail to consider case-specific and out-of-the-box approaches. In this interactive workshop we will examine the ways our preconceptions both influence, and limit, our approach to conflict situations. Through the use of exercises, case examples and group discussion, we will examine: 1) the assumptions we hold, often unconsciously, about conflicts and how they should be addressed; 2) tools for recognizing these assumptions; and 3) strategies to help us move past our conflict resolution prejudices to consider alternative approaches to conflict resolution when they are needed.



Linda M. Brothers is Senior Associate Ombudsman at the National Institute of Health's Center for Cooperative Resolution, Office of the Ombudsman. Prior to that she was Ombudsperson at Wellesley College, where she established the college's first ombuds office and served as Co-Director of MERI (Multicultural Education Research Initiative). A conflict analyst and ADR practitioner with over twenty years' experience, Dr. Brothers' areas of special focus include systemic conflict within large organizations, perceived difference and intercultural conflict and role boundary conflation. She is the author of dozens of educational programs addressing interpersonal and institutional dispute resolution; and she has designed numerous interventions for corporations, universities and governmental sectors. Dr. Brothers has written and presented on the role of conflict in shaping organizational identity, as well as individual and group identity dissonance within high-conflict organizations. She has taught negotiation at the Foundation for Education in the Sciences and is a former Board Member of the New England Association for Conflict Resolution. She holds a B.A. cum laude from Yale University and a J.D. from NYU.

Thursday, June 23, 2022

Morning - 9:00 a.m. – 10:30 a.m. EST

1.4 *Up is Down, Down is Up, and Two Plus Two Equals Whatever I Say: What to Do When People Argue with Facts and Reality*

"Facts are stubborn things," a famous lawyer once said in a closing argument. In this part of the 21st Century, what constitutes a "fact," and what should we mediators do when encountering an argument with (not *about*) a fact? Prepare for a challenge about when and how to challenge, and a dose of reality about reality.



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.

2.3 *Implicit Bias and Communication*

This workshop will explore the nuances of how bias colors the process of communication.



Denise Patterson McKenney serves as a Commissioner with the Federal Mediation and Conciliation Service in the division of ADR and International Dispute Resolution. Her areas of expertise include mediation of collective bargaining agreements between unions/management, workplace employment disputes; training design/delivery, conflict coaching and systems design. Commissioner McKenney has also served as an experienced facilitator for area labor management committees. Her international experience includes travelling to Germany and Japan training chaplains of the United States Air force and has trained labor *attachés* in Panama and Hungary.

Denise has also served as an instructor in Thailand for the Rotary Peace Center at Chulalongkorn University. Her publications include “Labor-Management Partnership: A 12 Step Program for Change” published in the American Bar Association’s Deskbook for ADR Practitioners. Denise is a graduate of the University of Maryland, College Park with a Bachelor of Science Degree in Speech Communication. She holds a Master of Science Degree in Instructional Systems Technology and is a graduate of the Training and Development Program at Georgetown University. A former college instructor, Denise brings an interactive approach to training and believes that learning can be fun, and that learning is a life-long activity.

Morning/Afternoon - 11:00 a.m. – 12:30 p.m. EST

Plenary: *The Search for Meaning in Mediation: The Paradox of The Heart and The Mind*

As mediators, we hold ourselves out to others as having some degree of expertise in resolving conflict. But what if we struggle to manage our own conflicts or we create our own barriers to collaborating with others? If I cannot resolve conflicts in which I am directly involved, does that reality raise this question: “How can I possibly assist others?”

In this session, we will examine whether mediation is truly a unique profession that demands practitioners live and practice the skills and concepts we offer to others in order truly to

support our clients to resolve their conflicts and in order to achieve any degree of expertise and excellence in our work.

We will also examine a more profound question: Is endeavoring to live the principles of conflict resolution and integrative communication an important way to give meaning – a sense of value and self-worth to our lives – a way to examine whether we are living our lives with integrity and intentionality?



G. Daniel Bowling is a Mediator and Public Policy Facilitator. He began mediating in 1986, taught advanced and public policy mediation at Osgoode Hall School of Law, York University, and taught negotiation at Howard and Hastings law schools, including the first course on advanced negotiation offered at Hastings. He co-edited/co-authored *Bringing Peace into the Room* (Jossey-Bass, 2003), a book which introduced the concept of the importance of the mediator’s personal qualities to resolving conflicts, and co-authored “The Mediation Process” in *A Litigator’s Guide to Effective Use of ADR in California* (Cal. CEB, 2005).

Daniel co-founded the first mediation organization in South Carolina, served as Executive Director of the Society of Professionals in Dispute Resolution (SPIDR), guided its merger with four other dispute resolution organizations that created the Association for Conflict Resolution (ACR), and served as ACR’s first CEO. He also directed the Duke Law School conflict resolution program and the Washington, D.C. Office of RESOLVE, one of the first environmental, public policy mediation firms. He practiced law and was Public Defender in Charleston, S.C. and was on the founding faculty of Antioch Law School, the first law school that emphasized clinical legal education, following his graduation from Harvard Law School. Daniel served as a mediator and trainer for the ADR Program for the U.S. District Court, Northern District of California. He has practiced yoga and meditation for thirty-six years, currently teaches mindfulness meditation, and serves as President of the Board of Spirit Rock Insight Meditation Center in Woodacre, CA.

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

Plenary: ***Working with Different Perspectives of Reality: How Implicit Bias and Cognitive Barriers Create Obstacles to Settlement***

This plenary session will explore how people can have very different perspectives of reality (what has happened, what is right, what is true) and what to do if they hold on to their positions in the face of overwhelming evidence to the contrary. We will learn four reactions to conflicting realities (self-justification, rationalization, the power of irrevocability, and inconsequential decision-making) and how implicit biases can create barriers to effective participation and involvement by all participants. Customized strategies and practical techniques will be explored that can help people work through these cognitive biases and assumptions to reach successful and durable agreements.



Nina Meierding, MS, JD, has been involved in the conflict resolution field for almost 35 years, mediating over 4,000 disputes and training thousands of people in almost all 50 states, as well as internationally - including Canada, Sweden, Ireland, England, Scotland, New Zealand, the Netherlands, and India. She has trained court systems, corporations, non-profits, school districts, local, state, and national government agencies, law firms, and multiple other entities in negotiation, mediation, and gender and cultural issues. She has taught at Pepperdine University School of Law for over 28 years, as well as both the National and California Judicial Colleges and other universities. She served on numerous national conflict resolution boards and is a former president of the Academy of Family Mediators. Her many awards include the Distinguished Mediator Award by the Association of Conflict Resolution, the Lifetime Achievement Award by the American College of Civil Trial Mediators, and most recently (2021) the Distinguished Neutral Award from the National Academy of Distinguished Neutrals. She was profiled in the American Bar Association Dispute Resolution Magazine and is an honorary fellow of the International Academy of Mediators.

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

1.5 *Breathwork Circles for Healing the Divides: Exploring the Nervous System Response to Conflict*

As authors, such as Resmaa Menakem, Bessel van der Kolk, and Milagros Phillips explain, our bodily responses to trauma and conflict are an important part of working through the impacts of conflict. As conflict engagers, how might we consider how to bring this into our work? Ayo Handy Kendi, the Breath Sekou, teaches one way that we can use breathwork to help heal the harms, traumas, and conflicts between us. Join us in this session to learn more about the practice.

Heather Fogg (*See bio in 2.1*)

Friday, June 24, 2022

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

Plenary: *The Spiritual Dimensions of Conflict Resolution*

In this interactive workshop, David Hoffman will invite participants to talk about the deeper dimensions of dispute resolution. The primary focus will be stories about those cases in which a spiritual or heart-felt connection was made, notwithstanding the conflict between the parties, or between the mediator and one or more of the parties. After a brief presentation about the many meanings of “spiritual” (i.e., not the same as “religion”), we will work in small break-out rooms to share experiences and perspectives, and then bring those back to a plenary session, in

which we will share ideas about what are the “deeper dimensions” of our work and how to set the stage for achieving them.



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, an adolescent cat, and a rescue golden retriever from Serbia.

Morning/Afternoon - 11:00 a.m. to 12:30 p.m. EST

1.6 Restorative Practices in the Workplace



Since 1989, **Andrea Morrison** has served as a neutral in thousands of conflicts, in a wide variety of capacities. Her experience as a mediator is broad and diverse: ranging from a real estate development dispute involving multiple neighbourhood stakeholders, to workplace disputes involving allegations of racism and harassment. She has offered conflict coaching, such as to female executives facing gender issues in a large accounting firm. She founded her company Global Dialogue Inc. (www.globaldialogue.ca) in 2005. Since 2011, she has been a permanent mediator for the Quebec human rights commission. Andrea has considerable experience in conflict prevention and facilitating systemic change. She led an integrative conflict management system design for project delivery within the former *Canadian International Development Agency*. She published the Partnering chapter in the CCH ADR Manual, and guided many groups to adopt this

approach, such as the *Quebec Education Science and Math Alignment Project* when major educational reforms were introduced; the *Aceh Mediation Center* (Indonesia) following the tsunami in response to civil claims; and *Saddle Lake First Nation* when they initiated a tribal justice system. She recently founded *PlatesFormes*, an association which leads the creating of spaces for intercultural and human rights dialogue and provide competent neutrals to manage them.

Her work in capacity building has included designing and delivering training programs for hundreds of clients, e.g., commercial mediation training in French West Africa, negotiation training for front-line federal health workers and community policy in First Nations, and harassment training for the judges of the *Canadian International Tribunal*. She has been a lead course designer and trainer with the *Canadian Institute for Conflict Resolution* in Ottawa since 1997 and has taught courses on conflict prevention and resolution and/or cross-cultural mediation at McGill University, University of Sherbrooke, and University of Vermont School of Natural Resources. Andrea is regularly invited as a public speaker to organisations and to conferences, and is a regular at the ADR Center annual conference in Maryland. Her publications include *Justice for Natives: Searching for Common Ground*, as well as others on participatory justice. In 2014, she was invited to become a fellow of the prestigious *International Academy of Mediators*. She is lawyer with commercial and labour experience, and a member of the Quebec Bar. Andrea holds degrees in both civil and common law, as well as political science and international relations. She brings to her practice knowledge of six languages. Andrea is an accomplished artist, and has held numerous photo exhibits and video installations often around the theme of cultural difference.

2.4 It Doesn't Take Two to Tango, or Does it? What about Co-mediation?

Mediation is overcoming impasse and achieving resolution. Co-mediation is an approach, or one tool in the mediator's toolbox, which uses two or more mediators working in tandem to assist parties in reaching a resolution. Co-mediators accomplish this by creating an environment of cooperation, collaboration, optimism about possibilities for resolution, forward thinking, openness to working beyond their biases, creative thinking, enthusiasm, and persistence. Often co-mediation is used to reflect the diversity of the parties.



Joyce A. G. Mitchell is an attorney licensed in Maryland and the District of Columbia, a Distinguished Fellow and Board Member IAM, and a certified mediator in the states of Virginia and North Carolina. Joyce is a nationally recognized in the field of alternative dispute resolution. She began her mediation practice in 1996 and has mediated more than 2000 cases. She mediates for the U. S. Equal Employment Opportunity Commission, the U.S. Department of Agriculture, the US Air Force, the MD Dept of Agriculture mediation program, and for the Financial Industry Regulatory Authority. (FINRA). Joyce is on the roster of mediators for several ADR private dispute resolution providers and mediates for them nationwide for their private and federal government clients. She is a skilled negotiator and has

had more than 500 hours of conflict resolution, and multi-party facilitation in various subject areas, levels, and mediation approaches. She conducts multi-party facilitation sessions, early neutral evaluations, organizational and management conflict inquiries, and fact finding. Joyce regularly speaks at professional association meetings, such as the ABA Dispute Resolution Section on the uses on ADR techniques.

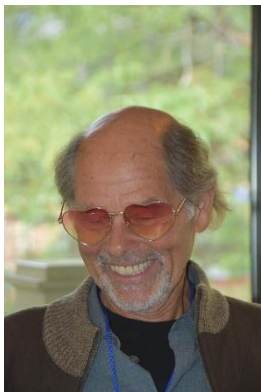


Earlene Baggett-Hayes is an attorney, arbitrator, mediator, magistrate, fact-finder and trainer. She is president of the Law and Mediation Center, PLLC, in Michigan, and is also certified to practice law in Illinois. Earlene has mediated and arbitrated cases for over twenty years and serves on numerous panels and rosters. The areas that she works in extend from employment and commercial law to property, construction and domestic relations matters. She has drafted and conducted over twenty (20) training programs in the area of ADR and written numerous articles on the topic. Earlene is a member of the International Academy of Mediators as a distinguished fellow and has received the State Bar of Michigan “Award for Distinguished Service in ADR.” Mentoring and community service are also staples in Earlene’s practice.

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

1.7 The Art of Resolution: Creating and Sustaining Alignment and Relationship

In this engaging, entertaining, interactive and heartfelt program, Stewart will share his “Cycle of Resolution” and its components for moving through conflict to collaboration. This work is based on Stewart’s seminal works: *Getting to Resolution* and *The Book of Agreement*. He will also speak to the importance of this work, and one’s personal presence as a force for good in the challenging times we are living in.



Stewart Levine improves productivity while saving the enormous cost of conflict using *Agreements for Results* and *Resolutionary* conversational models. As a lawyer he realized fighting is ineffective in resolving problems. At AT&T he learned why collaborations fail: people do not create clarity about what they want to accomplish, and how they will get there. He has worked across the organizational spectrum – Fortune 500, small, government and non-profit. His *Cycle of Resolution* is included in the *Change Handbook*. His best seller *Getting to Resolution: Turning Conflict into Collaboration* (Berrett-Koehler 1998, 2009) was named a Best Business Books of the year and called *a marvelous book* by Dr. Stephen Covey. It has been translated into Russian, Hebrew and Portuguese. *The Book of Agreement* (Berrett-Koehler 2003) has been endorsed by many thought leaders, called “more practical” than the classic *Getting to Yes*. He co-wrote *Collaborate 2.0* and curated and edited *The Best Lawyer You Can Be: A Guide to Physical, Mental, Emotional and Spiritual Wellness* for the American Bar Association. He teaches communication, relationship management and

conflict management skills for The American Management Association. He served as adjunct faculty for the University of California Berkeley Law School and Dominican University Graduate Business School. www.StewartLLevine.com. In 2022 he will publish an anthology of his poetry [Pilgrims Path: Morning Practice for Seekers](#)

2.5 *The Intersection of ADR Professional and Emergency Manager – Is FEMA ADR Work a Good Fit for You?*

You have the skills and the experience. You already know your work as an ADR professional can be very challenging and rewarding. What would happen if you added on overlay of helping FEMA help survivors of natural and person-made disasters? Come to this interactive session and learn what ADR professionals do in a disaster environment, how critical those jobs are, and how one of several job opportunities might be the right fit for you. From maintaining ethical practice, to basics skills, to operating under challenging organizational structures, we'll answer your questions and help you decide if this might be a good fit for you.



Jada Berteaux is the Supervisory ADR Advisor for ADR Reservists. Jada supervises the ADR reservist staff and ensures deployment readiness. She has served as a member of the cadre management team since September 2021. Jada joined the FEMA ADR Cadre in 2019 as a reservist ADR Advisor and transitioned to a full-time Deployable Field Advisor (DFA) position in 2020. Since joining FEMA, Jada has delivered ADR services at multiple disaster operations including Puerto Rico, Minnesota, Texas, New York Vaccination Centers, and the U.S. Virgin Islands. Jada's professional background includes real estate management, public relations and communications.



Matilda Brodnax has over 20 years of Alternative Dispute Resolution (ADR) experience as an Attorney Mediator, Conflict and Workplace Coach, Facilitator, and Trainer. As the Deputy Director of ADR Mission and Programs Branch, she supervises the HQ ADR staff and manages the delivery of a broad range of ADR services. From 2013 to 2019, she managed the FEMA ADR Leadership Coaching Program. Her duties included managing the delivery of coaching services, developing and conducting coaching skills training, and serving as a mentor, leadership, and executive coach. She is a Professional Certified Coach by the International Coach Federation.



Jonathan S. Rosenthal is the Director of the ADR Division at the Federal Emergency Management Agency (FEMA). The ADR Division is within the Office of Chief Counsel at FEMA. The mission of the FEMA ADR Division is helping people before, during, and after a conflict. Accordingly, the ADR professionals in the Division help FEMA employees, stakeholders and partners across the country resolve, manage, and prepare for conflict.

Jonathan has 25 years of ADR experience. Prior to joining FEMA, Jonathan served as the Director of the Maryland Judiciary’s Mediation and Conflict Resolution Office (MACRO). MACRO’s mission is to collaborate with stakeholders to promote the availability, use, and quality of ADR throughout Maryland. Jonathan also served as the Executive Director of ADR Programs for the District Court of Maryland, where he worked to expand, analyze, and improve ADR programs in the District Court and support a roster of more than 325 ADR practitioners.

Acknowledgements

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Accormend Associates
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Felicia Watkins
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Darlene Wheeler

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