

**THE CENTER FOR ALTERNATIVE
DISPUTE RESOLUTION**

37th Annual Conference
**“Managing Conflict in the Workplace
and Beyond”**

Virtual

June 25-26, 2026



THURSDAY, JUNE 25

Welcome and Opening

8:50-9:10a

Concurrent Workshops 1

9:10-10:40a

1.1 ***Bridging Generational Divides in the Workplace: Mediating Cross-Generational Conflict***

Today's workplaces bring together Baby Boomers, Gen X, Millennials, and Gen Z, each with their own values, communication styles, and expectations. While these generational differences can enrich teams, they can also lead to misunderstandings and tension. This session will explore the generational dynamics that often surface in workplace conflict, from varying views on feedback and authority to different approaches to technology and work-life balance. Participants will gain practical tools to help move parties beyond stereotypes, address underlying biases, and foster mutual understanding across generational lines. Whether supporting individuals or teams, mediators will leave with strategies to navigate generational differences and strengthen their practice in today's evolving workplaces.



Cynthia Jurrius is the Director of the Maryland Judiciary's Mediation and Conflict Resolution Office (MACRO). MACRO's mission is to collaborate with stakeholders statewide to promote the availability, use and quality of alternative dispute resolution (ADR) throughout Maryland. MACRO works to develop, evaluate, and consistently improve high quality and innovative dispute resolution programs, to expand awareness of the benefits and uses of ADR, and to increase the use of ADR to respond to changing community needs.

In her previous position at MACRO as Court ADR Resources Director, Ms. Jurrius served as MACRO's primary point of contact for all Maryland circuit courts, working collaboratively with court personnel and other stakeholders to develop and enhance civil and family court ADR programs, as well as providing legal and policy guidance on ADR related matters. Prior to joining MACRO, she served as the Executive Director of Mid Shore Community Mediation Center, where she developed strong partnerships with courts, schools, and other community partners for the resolution of disputes, including matters involving families, youth, parents, grandparents, elders, neighbors, employers/employees, landlords/tenants, businesses, and organizations. Working with hundreds of Mid Shore residents, Ms. Jurrius witnessed the power of ADR to make a positive impact on lives and communities.

Cynthia first trained in mediation in 2005, is trained in Collaborative Law, and is a certified trainer in Restorative Practices. She is also experienced in large group and public policy facilitation. Prior to joining the ADR field, Cynthia practiced law in Prince George's County and on the Eastern Shore, in the areas of land use and real property, environmental law, trusts and estates, business, and commercial transactions. She is a graduate of Lehigh University (B.A) and George Washington University, National Law Center (J.D). Cynthia is a past chair of the Alternative Dispute Resolution Section of the Maryland State Bar Association.

Bringing a diverse background and a willingness to listen to a broad range of perspectives, Cynthia works to promote fair, efficient, and effective justice for all by expanding the availability of high-quality dispute resolution in Maryland. Cynthia.Jurrius@mdcourts.gov
410.260.3552



Jenn Williams is the Program Manager for the Maryland Program for Mediator Excellence (MPME) at the Maryland Mediation and Conflict Resolution Office (MACRO). In this role, she supports Maryland’s mediators through initiatives that promote high standards of practice, continuing education, and reflective growth. With over a decade of experience in conflict resolution, Jenn brings a strong focus on quality assurance and program evaluation to her work advancing alternative dispute resolution (ADR) across the state.

Before joining MACRO, Jenn led school-based conflict resolution programs and served as Executive Director of the Mid Shore Community Mediation Center, expanding access to mediation for families, community members, and organizations. Her background as a practitioner informs her commitment to helping mediators strengthen their skills and align with best practices in the field. At MPME, she leads efforts to encourage ethical practice, peer consultation, and ongoing professional development.

Whether supporting mediators through training and resources or contributing to statewide ADR initiatives, Jenn is passionate about fostering excellence and growth within Maryland’s mediation community.

1.2 ***Fostering Inclusion in Mediation***

Join us for an *informative chat* about inclusion in mediation with one of the alternative dispute resolution field’s internationally recognized mediator, arbitrator, and trainer, Marvin Johnson, Founder and Executive Director of the Center Alternative Dispute Resolution (CADR). Workshop attendees will explore what it means to be “inclusive in mediation”. How is inclusion being impacted? What are the barriers to inclusion in mediation? How do mediators overcome barriers to inclusion? What should mediators do to foster inclusion? This workshop shall utilize an interactive format.



Marvin Johnson is a nationally recognized mediator, arbitrator, and trainer with more than 40 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 workshops and lectures extensively on the subject of conflict management. He has mediated and arbitrated 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 has been recognized for his dispute resolution expertise by three Presidents of the U.S., a Secretary of the U.S. 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, MD. He has served on numerous national dispute resolution boards and panels, including the Association for Conflict Resolution, the American Bar Association’s Section of Dispute Resolution, the International Academy of Mediators, the American Arbitration Association, and the Federal Mediation and Conciliation Service.

Mr. Johnson received his Doctorate of Jurisprudence from Catholic University. He has a Bachelor of Science Degree in Business Administration from Kent State University and a Master of Science Degree in Industrial Relations from the University of Wisconsin. Mr. Johnson has worked for the Department of Labor, the Federal Labor Relations Authority, the Federal Mediation and Conciliation Service, the National Treasury Employees Union, the National Football League Players’ Association, the National Academy of Conciliators, and was Professor of Labor Relations, Business Law, and Dispute Resolution at Bowie State University for 16 years.



Angelia Tolbert, Esq. has served as a mediator, arbitrator, facilitator and conflict resolution service provider for nearly thirty-five (35) 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.

Concurrent Workshops 2

11:00a-12:30p

2.1 *Last Resorts: Using Counter-Design in ADR and Beyond*

Collaborative conflict resolution processes aren't always possible, especially in bureaucracies where communication is limited. When all else fails, rejected parties can still make progress: Andrew Mamo introduced a theory of “counter-design,” where parties challenge and reimagine dispute resolution systems through activities like unveiling, tagging, and assembling. An example is Dan Bernstein's work convincing dispute resolution organizations to update policies that were stigmatizing mental illness. This workshop uses Dan's stories as counter-design case studies. Participants will receive tools they can use right away to [1] create better systems so there is no need for counter-design, and [2] apply counter-design strategies when stuck in a system that is not working.

We will answer questions like:

- Which organizational cultures leave no other problem-solving option but "counter-design" activities?

- What are the best ways for a rejected "counter-designer" to make an impact by unveiling (showing a problem exists), tagging (creating a record of past instances of the issue), and assembling (bringing together more people to help raise attention to the issue)?
- Why is it so painful for "counter-designers" to experience rejection and for dispute resolvers to field complaints?
- How can trauma-informed approaches reduce distress for all parties involved?
- Are there changes individual dispute resolvers can make to be more receptive to feedback so that the last resort of "counter-design" activities is not needed?



Dan Berstein, MHS, is a mediator living with bipolar disorder. Since 2012, Dan's company MH Mediate has helped professionals, organizations, and government agencies address challenging behaviors without discriminating against people who have mental health conditions. His book, [Mental Health and Conflicts](#), was published by the American Bar Association in 2022. After interpersonal struggles and bipolar symptoms led to Dan's termination from the ABA, he launched civility resources to help people navigate distress, tough topics, and obstacles without becoming dysregulated and

unprofessional. A new edition of [Mental Health and Conflicts: A Handbook for Empowerment](#) was published by Mitchell Hamline School of Law's DRI Press in 2026. Dan holds degrees from the Wharton School and the Johns Hopkins School of Public Health.

2.2. ***When Marital Status Intersects with Title VII Sex Discrimination “What’s Love Got to Do with It?”***

Marital status itself may not be expressly protected under federal Title VII, but marital and relationship-related dynamics can intersect with sex discrimination, retaliation, favoritism, caregiver assumptions, emotional bias, and workplace conflict in ways that create significant organizational risk. This thought-provoking ADR Conference presentation explores the hidden intersection between marital dynamics, familial responsibilities and workplace relationships and Title VII exposure.



Linda R. Taylor, Ph.D. is a Certified Conflict Resolution Business Coach, Trainer, and Employment Law Mediator with over 15 years of experience resolving high-stakes workplace disputes. With a unique blend of legal expertise, emotional intelligence, and strategic coaching, Dr. Linda has successfully mediated hundreds of complex discrimination cases—including those involving sex, familial status, and relationship-based bias. Her lived experience and legal training bridge the gap between compliance and compassion, making her a powerful advocate for sustainable workplace change.

Concurrent Workshops 3

1:00-2:30p

3.1 ***What the World Needs Is More Courage - How Do We Create Brave Space Instead Of “Safe Space”?***

Meghan Clarke and Kate McCracken will lead an interactive session exploring the shift from creating “safe spaces” to cultivating brave spaces in conflict resolution, leadership, and human dialogue.

Because the truth is: there is no such thing as a perfectly safe space. We are human beings navigating complexity, emotion, tension, and differing lived experiences. The goal is not to eliminate discomfort or conflict. The goal is to create spaces brave enough to hold honesty, accountability, curiosity, repair, and real conversation.

Grounded in the realities of mediation, facilitation, and organizational life, this session invites participants to explore what it truly takes to hold courageous conversations in today's evolving landscape. Together, we will examine how mediators, arbitrators, and facilitators can create the conditions for deeper trust, stronger connection, and meaningful transformation, without demanding perfection or avoiding tension.

This session is designed for conflict resolution professionals seeking practical, human-centered approaches for navigating complexity, conflict, and connection with greater courage and presence.

M E Clarke Consulting (MECC) is an organizational development practice dedicated to helping people, teams, and organizations do great work better. Through a transformative and participatory approach to strategy and culture, MECC elevates leaders and their teams to the next level. Founder Meghan Clarke and partner Kate McCracken both bring rigorous strategic thinking and deep human attunement to their work, grounded in a shared conviction that strategy and humanity are not competing priorities but the same work.



Meghan Clarke founded MECC and specializes in cultural transformation, strategic visioning, and leadership development, with over 2 decades of experience as a trusted strategic partner. Early in her career, she led community reconciliation projects across the country, addressing environmental harms, community-police relations, educational inequities, and religious-based conflicts. Since then, she has partnered with Deans, Chief Information Officers, VPs, and Presidents to co-create cutting-edge

strategic plans and radically change organizational culture, designing and implementing dozens of processes ranging from two to hundreds of participants. Her approach is participatory, data-driven, and grounded in the belief that culture and strategy must evolve together. Currently, her most difficult and satisfying work is being a mom to her two daughters (raising the next generation of fierce and sassy is no joke).

Kate McCracken (she/they) joined MECC as a partner and lives by the belief that "we do better when we feel better." As a coach, consultant, and community-building change facilitator, her gifts cultivate the collective leadership consciousness needed to actualize the future that wants to emerge. Her 20+ years in the public and private sectors help uncover and remove the barriers between aspirational visions and collective success. Kate has the right words at the right moment and holds a loving but firm mirror up to show clients the excellence that already exists within them. Her approach is steadfast gentleness that somehow moves mountains in minutes. A creative at heart, she is happiest with a hunk of clay in her hands or writing stories about life and living. She is joyfully married to another artist, learning to parent a young adult away at college, and grateful she still has a dog at home to boss around.

3.2 ***Working with Descendants***

Join Anderson Flen (current chair of the Africatown Heritage Preservation Foundation) and Jess Harris (board president for the Descendants of Enslaved Communities) as they discuss the challenges and rewards of collaboration with mediators Don Edwards, Selena Cozart, and Frank

Dukes. Panelists will draw on multiple experiences working with descendants of the enslaved and their communities on issues of standing, shared power, memorialization, reparations, and more.



Frank Dukes, Ph.D. is a mediator and facilitator with the Institute for Engagement & Negotiation at the University of Virginia. He has mediated numerous collaborative change processes and authored many publications, including most recently “Rethinking Systems Design for Racial Justice & Equity: ‘We Don’t Want Any of That Neutrality’ and Other Lessons from Mediating Race and Equity,” with co-author Selena Cozart. He founded University & Community Action for Racial Equity (UCARE) to address UVA’s legacy of slavery and white supremacy, led community engagement as a member of the design team for UVA’s Memorial

to Enslaved Laborers as well as the ongoing Swords into Plowshares project creating new art out of Charlottesville’s former Lee statue, and was a member of Charlottesville’s Commission on Race, Memorials and Public Spaces determining the fate of the City’s Confederate statues. He served as co-mediator for a transformative process that resulted in the descendants of the enslaved communities at James Madison’s Montpelier gaining parity at this National Trust for Historic Preservation property, including equal representation on the board of directors. He was awarded the 2016 John C. Casteen III Diversity-Equity-Inclusion Award for the University of Virginia, and the 2012 Sharon M. Pickett Award for Environmental Conflict Resolution. He is currently chair of the Board of the anti-hate group Not In Our Town.



Don (Mencer Donahue) Edwards currently advises Diana Carter, Emory University’s Chief Administrative Officer and Vice President, as well as other senior enterprise leaders. Don served as co-founder, CEO, and a principal of Justice and Sustainability Associates (JSA), a for-profit management consulting firm located in Washington, DC after its founding in 1999. Prior to his retirement in 2024 to be treated for cancer, international, federal, regional, state and local planning, transportation, parks and economic development agencies, corporations, universities, foundations and community-based organizations recognized Don as one of the deftest facilitator-mediator-negotiators and civic

engagement designers working globally in the field of land use and sustainable development. Having recovered his health, on July 1, 2026, Don will return to active duty as JSA’s CEO.



Dr. Selena Cozart is a facilitator, leadership coach, and community engagement strategist with more than a decade of experience designing and leading participatory processes across nonprofit, philanthropic, and community settings. Through Cozart Consulting and the Resonant Lineage Institute, she supports leaders and communities in building connection, advancing equity, and creating conditions for meaningful change. Her work includes partnering with descendant communities and historically impacted populations to design engagement processes that

honor lived experience, cultural memory, and community voice. Dr. Cozart brings an approach grounded in deep listening, reflection, and practices that support individual and collective transformation.



Anderson Flen is the current Chair of the Africatown Heritage Preservation Foundation. He has prided himself as a bridge builder in his personal and professional life. Anderson was born in Magazine Point Alabama (Africatown) and is a 1968 graduate of Mobile County Training School (MCTS). He served in leadership roles in high school: President of the student Government his Junior and Senior years, quarterback of the 1966 MCTS State Champions undefeated football team and co-captain of the undefeated 1968 baseball team. He was also a member of the various social and academic clubs in high school, and a member of the first Upward Bound program at Spring Hill College in Mobile

Alabama in the summer of 1967. It should be noted, the school in Africatown was designed to be student lead as part of its cultural and the community cultural.

He was one of two high school juniors to negotiate the first contract to host a high school junior senior prom for an all-segregated black high school at a major hotel (The Mobile Battle House) in Mobile Alabama in 1966-67, as a test of the 1965 Civil Rights bill. In 2018, on his 50th 1968 high school class reunion, Anderson's class returned and rented the largest ballroom in the hotel, and invited all their living teachers to attend. His education was directly impacted by the community culture and history of the descendants of the slave ship Clotilda, founders of Africatown. He attended and graduated from Saint Paul's College in Lawrenceville, VA. Where he served as their National Alumni President in the 1990s for two terms.

He helped initiate the Africatown Connections Blueway Project with the National Park Service (NPS), as President of the MCTSAA, signing the technical assistance grant in 2016 with NPS. This project identified 14 points of interest on the water surrounding Africatown as historically significant. In January of 2026, the first Blueway site was dedicated at Lewis Landing with the placement of a UNESCO Middle Passage Port Marker with the support of the Mobile County commission. This historical event made this the first water park for kayaking, fishing and community gathering in Africatown on the Blueway.

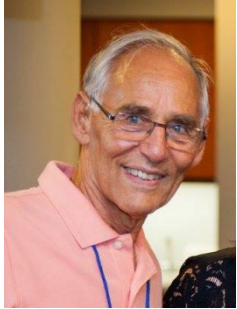
Anderson was instrumental in working to develop the Africatown Collective in 2023. These Ten Africatown nonprofits worked together in the community to receive the Mobile Bar Association Liberty Award, making it the first time in the Mobile Bar Association history that the Liberty Award has ever been given to more than one organization or person. The Africatown Collective worked together to improve the Africatown community.



Jessica Harris is the President of the Descendants of Enslaved Communities of Virginia. Her work focuses on the intersection of education, community, and arts. She holds a Master's in Educational Psychology from the University of Virginia, and a Doctorate of Education focused on out-of-school learning from the University of Pittsburgh. She serves as Assistant Director of Community Research at the Center for Community Partnerships at UVA, where she focuses on community-embedded research and projects. She has been published in arts journal *Arts Praxis*, the *American Alliance of Museums*, *Transformative Social Impact*, and other publications. Jessica is also the Founder and

Artistic Director of a 501(c)3 arts education nonprofit dedicated to uplifting the human spirit and increasing arts access.

4.1 **Mediation, Neutrality, Tyranny, and Resistance**



Kenneth Cloke is Director of the Center for Dispute Resolution in Santa Monica, CA and a mediator, arbitrator, facilitator, coach, consultant, and trainer, specializing in communication, negotiation, and resolving complex multi-party disputes, including marital, divorce, family, community, grievance and workplace disputes, collective bargaining negotiations, organizational and school conflicts, sexual harassment, discrimination, and public policy disputes; and designing preventative conflict resolution systems. His facilitation, coaching, consulting, and training practice includes work with leaders of public, private, and non-profit organizations on effective communications, dialogue, collaborative negotiation, relationship and team building, conflict resolution, leadership development, strategic planning, designing systems, culture and organizational change.

He served as an Administrative Law Judge for the California Agricultural Labor Relations Board and the Public Employment Relations Board, a Factfinder for the Public Employment Relations Board, and a Judge *Pro Tem* for the Superior Court of Los Angeles. He has been an Arbitrator and Mediator for over forty years in labor management disputes and is a member of a number of arbitration panels. He received his B.A. from the University of California, Berkeley; J.D. from U.C. Berkeley's Boalt Law School; Ph.D. from U.C.L.A.; LLM from U.C.L.A. Law School; and did post-doctoral work at Yale University School of Law. He is a graduate of the National Judicial College and has taken graduate level courses in a variety of subjects.

He is an internationally recognized speaker and author of *Mediation: Revenge and the Magic of Forgiveness*; *Mediating Dangerously: The Frontiers of Conflict Resolution*; *The Crossroads of Conflict: A Journey into the Heart of Dispute Resolution*; *Conflict Revolution (1st and 2nd Editions)*; and *The Dance of Opposites: Explorations in Mediation, Dialogue and Conflict Resolution Systems Design*; *Politics, Dialogue and the Evolution of Democracy*; *Words of Wisdom*; *Ordinary Ecstasy: A Meditation Home Companion*; *Mediation in a Time of Crisis*; and *The Magic in Mediation*.

He is co-founder and first President of Mediators Beyond Borders. He has done conflict resolution work in Armenia, Australia, Austria, Bahamas, Brazil, Canada, China, Cuba, Denmark, England, Georgia, Greece, India, Ireland, Japan, Mexico, Netherlands, New Zealand, Nicaragua, Pakistan, Puerto Rico, Scotland, Slovenia, Spain, Switzerland, Thailand, Turkey, Ukraine, USSR, and Zimbabwe.

4.2 **Big House Mediations – Transforming Conflict Inside Prison Walls**

This highly informative and engaging workshop will introduce participants to innovative approaches for teaching and practicing mediation within a prison setting. Come to this session to learn about life-changing and life-saving conflict management work taking place at a Maryland maximum-security prison for men. Hear from visionary leaders who established a unique program harnessing conflict transformation and peacemaking principles to advance the use of mediation and conflict interventions within a correctional facility. Presenters will provide an overview of the Big House Mediation and Conflict Resolutions program, focus on the kinds of conflicts it addresses, offer examples for teaching mediation and negotiation in a prison setting, and provide information on

training techniques that meet the needs of incarcerated people. Be part of this important conversation to reflect on opportunities to be of service to what is sadly and all too often a forgotten population in these times of mass incarceration and disproportionate confinement of people of color, both in Maryland and nationwide.

Scott C. is a combat veteran who served on the front lines in the Gulf War and has been incarcerated since 1998. He has been a teaching assistant, program advisor, and clerk for the University of Baltimore Second Chance Program since 2022. Scott has facilitated numerous groups within the Jessup Correctional Institution (JCI) including Big House Mediation and Conflict Resolutions, the Georgetown University Criminal Defense & Prisoner Advocacy Legal Writing Clinic, and various veterans' leadership groups. He spends as much time as he can doing volunteer work trying to help others as a way of giving back to the community and preparing for reentry.

Jeffrey E., Sr. CPRS is a co-founder who creatively contributed to the blueprint for Big House Mediation and Conflict Resolutions. He began with the University of Baltimore as a mentor and is now an honors student earning a bachelor's degree in human services and entrepreneurship. He is qualified as a mediator by Community Mediation Maryland, as a dedicated facilitator/trainer for Alternatives to Violence Project, as Lead Facilitator for the Houses of Healing Program. He is also a United States Military Peace time Veteran, a Founding Member of Reform Jewish faith group, a facilitator for Victim Impact/Awareness, a SMART Recovery Lead, a Liaison for Anne Arundel County Police Department Positive Impact Reentry program, and a Psychology/Social work editor for 'Outback Observer' newsletter. He has over 25 years of lived experience and 10 years training in maladaptive behavior disorders, substance-use challenges, creative conflict resolution, and mediation. He is a Certified Peer Recovery Specialist whose experience as an Administrative Peer Recovery Specialist empowered him to achieve leadership roles in the creation, development, and management of the first Peer Recovery Special Program in the history of the Maryland correctional system. Jeffrey is very grateful to be in a leadership role strategically dismantling the culture of addiction and violence at JCI as a respected, credible Behavioral Health professional.

Lou Gieszl is Assistant State Court Administrator for Programs at the Maryland Judiciary, where he oversees innovative judicial departments that support equal justice, mediation and conflict resolution, juvenile and family services, problem-solving courts, access to justice, and policy research for trial and appellate courts statewide. Prior to this, Lou served for 16 years as Deputy Executive Director of the Maryland Judiciary's Mediation and Conflict Resolution Office (MACRO), a statewide resource for conflict resolution programs and mediator excellence. He is a National Center for State Courts Certified Court Executive, with twenty-five-plus years of high-level judiciary policy experience. In addition, he has served as an adjunct professor at the University of Baltimore's (UB) Program on Negotiations and Conflict Management for the past 20 years, teaching mediation and negotiation courses at the graduate and undergraduate levels. In recent years, Lou has had a pleasure of teaching for UB's Second Chance Program, which offers undergraduate degrees within a maximum-security prison for men. Through his work for Second Chance, Lou supported students to launch Big House Mediation and Conflict Resolutions, a conflict intervention and training program by and for incarcerated individuals at the Jessup Correctional Institution.

A skillful mediator, facilitator, trainer, and conflict manager, Lou is active in mediation at the national and local levels. Lou is a former president and diversity officer of the Association for Conflict Resolution, the leading organization for all conflict resolution practitioners. He has also served on the Board of Directors of the Institute for the Study of Conflict Transformation, the world's premier center for the advancement, practice, and study of mediation in the transformative

framework. Lou holds bachelor's degrees in English, philosophy, and political science, and a master's of public policy degree, all from UMBC, an Honors University in Maryland.

Reginald L. is a University of Baltimore Second Chance student. He currently facilitates many programs at Jessup Correctional Institution (JCI) such as Big House Mediation and Conflict Resolutions, Positive Change Coalition, and Returning Citizens Peace Movement. He is the creator of the five P's (PRACTICING PEACE PERSISTANTLY PROVIDES POWER) for Returning Citizens Peace Movement. He is one of the Violence Interrupters for the JCI community. Reginald is a mentor and skilled mediator who uses a variety of intervention strategies, which gives him the ability to resolve conflicts amongst the men within the institution. He brings a positive energy to every environment he enters, which allows him to get along with everyone.

Jay M. is the founder and director of Big Houses Mediation and Conflict Resolutions, a dispute resolution and training program for incarcerated individuals at the Jessup Correctional Institution (JCI), a maximum-security prison in Maryland. The program helps future mediators to get in touch with their feelings and to understand the emotions that others experience in conflict situations. Big House also offers mediation skills training and direct intervention in interpersonal disputes. Jay is also a co-creator of the Returning Citizens Peace Movement at JCI which promotes peace throughout the institution, especially on peace promise weekends that coincide with Baltimore Peace Movement events. In addition, Jay facilitates the Alternatives to Violence Project (AVP) and other programs throughout the JCI prison. He earned his bachelor's degree in human service administration in 2025 and his basic mediation training certificate in 2023 from the University of Baltimore Second Chance Program. Mr. Moore now works for Second Chance as a teaching assistant, mentor, and learning coordinator.

FRIDAY, JUNE 26

Concurrent Workshops 5

9:00-10:30a

5.1 *Conflict Resolvers' Relevance in Everyday Conflicts*

Since conflicts are a fact of life and universal, there is no shortage of conflicts. There is also an ever-growing number of conflict resolvers being trained and educated about ways to manage conflicts more creatively and effectively. Given this context, how relevant are trained conflict resolvers in addressing everyday conflicts? This session will explore what roles exist for conflict resolvers in addressing the wide range of conflicts.



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 has focused 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.

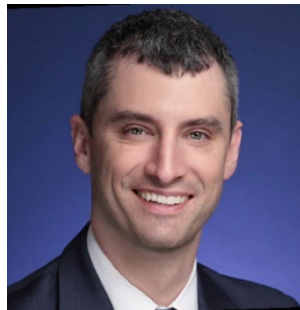
5.2 ***Creating Pathways for Restorative Justice***

CLUSTER Community Services, the Conflict Dispute Resolution Center (CDRC) serving the Bronx, Westchester, and Rockland counties of New York, has spent decades partnering with courts, schools, and communities to build meaningful pathways to restorative justice.

Drawing on that experience, the restorative justice team will share insights from past and current initiatives: individualized support for court-involved youth, restorative interventions that resolve conflict and repair harm, relationship-building in schools, and skills-development for the next generation of community leaders.



Trudy Junkroski is a restorative justice practitioner based in New York with roots in Florida. A graduate of the International Institute for Restorative Practices, she holds a Master of Science in Restorative Practices and serves as Restorative Justice Supervisor for CLUSTER Community Services, a Community Dispute Resolution Center serving New York's Bronx, Westchester, and Rockland counties. Trudy is co-founder of Re-Entry 2.0, supporting individuals returning to community after incarceration. Drawing on 16 years of teaching experience across Pre-K through high school and correctional settings, Trudy is passionate about bringing restorative practices to schools, workplaces, faith communities, and beyond to build connection and repair harm.



Matt Mishkin is a former attorney and recruiter with a wealth of experience in mediation and conflict resolution. He currently serves as a peer mediation coordinator with CLUSTER, Inc. working with numerous high schools in Westchester and the Bronx to teach restorative justice principles.

Concurrent Workshops 6

11:00a-12:30p

6.1 ***The Evolution(?) of Mediation: Challenges, Progress and Lessons Learned***

This session will focus on:

Premeditation: Encourage the parties to prepare, prepare, prepare; Parties: Know the issues and positions of the opponents (What matters most; WATNA); Mediator: Know the issues and positions of the parties; Determine the current status of settlement, new statutes and executive orders; contractual terms; liability; pending deadlines; other; and, Determine the readiness and willingness for ending the conflict (resolution, apology, forgiveness)

Process: Explore: What is this mediation really about? What matters most? Are they revealing their real selves and/or their real issues? Who is at the table; Capacity to resolve; and, AI: Mediation is inherently human?



Joyce A. G. Mitchell is the Immediate Past President and Distinguished Fellow of the International Academy of Mediators (IAM), a 2022-2023 member of the ADR Section Board of the Maryland State Bar Association, a certified mediator in the U. S. states of Virginia and North Carolina and an attorney licensed in Maryland and the District of Columbia. She is listed in the American Bar Association's Women in Dispute Resolution (WIDR) directory, 2023 and 2024.

Joyce taught ADR techniques: mediation, interviewing, counseling and negotiation at the Columbus School of Law at Catholic University for six years. She currently teaches arbitration at the Carey School of Law,

University of MD. She was a co-trainer of the Maryland State Bar Association 40 hr. basic mediation training for 5 years.

Joyce is recognized in the field of alternative dispute resolution. She began her mediation practice in 1996 and has mediated in more than 3,000 cases. She mediates independently for the U. S. Equal Employment Opportunity Commission, the Financial Industry Regulatory Authority (FINRA), and for private entities. Joyce is on the roster of mediators for several private dispute resolution providers and mediates for them nationwide and internationally for their private and federal government clients. She is a commercial arbitrator for the American Arbitration Association (AAA). Joyce is a skilled negotiator and conducts multi-party facilitation sessions, early neutral evaluations, organizational and management conflict inquiries, and fact findings.

Joyce is a member of the Maryland Program for Mediator Excellence (MPME), and a former member of the Maryland Council for Dispute Resolution (MCDR). Joyce has lectured for numerous organizations including the Center for Alternative Dispute Resolution (Greenbelt MD), the Maryland Program for Mediator Excellence (MPME), the Maryland State Bar Association's ADR Section, the MD Judicial Training Center, and the National Bar Association. You can hear her at this ABA Dispute Resolution site entitled: Idle Chat: [ABA Section of Dispute Resolution Idle Chat: Joyce Gates Mitchell - YouTube](#). jamitchesq@gmail.com

6.2 ***ABA Ethics Opinion 518 and How It Affects Lawyer-Mediators, Mediation with Pro Se Disputants, and Mediator Proposals***

The American Bar Association Standing Committee on Ethics and Professional Responsibility issued an important Formal Opinion 518 addressing lawyer-mediator ethics. Find out what two very experienced ADR professionals have to say about how it affects you even if you're not a lawyer or a member of the ABA. Analysis and discussion led by Marvin Johnson, founder of the Center for Alternative Dispute Resolution, and Paul Monicatti, co-founder of the International Academy of Mediators.

Marvin Johnson (See *Bio Workshop 1.2.*)



Paul F. Monicatti is a full-time, independent, professional alternative dispute resolution (ADR) expert based in Detroit, Michigan, who has been an attorney since 1978, an arbitrator since 1983, and a mediator since 1986 in virtually all areas of law except family law and criminal law. He served as court-appointed Settlement Master and Mediator in federal court when he successfully helped resolve two major Flint, Michigan water contamination-related cases in 2017 and in state court when he successfully helped resolve nearly all of the multi-billion-dollar Dow Corning breast implant insurance coverage litigation involving 112 defendants in the mid-1990s. The settlement of Flint’s unprecedented water contamination remediation case was hailed by *The Washington Post* and *Associated Press* on August 20, 2020 as a landmark deal. He also served in the early 1990s as the party-selected mediator in federal court when he successfully helped resolve the highest monetary damages claim paid in a fair housing discrimination case in U.S. history at that time.

Paul co-founded and is a Distinguished Fellow, past President, and current Board member of the International Academy of Mediators (IAM), receiving its highest award. He received the Center for ADR’s *Recognition Award* in 2017 for his dedicated service and commitment to the needs of its culturally diverse community, and also served on the National Advisory Board for ACCESS ADR, a previous joint project of the American Bar Association and JAMS (an ADR service provider) which promoted diversity in dispute resolution. In 2024, he received IAM’s Certificate of Recognition for outstanding achievements in elevating the visibility of women in the dispute resolution profession and encouraging gender equality for women worldwide. Paul taught ADR advocacy skills in law school, published and presented extensively on ADR topics throughout North America, and was interviewed and quoted as a negotiation expert in *Inc* magazine’s May 2017 article “Let’s Make a Deal” about negotiation tips and strategies.

Plenary

1:00-2:30p

The Art of Impasse-Breaking in Mediation

David Hoffman will share techniques for breaking impasses in family, business, and employment cases. Drawing on his recently published book, “The Art of Impasse-Breaking in Mediation: A Handbook for Mediators, Lawyers, and Other Conflict Resolvers” (American Bar Association 2025), David will focus in particular on the psychological dimensions of impasse breaking.



David A. Hoffman is the John H. Watson, Jr. Lecturer on Law at Harvard Law School, where he teaches three courses: Mediation; Legal Profession: Collaborative Law; and Diversity and Dispute Resolution. David is also an attorney, mediator, arbitrator, and founding member of [Boston Law Collaborative, LLC](#), where he handles cases involving family, business, employment, and other disputes. Prior to founding BLC in 2003, David was a litigation partner at the Boston firm Hill & Barlow, where he practiced family law, employment law, and general litigation for 17 years. He is past chair of the American Bar Association Section of Dispute Resolution, a Distinguished Fellow of the International Academy of Mediators, and a recipient of Lifetime

Achievement Awards from the American College of Civil Trial Mediators and the Academy of Professional Family Mediators. David has published four books (including “Bringing Peace into the Room,” with co-editor Daniel Bowling) and more than 100 articles and book chapters on law and

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. David's 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. Together they have five adult children, an adolescent cat, and a rescue Golden Retriever from Serbia. Links to his publications and his bio can be found here: <https://blc.law/team/david-hoffman>.

Concurrent Workshops 7

3:00-4:30p

7.1 ***Bridging the Gap: Alternative Dispute Resolution at the Intersection of Animals, Disabilities, and Public Health***

Alternative dispute resolution remains underutilized in conflicts involving aging populations, individuals with disabilities, and disputes touching their companion animals or service animals. Despite the Americans with Disabilities Act of 1990, as amended, encouraging ADR as a resolution pathway, people with disabilities remain underserved and underrepresented as ADR professionals. This session will directly confront these gaps.

Mediation, policy facilitation, and comprehensive ADR tools must be deliberately expanded to serve those navigating conflicts at the intersection of disability, aging, and animals. The co-speakers will examine how law historically treated animals as private property, rendering the human-animal bond invisible to formal dispute resolution systems. However, emerging case law signals judicial recognition of animals' value as something more than property, providing opportunities and obligations for ADR practitioners. The expanding role of facility and courthouse dogs in legal proceedings exemplifies this shift, representing therapeutic innovation as well as a values statement about accessible and trauma-informed justice. The co-speakers will anecdotally also discuss their lives with animals and how they use this as ADR professionals.

Drawing on their extensive careers, the co-speakers will foster these outcomes:

- Explore building an interdisciplinary community of practice, equipping ADR professionals with cultural competence.
- Introduce two actionable programs: "Accommodate the Accommodator" (a conflict resolution platform for public accommodations) and de-escalation frameworks like "Stop, Drop, and Role"
- Provide practical resources and insights for practitioners, institutions, and communities.



Gary C. Norman, Esq. L.L.M., Lawyer, Consultant, and Adjunct Law Professor. As one of his many attributes and skills, Gary is recognized for his long-term public policy dialogue work, often using food to bring leaders to the table. As a collaborative, creative, and holistic lawyer, Gary champions being healthy, included, and well in every setting. Whether you need help with governance or want insights into public policy advocacy and implementation, Gary delivers with a fun, approachable style. He has long collaborated with Maryland Non-profits to improve its disability inclusion, serving as a member of the consultants for the Standards for Excellence

Program and as an Associate consultant.

He is a powerhouse for collaborative engagement, offering integrative legal advice and coaching with a dash of creativity. In May 2025, Gary wrapped up a 25-year career as a Staff Attorney at the U.S. Centers for Medicare and Medicaid Services. He navigated and counseled on complex reimbursement disputes with skill and empathy.

Gary is on the Board at the National Institute for Rural and Minority Health, and in 2025, co-presented at the “Tri-State Symposium” on aging and disabilities. He served as the 2025-26 Chair and then as the 2026-27 Immediate Past Chair of the ADR Section of the Maryland State Bar Association. He is a member of the Board of Trustees of two Charitable Foundations at the Bar Association of Baltimore City and Mt. Moriah Lodge No. 116. National Public Healthcare Policy Leadership: Gary jumped into the Multi-Sector Partner Group at the Center for Health Justice, AAMC, tackling big issues for his most recent national client. His scholarship has focused on improving disability related law and addressing healthcare disparities through legal epidemiology and through social entrepreneurship. A former policy advisor at the Office of Minority Health, he has co-led disability policy initiatives, especially for people facing tough health disparities.

He designed and implemented for five iterations, a non-partisan animal law symposium that discussed animal law and policy through the benefit of divergent political perspectives. He served as a Maryland Public Policy Conflict Resolution Fellow when Chair of the Maryland Commission on Civil Rights. He served as a consultant at the Maryland Mediation and Conflict Resolution Office and has collaborated with that arm of the courts on various efforts to improve understanding of disability. He served, as a collateral duty for twenty or more years, as a senior mediator through Federal Sharing Neutrals.



DEBRA VEY VODA-HAMILTON, JD, a graduate of Cardozo School of Law, has dedicated the past 11 years to integrative law and mediation, resolving disputes between people involving animals. Hamilton Law and Mediation PLLC is the nation's first solo mediation practice exclusively focused on animal-related conflicts — from pet custody in divorce to veterinary malpractice to breeder-buyer disagreements, to animal welfare policy affecting state and city legislators, advocates, and community stakeholders.

Debra speaks at premier legal and veterinary forums, including the American Bar Association Family and Divorce Mediation Council, and veterinary conferences. She equips professionals with conscious communication skills that defuse difficult situations and preserve relationships, building confidence in addressing conflict — nipping it in the bud.

She hosts the *Why Do Pets Matter?* podcast and the soon to be launched *Pets, Problems, and People*, and leads the 1,000-member MAAP community. Debra is the go-to resource for the *New York Times*, *Wall Street Journal*, and Reuters, and is the Amazon best-selling author of *Nipped in the Bud, Not in the Butt: How to Use Mediation to Resolve Conflicts Over Animals*.

7.2 **Rethinking Entrenchment – NOW What Should I Do?**

We’ve all been there. A Claimant asks for three times what the law allows, so there is “room to move.” A Respondent offers one-third of the medical bills in a clear liability case because “they are asking too much.” Throughout the session, each side dislikes where the other party is, and doesn’t want to move.

Maximalist demands, minimum offers. Movement stalls because of what the counterpart is (isn't doing). What to do now?

This is a workshop of ideas about how to approach entrenchment – or what looks like entrenchment. Let's test some new approaches, let's figure out what will work. You might leave this workshop with a brand-new tool you can try out on Monday.

Presented by **Jeff Jury**, long-time friend of the Center.



Using a style described by one attorney as “deliberative, pragmatic and strategic,” Jeff sees mediation as organized problem-solving. He has served as a mediator since 1997, exploring cases and making strategic recommendations where needed, with the end goal of fair compromise. Jeff will follow up tenaciously if a matter does not settle on mediation day, because mediation is a process, not a ritual.

Jeff has served as an arbitrator since 2002, serving as Chair and Panelist in cases involving construction; business dissolution and fiduciary duty; business disputes; health care facility, non-subscriber and professional negligence cases.

His 36 years of client representation work from 1986 through 2022 ranged from representing clients in high-stakes construction arbitrations, commercial litigation, and trying personal injury and product liability cases. He also maintained a practice as a business lawyer, representing many local businesses.

Jeff was elected an Associate Member of the American Board of Trial Advocates, and was Board Certified in Personal Injury Trial Law by the Texas Board of Legal Specialization until he refocused his professional attention toward his work as a mediator and arbitrator. He served a term as a member of the Texas Pattern Jury Charge Committee responsible for a book intended to assist the bench and bar in preparing the court's charge in jury cases involving business, consumer, insurance and employment cases.

The Austin Bar Association conferred the Professionalism Award on Jeff in 2009, recognizing him as a lawyer “who best exemplifies, by conduct and character, truly professional traits that others in the bar seek to emulate, and who all in the bar admire.”

Following the example of people who were great influencers in his life, Jeff is a teacher at heart, teaching ADR, Mediation and Negotiation since 2012 as an Adjunct Professor at the University of Texas School of Law. He has also taught as an adjunct at his alma mater, Baylor Law School; and in graduate programs at Southern Methodist University and Texas State Universities.

<https://lakesidemediation.com/team/jeff-jury/>

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