



2017 ACR Annual Conference Presenters Biographies

Jeff Aresty is the founder and President of the InternetBar.Org, and organization dedicated to access to justice issues world-wide. He is the founder of the ABA Tech Show, a former officer of the American Bar Association, and one of the leading voices world-wide in the application of technology to all forms of conflict engagement.

Judge Anne Ashby shines in many roles: civil litigation strategist, trusted advisor, arbitrator, mediator, and problem-solver. In each role, she draws on her background as a trial lawyer and jurist to bring a unique combination of skills and outstanding value to her clients. She maintains a vibrant ADR practice, mediating at Burdin Mediations as a Distinguished Credentialed Mediator by the TMCA. She is a Fellow with The Chartered Institute of Arbitrators, and highly sought out as a Neutral for the American Arbitration Association on their National Panels including Asbestos, Commercial Large-Complex Case, Consumer, Healthcare, Labor & Employment, Mediation, Non-Subscriber and The Judicial Panel. Other ADR organizations include the JWA (Judicial Workplace Arbitrations) Panel of Neutrals, DII Asbestos Trust Panel, and The FORUM f/k/a National Arbitration Forum (NAF) Panel.

Ms. Ashby is "Of Counsel" with Shields Legal Group, bringing sympathetic listening learned from years on the bench to help provide strategic business insight and professional services to entrepreneurs and small to mid-sized Texas based companies. Fine-tuned advice along with trial strategy makes for a winning combination. Anne has always held a humane spot for those who are elderly or disabled. She sustains a vibrant probate administration practice attending to those less fortunate than others in the guardianship and ad litem arenas. Judge Ashby is recognized as a dedicated guardian of the court, with a sterling reputation for fairness and equity. Specializing in complex civil litigation, The Honorable Anne Ashby was appointed to the 134th State

District Court by Governor Bill Clements in 1989, and elected in 1990 and reelected in 1994 and 1998 on the Republican ticket. Previously, Judge Ashby was elected to the County Court at Law #3 in 1987, as well as served as Master/Referee of the 304th District Court from 1982-86 and as Assistant District Attorney under the leadership of Henry Wade from 1980-1982. She was honored with the ABOTA "Judge of the Year" Award in 2001, recognized by both plaintiffs and defendants in the trial bar. Judge Ashby brings "bench-wisdom" to the table in all endeavors.

Tzofnat Peleg Baker has been researching, consulting, coaching, providing mediation services, and teaching in the areas of conflict, mediation, and negotiation for almost two decades. She has developed, taught, and implemented a relational orientation to conflict engagement, and worked with a broad range of populations including government officials, diplomats, executives, religious leaders, and students. As a Board member and a facilitator in non-profit organizations and grassroots movements, she facilitated inter-group dialogue between Israelis and Palestinians, Jews and Arabs, and secular and religious groups. Tzofnat is the representative of Women Wage Peace-a peace grassroots movement, in the NY Tri-State area. She initiated and built inclusive educational environments based on dignity and democratic values where all stakeholders deliberated and were engaged in decision-making processes daily. She served as a mediator on a broad range of business and community cases. As the Head of the Strategic Department of the Conflict Resolution and Mediation Center at the Israeli Ministry of Justice, Tzofnat led the introduction and practice of Alternative Dispute Resolution (ADR) in many domains including family, workplace, education, and government. Tzofnat earned an M.A in Communications from Indiana University, and an M.A. in Psychology from Rutgers University, where she also completed doctorate studies with a focus on conflict resolution and mediation. She is currently working on her dissertation on conflict transformation and teaching MBA students in negotiation and conflict resolution.

Richard Barbieri has an earned doctorate in Education, and a Master's degree in Conflict Resolution from the University of Massachusetts, Boston, from which he received the Don Paulson Award for Service to the Field of Conflict Resolution. He has served as President of the New England Association for Conflict Resolution and the Martha's Vineyard Mediation Program. He is currently a board member of ACR and the acting co-editor of ACResolution. Dr. Barbieri has presented webinars and workshops for NEACR, ACRGNY, the Council for Spiritual and Ethical Education, and educational associations in Massachusetts, New York, and Oklahoma. His articles on mediation and conflict resolution have appeared in ACResolution, mediate.com, Independent School, Family Mediation Quarterly, and CSEE Currents.

Allan Barsky, JD, MSW, PhD is Professor of Social Work at Florida Atlantic University. He has practiced family mediation since 1987 and has served as President of the Ontario Association for Family Mediation. He has also served as chair of the National Association of Social Workers Code of Ethics Review Task Force and as a Member of the National Task Force on Practice Standards for Social Work and Technology. His book authorships include "Conflict Resolution for the Helping Professions" and "Ethics and Value in Social Work" (Oxford University Press).

Lora Barrett is an elder care mediator who works in Davis, California. She has practiced mediation for over fifteen years and has given conflict resolution training to hundreds of professionals in Davis and Sacramento. Lora works closely with the Yolo Conflict Resolution Center and Sacramento Mediation Services, as well as at Superior Court of California. She is in private practice focusing on families who are facing decisions surrounding aging. She received a Master's Degree in Negotiation, Conflict Resolution and Peace-building in 2001.

Dawn Bedlivy serves as the Director for the Dispute Resolution and Grievances organization and the NSA Ombudsman. Recently the agency has added an Anti-Harassment program. Prior to joining the Center, Dawn served as an Administrative Law attorney in the NSA Office of General Counsel from 2001-2009, where she advised on human resources and EEO issues. She is a trained mediator and represents the Agency on a number of DoD, IC and federal ADR working groups. Dawn began her federal government career in 1997 with the IRS and then as a personnel attorney with the National Geospatial-Intelligence Agency (NGA). While assigned to NGA, Dawn also represented the NGA with regard to human resource, EEO, ethics and labor relations issues ranging from union negotiations to EEO and Reduction in Force. Dawn was awarded the NGA Meritorious Civilian Service Award for her work in 1999. She holds a BA in History from Rutgers College, Rutgers University and a Juris Doctor from the Rutgers University School of Law-Camden. She is a member of both the New Jersey and New York state bars.

DeLila Bergan, JD, MA is an elder mediator, bioethicist and retired elder law attorney. She earned her law degree from Cleveland-Marshall College of Law and practiced as an elder law attorney for many years. She later obtained a Master's degree in bioethics and health care policy from Stritch School of Medicine at Loyola University Chicago. She now serves older, ill and disabled adults, family caregivers, long-term care providers and other senior care professionals through a blend of elder mediation techniques and medical ethics consultations, training and policy development.

Heather Blades is the Associate Director of the Center for Dispute Resolution. She works full time at the CDR and has been with the Center since 2006. Ms. Blades is an experienced conflict coach, presenter/trainer, and facilitator who oversees the day-to-day operations at the CDR, works closely with students and community volunteers, and teaches in the conflict certificate programs. Together she and Dr. Berquist regularly consult for organizations and businesses statewide; offer training, strategic planning, and conflict intervention services; and work with community organizations to form collaborative partnerships to meet pressing communication and conflict needs. Ms. Blades assisted with the development of the Shared Spaces program and provides ongoing training, logistical, and research support for the program.

Erricka Bridgeford is the Director of Training for Community Mediation Maryland. In this capacity, she provides training to the 18 community mediation centers in Maryland, as well as to state agencies and organizations. She has provided advanced skills training to mediators at the Maryland Human Relations Commission, for Federal EEOC mediators, the National Geo-Spatial Intelligence Agency, and at many national conferences. Prior coming to CMM, Erricka was a case manager at Community Mediation in Baltimore City, giving her a unique insight into the challenges of working with people in conflict from the beginning of a referral through the completion of the mediation. Erricka was promoted to Director of Training and Volunteer Development, where she trained, mentored, evaluated, and supervised both new and experienced mediators. Erricka was trained to be a mediator in 2001. She describes her excitement about conflict resolution as an opportunity for people in conflict to find peaceful resolutions. Erricka's experience with conflict continues to include watching friends and family fight, kill and die as the only options for ending disputes. The philosophy that conflicts can be vented and creatively resolved by those involved to truly meet their needs, is one that brings Erricka hope. This hope fuels her commitment to being a part of changing the culture of conflict in our society.

Sue Bronson, LCSW, is a mediator, psychotherapist, and trainer in Milwaukee, WI. She has been a pioneer in the field of mediation since 1983. As an ACR Family Mediation Advanced Practitioner, her primary focus is on mediating family and eldercare disputes and the resolution of work place disputes. She has also been selected as a mediator for US Postal Service REDRESS, Wisconsin Special Education Mediation System, Milwaukee Family Court Mediation Services, and other rosters. Sue teaches mediation at University of Wisconsin-Milwaukee School of Continuing Education and is a frequent guest at St Louis Law School, MO and DePaul University in Chicago. Sue is currently the Co-Chair of the ACR Elder Justice Initiative on Eldercaring Coordination. She is a past Co-Chair of the ACR Elder Section, a former Chair of the ACR Family Section, and a Charter member of Wisconsin Association of Mediators. As the lead author of the Self-Assessment Tool

for Mediators, (published by the Wisconsin Association of Mediators and sold internationally) she encourages improving the quality of practice through education and self-reflection.

David R. Brubaker is the Director of the MBA and OLS Programs and Associate Professor of Organizational Studies at Eastern Mennonite University. David earned a BS in Business Administration from Messiah College, an MBA from Eastern University, and a PhD from the University of Arizona, where he specialized in the study of change and conflict in religious organizations. David has trained or consulted with over 100 organizations, including in Africa, Asia, Australia, Latin America, North America, and Europe.

Since graduation from college in 1980, David served with several community development and conflict transformation organizations. These roles included Associate Director of Mennonite Conciliation Service and Assistant Director of Mennonite Central Committee's Brazil program where he became fluent in Portuguese. David is the author of numerous articles on conflict transformation and organizational development. He is also the author of "Promise and Peril: Understanding and Managing Change and Conflict in Congregations," published by The Alban Institute and co-author (with Ruth Hoover Zimmerman) of "The Little Book of Healthy Organizations," published by Good Books.

Jerry Buckland is Professor of International Development Studies at Menno Simons College in Winnipeg, Canada. His research and teaching areas include research and evaluation methods, financial empowerment (micro-finance / financial inclusion / financial literacy), community-based development, and rural and Indigenous Peoples' development. In the past twenty years he has written three books, six book chapters, over twenty peer-reviewed articles, and nine policy reports. In the past ten years he has published two books (Ploughing up the Farm: Neoliberalism, Modern Technology and the State of the World's Farmers, and Hard Choices: Financial Exclusion, Fringe Banks and Poverty in Urban Canada). He is working on a new book that explores development projects around the world and is tentatively titled Financializing Human Development. He has been active in payday lending regulation debates in Canada and in 2015-16 he participated in a major regulatory hearing. He has completed a number of research contracts related to this field for several federal and Manitoba government departments, and made numerous presentations in academic and popular forums.

Lorig Charkoudian has been a leader in grassroots community conflict resolution for 20 years. In 1995, Lorig founded the Community Mediation Program in Baltimore to prevent violence and resolve conflicts among neighbors, families, and communities. She

directed the program for 7 years, during which time she led a coalition to create state funding for community mediation and a state-wide organization to support community mediation, now Community Mediation Maryland (CMM). The funding system in the Maryland Judiciary is considered a national model. Lorig has been the Executive Director of CMM for 10 years, where she has developed unique uses for mediation to respond to challenging social issues. For example, the prisoner re-entry mediation process she developed has been shown to decrease post release arrest and has also received national attention. Lorig's received her PhD in economics from Johns Hopkins University, and has published research on the cost savings of community mediation to courts and law enforcement. Lorig volunteers her time in her community building the local food system to support economic development and access to fresh local food for all. Lorig has been honored three times as Maryland's Top 100 Women by the Maryland Daily Record.

Paul Charlton, MD, is a Resident Physician in Emergency Medicine at the University of Washington in Seattle. He completed a Master's Degree in Conflict Resolution from Georgetown University with a focus on conflict and health care prior to medical school. In addition to daily utilizing conflict management skills in his clinical work in the Emergency Department, he continues to teach and research about conflict management and de-escalation for health care audiences.

Christopher Cook is an award-winning speaker and subject matter expert in the field of social media for law enforcement and media relations for public safety. As a Lieutenant for the Arlington Police Department, he oversees the public information office and has led the Arlington Police Department's public and media relations strategies since 2011. Lt. Cook was awarded the 2013 Connected COPS Social Media Leadership Award for his distinguished and exemplary leadership in the use of social media to improve public safety and enhance the Arlington Police Department's community engagement and reputation. Under Lt. Cook's leadership, the department has been awarded the Most Innovative Use of Social Media for three consecutive years (2012, 2013, & 2014) by the Texas Center for Digital Government. Arlington was also recognized for being the 6th Most Friendly Police Department in the nation in 2013. Departments across the country look to Arlington as a best practices agency when it comes to the way the department connects with citizens. Lt. Cook believes in being creative and supports innovation to humanize officers and reduce barriers between law enforcement and the public.

Alexandra Crampton is an Associate Professor in the Department of Social and Cultural Sciences at Marquette University. She holds a joint Ph.D. in Anthropology and Social Work from the University of Michigan. She has also been a research fellow in the Program on Negotiation at the Harvard Law School. Past practice training and trainer

experience includes basic mediation and restorative justice practice, elder mediation, and family court mediation. Her research interests include conflict resolution, mediation, and negotiation in the contexts of aging, family court, restorative justice, and “doing good” through domestic and international aid/development work. Publications address elder mediation, the globalization of ADR, and family court mediation.

Kate Cullen has been a Circuit Court Appointed Family/CINA/TRP Mediator for 16 years. She is a certified MCDR mediator and served for 10 years as the Executive Director of CALM, Inc., a Community Mediation and Conflict Resolution Center and on the Board of Directors of Community Mediation Maryland. She is a member of the Maryland Council for Dispute Resolution and the Maryland Program for Mediator Excellence. In addition, Ms. Cullen is an associate professor at Mount Saint Mary’s University and has been an adjunct at the University of Baltimore, Hood College, Anne Arundel Community College, and Frederick Community College. She is an officer of the National Center for Mediation Education, Inc. and has conducted trainings/workshops for CALM, The Upper Shore Community Mediation Center, Ft. Detrick, the Frederick and Washington County Public Schools, Mount St. Mary’s University, the University of Baltimore, MOSAIC at Shepard Pratt, the Maryland Commission on Civil Rights, the MOSS Conference, Virginia Family Mediators Conference, the Family Section of ACR and at APFM. She also was a presenter at the International Conference on Mediation, Family and Children in the Ukraine where she was a co-trainer of a 40-hour divorce mediation training for mediators from the Ukraine, Poland and Germany. Kate received her Master’s in Community Organization and Social Administration from UMB Graduate School of Social Work and her Bachelor’s in Social Work from Salisbury University. She has been involved in Domestic Violence work professionally and personally for over 35 years.

Teresa Cusma, M.Ed., is Director of Coleman Mediation and Conflict Management Services in Stark County, Ohio . She is a seasoned mediation practitioner having worked extensively in divorce and family, schools, juvenile diversion, housing, workplace, and community disputes. She has significant experience as a trainer and consultant on the topics of mediation, conflict management, and establishing mediation programs. Teresa serves as an adjunct faculty member at Kent State Stark. Her experience with school mediation began as a pilot program with the Ohio Commission on Dispute Resolution to improve attendance. Twenty years later, the program continues to operate and expand with the support of the courts, schools, and community. The program has served thousands of students, their families and schools. In addition to being a practicing mediator, Teresa is responsible for securing program funding, overseeing the county's program, orienting new districts, and training and supervising mediators. She currently serves as Vice President for the Ohio Mediation Association.

Tsipora Dimant has over 25 years experience in mediation. she is currently working at the Dispute Resolution Center in Beaverton, OR where she mediates workplace, neighborhood and business related disputes. she also has a private practice in mediation and teaches basic and advanced mediation techniques.

Jayne Seminare Docherty is the Academic Programs Director at the Center for Justice and Peacebuilding at Eastern Mennonite University (EMU). She completed her undergraduate studies at Brown University (1978) and a Ph.D. in conflict analysis and resolution at George Mason University (1998). She taught at George Mason University and Columbia College (South Carolina) before joining the faculty at EMU in 2001. Her research focuses on the use of negotiation for very complex conflicts -- when the parties do not share worldview assumptions and/or they are trying to renegotiate fundamental aspects of their relationship. Her practice has included working with communities and organizations undergoing significant change and supporting the armed ethnic groups in Burma/Myanmar in preparation for negotiating with the new government elected in 2010. She is the author of two books (Learning Lessons from Waco: When the Parties Bring Their Gods to the Negotiation Table and The Little Book of Strategic Negotiation) and numerous articles available at:
<https://easternmennonite.academia.edu/JayneDocherty>.

Chris Draper is the Director of Product for Trokt, a negotiation management platform that reduces the cost of collective bargaining, arbitration, mediation, issue and grievance tracking, with add on modules that support modernizing member management and union operations. His recent book, *Commoditized*, explores how these types of technologies will not only help unions provide better representation in the face of economic and political challenges, they may cause a fundamental redefinition of how the modern union delivers equity for its members.

An engineer by training and entrepreneur by accident, Chris is an operations expert who serves as a board member, advisor, or investor for startups, non-profits, and traditional businesses that focus on topics or products ranging from biofuels trading to performance arts, STEM education to labor negotiation. Chris received his Bachelor of Science in Mechanical Engineering from the University of California at Berkeley and his Doctor of Philosophy from the University of Glasgow in Glasgow, Scotland.

Resa S. Eisen holds a Masters Degree in Social Work from Wilfrid Laurier University, and has been in the field of mediation providing services and developing programs for clients in the public and private sectors, for more than 35 years. Her mediation practice has focused on family law, workplace and organizational issues, and elder and family conflicts. Resa is dedicated to training professionals to help understand the intricacies of

interpersonal communication and family dynamics and the significant role they play in any negotiation. She designed the first of its kind Elder Mediation Training Program in Canada, and created PRREPTM a precedent setting facilitation process which assists in complex, multi- party disputes. She co-founded the Essential Conversations Project® Inc. in 2013; a Prevention Movement to help older adults and their families, prepare, plan, and make decisions for transitions in mid-life and beyond. Her focus is to now educate families and the organizations that serve them to the preventative benefits of intergenerational family facilitation. Resa is an Accredited Family Mediator of the Ontario Association of Family Mediation, a member of Family Mediation Canada and is a member and past Board Director and current Elder Section Chair for the ADR Institute of Ontario. An accomplished public speaker, Resa has been invited to present at many conferences and has appeared on radio and television programs across North America. In addition to her mediation/facilitation practice, Resa also maintains her clinical practice as a marriage and family therapist.

Kirk Emerson is Professor of Practice in Collaborative Governance at the University of Arizona School of Government and Public Policy with joint appointments in the Schools of Planning and Public Health. She is a Faculty Associate at Syracuse University's Program for Advancement of Research on Conflict and Collaboration in the Maxwell School. She is an elected fellow of the National Academy of Management. Kirk has had a longstanding career in environmental conflict resolution and collaborative problem solving as a practitioner, trainer, researcher, and administrator. She was the founding director of the U.S. Institute for Environmental Conflict Resolution of the Udall Foundation (1998-2008), the federal government's first independent environmental mediation program. Her research focuses on collaborative governance, inter-agency cooperation, and conflict management, particularly related to climate change, public lands management, and U.S.-Mexico borderlands.

Among her recent publications include: Emerson, Kirk, Nabatchi, Tina, and O'Leary, Rosemary). 2017. "Environmental Collaboration and Conflict Resolution" in Robert F. Durant, Daniel J. Fiorino and Rosemary O'Leary (eds.) *Environmental Governance Reconsidered: Challenges, Choices and Opportunities, Second Edition*, Cambridge, MA: MIT Press. Emerson, Kirk, and Tina Nabatchi. 2015. *Collaborative Governance Regimes*. Georgetown University Press.**Emerson, Kirk, and Tina Nabatchi. 2015. "Evaluating the Productivity of Collaborative Governance Regimes." *Public Performance and Management Review*. 38(4). 717-747.**Emerson, Kirk, Alexandra P. Joosse, Frank Dukes, Wendy Willis, and Kim Hodge Cowgill. 2015. "Disrupting Deliberative Discourse: Strategic Political Incivility at the Local Level." *Conflict Resolution Quarterly*. 33(3).**Emerson, Kirk, and Andrea K. Gerlak. 2014. "Adaptation in Collaborative Governance Regimes." *Environmental Management* 54(4). 768-781

Susan Nauss Exon is Professor of Law at the University of La Verne College of Law, where she has worked since 1999. She speaks frequently at the national, state, and local levels regarding alternative dispute resolution and ethical topics, and has numerous published papers and articles. Her book, *Advanced Guide for Mediators*, was published by LexisNexis in May 2014. She has published several articles pertaining to cyberjurisdiction and online dispute resolution, and has proposed the creation of a cybercourt with jurisdiction over online disputes. Professor Exon's current research relates to mediation issues concerning ethics and mediation standards of conduct as well as trust in mediation.

Service is important to Professor Exon. She is an active member of the American Bar Association's Section of Dispute Resolution where she is a member of the Ethical Guidance Committee, the Ethics Committee, and the Civil Procedure Panel for the Legal Education, ADR and Practical Problem Solving (LEAPS) Project. For four years, she served as a co-chair of the Section's Ethics Committee, stepping down in August 2013. She is a member of several mediator panels, including California Arbitration and Mediation Services, the Riverside County Superior Court and the Dispute Resolution Service Corporation of the Riverside County Bar Association.

Dave Farthing is currently working with the Human Relief Foundation on a project with the United Nations Habitat Somalia Programme (UN Habitat, based out of Nairobi, Kenya). The project is to build a One Stop Youth Centre with lifeskills programming in Mogadishu, Somalia. As part of the YES (Youth Employment Somalia) program with key UN partners (UNDP, FAO, ILO and the Federal Government of Somalia), the goal is to get thousands of vulnerable youth the skills and training they need to secure employment in one of the world's highest areas of youth unemployment and poverty. Mr. Dave Farthing is best known for his 19 year career as the founding Executive Director of YOUCAN, (1996-2015). YOUCAN's mission is to "equip and inspire others to peacefully resolve conflicts and develop healthy relationships in their communities". YOUCAN during this period was one of Canada's leading national organizations run for youth, by youth. Mr. Farthing's commitment to youth empowerment and conflict resolution has made a significant difference in the lives of Canadians. Since 1997 YOUCAN has trained over 30,000 youth all over Canada, Colombia, China and Northern Ireland. "His commitment to teaching our youth alternatives to violence clearly demonstrates the positive impact of conflict resolution practices," says Correctional Service of Canada's former Commissioner, Keith Coulter.

Dr. Sarah Federman's academic research considers the role of market actors in atrocity and the role of language in conflict. Her work explores the potential and problematics of

of connecting peace to profit. To do so, she draws on her doctoral work in Conflict Analysis and Resolution at George Mason University and her decade long career as a senior global advertising executive, building alliances around the world and mitigating office conflict in New York, Toronto, Paris, and Johannesburg. She negotiated at the headquarters of Google, Bloomberg, Discovery, Viacom, Expedia and other major media sales houses and agencies across Europe, South Africa, Beijing, Singapore, Sydney and Dubai. At Harvard Business School's Key Executive program, she studied negotiation, entrepreneurship, strategy, and accounting. During her doctoral research, Sarah worked pro bono for the U.S. House of Representatives and the U.S. State Department on a conflict involving the French National Railways and a group of survivors enraged by the company's role in the Holocaust and refusal to pay amends directly. Dr. Federman has taught conflict resolution at George Mason University, the University of Malta, Grinnell College and at SciencesPo in France. She divides her time between pro bono work, paid consulting, research and teaching.

María Paola Felibert is a Attorney, Mediator, Labor conciliator and College Professor. She is a Specialized Lawyer for the Judiciary. Postgraduate program of Instruction for Lawyers HARVARD LAW SCHOOL. Secretary of the Defender's Office of the Judicial Department of Bahía Blanca, in charge of the Mediation Area. Node Bahía Blanca of Mediators in Network Foundation. Member of the research group of the Institute of Mediation of the Bahía Blanca Bar Association (Argentina)

Linda Fieldstone, M.Ed., is former president of the Association of Family and Conciliation Courts (AFCC) as well as its Florida Chapter (FLAFCC). She is known for her role as Supervisor of Family Court Services of the 11th Judicial Circuit, Miami-Dade County, Florida. Under her leadership Family Court Services became a model for other courts statewide, nationally and internationally. Ms. Fieldstone served on numerous Florida Bar Association and Florida Supreme Court Committees on Parenting Coordination and was involved in the process toward its legislation in Florida. She was Secretary of the AFCC Task Force on Parenting Coordination, which provided Guidelines for Parenting Coordination in 2005. Ms. Fieldstone has been involved in research concerning parenting coordination, provided numerous trainings both statewide and nationally, consulted on court services implementation to international program providers, and written articles on high conflict families, family court services, empirically based parenting plans, parenting coordination and eldercaring coordination. Most recently, she initiated the creation of the ACR and FLAFCC Task Forces on ElderCaring Coordination, which used the Parenting Coordination model to develop a process to benefit elders involved with high conflict families.

Tara Fishler is currently the Restorative Practices Coordinator of the 6 schools within Lehman H.S. in The Bronx. As a Conflict Resolution Specialist, Ms. Fishler founded "Customized Training Solutions" in 2003. She teaches conflict resolution and related skills in schools and organizations, both for her company and for Morningside Center for Teaching Social Responsibility. Ms. Fishler is renown for her facilitation skills, as well as for strategic planning. Educating people about how to work with individuals with special needs, is one of her passions. She has authored several articles about bullying related to children with and without special needs, as well as bullying in the workplace. As a leader in the field of Appropriate Dispute Resolution (ADR), Ms. Fishler has served on the Executive Boards of The Association for Conflict Resolution (ACR) locally and nationally, as well as for The New York State Dispute Resolution Association (NYSDRA). www.tarafishler.com

Karen Fitzgerald is a Partner in the Dallas firm of Johnston Tobey Baruch P.C. She is Board Certified in Labor and Employment Law and solves people problems. When you work, you work with people. When you own a business, you hire people. When people work together, problems exist. Karen solves those problems. Not all lawyers love what they do, but Karen does. Karen enjoys guiding her clients through difficult situations and finding solutions for their problems. Karen takes the counseling part of her practice seriously, which is why she focuses so hard on giving her clients candid advice every step of the way. If her clients understand what is happening in their cases and why, she's doing her job right. Karen represents and counsels individuals and businesses about all types of employment related issues as well as preparing and drafting employment contracts, non-compete agreements and severance agreements.

Karen has been named a "Super Lawyer" in the Texas Monthly Super Lawyer's Edition for every year since 2005. Karen has also been named as a "Best Lawyer in Dallas" in Labor and Employment Law. Karen is also valued as a neutral arbitrator and serves as a "Neutral" on the American Arbitration Association's Employment Law panel. Besides her employment law expertise, Karen has a broad based commercial litigation and business litigation background. Karen frequently speaks on all kinds of different topics related to employment law and arbitration.

Judge Nancy Flatters (ret'd), B.A., LL.B., LL.M. (ADR), Calgary, Canada - Prior to her July 1996 appointment to the Provincial Court of Alberta, Calgary Family and Youth Court, Nancy Flatters practiced in the areas of ADR and civil/family/youth law. Her ADR practice included training programmes in mediation, arbitration, and other ADR processes for various private/public entities, and individuals, including delivering the first course in ADR for the Faculty of Law, University of Calgary in 1991. In 1998, she designed and implemented the Judicial Dispute Resolution/Judicial Settlement Conferencing Program

in Family/Child Protection matters for her Court. Now retired, she has returned to international ADR/Judicial skills-based, teaching and training in diverse areas of ADR, including family, youth, elders, child advocacy, domestic violence, arbitration, policing, judicial dispute resolution/settlement conferencing, access to justice/case-flow/case management and mentoring, amongst other areas. Nancy has a long-history of voluntary community service at the local, national and international Board levels including as President of the Alberta Family Mediation Society, Family Mediation Canada, ACR, and Chair of the Canadian Bar Association Alberta and National ADR Sections. She is an ACR Advanced Family Practitioner and Trainer and Chartered Mediator (AMICanada). Bringing over 30+ years of ADR experience to her work as a trainer, practitioner, teacher and volunteer, she continues her commitment to build bridges in all aspects of her work.

Dr. Joseph Folger is a Professor of Adult and Organizational Development at Temple University in Philadelphia Pennsylvania and the current chair of the Department of Policy, Organization and Leadership Studies. He teaches courses in conflict theory, third party intervention/mediation and group process. He is a winner of the Temple Lindbach award for teaching. Folger is a co-founder and current President of the Institute for the Study of Conflict Transformation. His work at the Institute included assisting with the design and delivery of the United States Postal Service REDRESS mediation program, as well as conducting assessment and benchmarking research for numerous organizations and mediation agencies. He has worked extensively as a third party intervener in organizational, community, court and small group disputes. He is also the co-founder and faculty advisor of Temple University's Conflict Education Resource Team – a peer mediation program for Temple University students.

Professor Folger has published extensively in the areas of communication and conflict, mediation, and third party intervention processes. His books include the award winning volumes, *Working Through Conflict: Strategies for Relationships, Groups and Organizations* (7th edition, with M.S. Poole and R.K. Stutman) and *The Promise of Mediation* (with R. Bush, 1994, 2005). He edited (with R. Bush) *Designing Mediation: Approaches to Training and Practice within the Transformative Framework* and most recently he edited (with R. Bush and D. DellaNoce) *Transformative Mediation: A Sourcebook -- Resources for Conflict Intervention Practitioners and Programs*.

Dr. Larry Fong is a psychologist, mediator, and arbitrator in Canada. He was trained by Dr. John Haynes and then co-trained with him in various countries until his passing. Dr. Fong continues to train internationally, including in some 15 countries, as well as writing and publishing in the area of mediation. As an arbitrator, he has conducted hearings in family matters since 1992, including parenting, support and property issues. He has

acted as an arbitrator for the CAMVAP which arbitrates in car manufacturing disputes. As a registered psychologist, he conducts forensic assessments for courts, mainly in the parenting area and since 1982, has been a court appointed expert witness in three different Canadian Provinces. He was on the Board of Directors of the World Mediation Forum, is a Past President of the College of Alberta Psychologists, Psychologists of Association of Alberta, Family Mediation Canada, Academy of Family Mediators and the Association for Conflict Resolution and is currently an Executive Board Member of the Association of Family & Conciliation Courts (AFCC). Dr. Fong was also an AFCC representative for the Uniform Family Law Arbitration Act, 2016, National Conference of Commissioners on Uniform Laws, United States.

William “Bill” Froehlich is the Associate Director of the Divided Community Project (DCP) and the Langdon Fellow in Dispute Resolution at The Ohio State University Moritz College of Law. Bill supports DCP pilot sites and works with the DCP steering committee to develop tools for broad-based community planning efforts. At Moritz Bill teaches mediation, negotiation and alternative dispute resolution and manages Moritz’s top-ranked Program on Dispute Resolution. A former labor attorney, Bill served as an advocate in mediation, arbitration and other dispute resolution forums. Bill earned his J.D. from The Ohio State University, Moritz College of Law and is a graduate of Denison University.

Linda Ganster is the Editorial Director of Rowman & Littlefield and Rowman & Littlefield International. Her previous publishing history includes sales and editorial work at Pearson, McGraw-Hill and at Cengage, where she worked as Editor-in-Chief of the Behavioral Sciences division. Linda has extensive experience developing and promoting market-leading texts in a wide variety of academic disciplines and has enthusiastically embraced the mixed portfolio opportunities in her role at Rowman. Her personal background in conflict resolution (M.A. from Nova Southeastern) make the partnership with ACR particularly exciting and rewarding.

Dr. Jack Goetz is a Lecturer in Law for the Judge Judith O. Hollinger Program in Alternative Dispute Resolution at USC Gould School of Law. Prior to moving to USC in 2015 to help develop the graduate curriculum in ADR, he was the Academic Lead for a 100-hour mediation training certificate program that he created in 2009 and then taught for 7 years at the California State University campuses in Northridge and Dominguez Hills. As a neutral, Dr. Goetz serves the public privately as well as serving on various public panels, including serving as an arbitrator and mediator and now Vice-Chair for the Los Angeles County Bar Association (LACBA) Attorney-Client Mediation and Arbitration Services, an arbitrator for the Financial Industry Regulatory Association (FINRA), and a mediator for the Ventura County Superior Court. The Los Angeles

Superior Court Alternative Dispute Resolution Program honored him as the 2011 "Outstanding Volunteer" for his service to the courts.

Dr. Goetz has advocated for increasing the public utilization of mediation by strengthening the protocols for practicing in the field through voluntary mediator certification. He currently serves as the President-elect for the Southern California Mediation Association (SCMA) and is President of the Mediator Certification Consortium of California. Dr. Goetz previously served as a member of the California State Bar Committee on Alternative Dispute Resolution (2015-2017). Dr. Goetz received his Ph.D. in Education at Capella University (2006), his J.D. at Boston University (1979), his M.B.A. at Pepperdine University (1990), and his B.A. in Economics at San Diego State University (1976).

Alan Gross, Ph.D., has mediated, arbitrated, facilitated, and trained for 30 years at many venues in the Northeast US where he served as Senior Director, and 9/11 Family Mediation Coordinator for the Safe Horizon Mediation Program in New York City. His work with 9/11 victims was recognized with a US Department of Justice Volunteer for Victims Award. He has also been appointed as ombudsman for the American Psychological Association, as arbitrator for AAA, FINRA, and as mediator for the US Postal Service, Army and several private rosters. Gross holds MBA and Ph.D. degrees from Stanford University and was formerly Psychology Department Chair at the University of Maryland. He is a Fellow of the Association for Psychological Science, and the author of a textbook and more than 50 chapters and papers related to conflict resolution and social psychology. He is the recipient of the 2011 ADR Achievement Award from the Association for Conflict Resolution, Greater NYC Chapter, and currently teaches graduate courses in mediation skills at the NYU Center For Global Studies. As a Founding Member of Mediators Beyond Borders, he has trained Liberian refugees, Ghanaian attorneys, UN staff in Sierra Leone and an Iraqi Peace Network.

Jill Handley has litigated cases in private practice, taught college of law students how to try cases, and supervised the complex and class action litigation of an insurance company for over 20 years. Her experience led her to found an online dispute resolution service, Rapid Rulings. In addition to her practical knowledge, Jill's credentials include authoring four law review articles, serving as a governmental appointee, and directing a department which won Inside Counsel's innovation award. She can be reached via email at ceo@rapidrulings.com or text to 319-573-6197. Julia earned a Master of Arts in Higher Education and Student Affairs from Eastern Michigan University (EMU), and is currently pursuing a Doctor of Philosophy in Educational Leadership from EMU as well. She has an earned Bachelor of Arts in Psychology, and an earned Bachelor of Science in Human Development and Family

Studies, both from the University of Wisconsin-Stout. She has worked within the Office of the Ombuds at EMU since 2013 serving as a Graduate Assistant, Case Manager, and now in her current role as Associate Director. Working in this capacity has allowed her to explore the university structure through the lens of policy and process, working to enhance the organizational function of EMU and improve the institution as a whole for students, faculty, staff, and administration. In addition, her range of experience in the university setting includes housing, student leadership, orientation, recognition and programming, and summer camps and conferences. Her experiences have included work at large institutions, mid-sized institutions, and small institutions, both public and private.

Bryan Hanson is an ombuds, educator, mediator, facilitator, and leader in the field of conflict engagement. Currently, Bryan is the ombudsman for the Graduate School at Virginia Tech. Prior to this role, Bryan worked for nearly 10 years as the Assistant Director and Assistant Professor for the Werner Institute at Creighton University. As a practicing mediator, Bryan helps people constructively engage in conflicts they encounter in their workplace, family, and community. Bryan is certified as an approved Parenting Act mediator and Specialized ADR mediator by the state of Nebraska. As an experienced facilitator, Bryan assists organizations with the development of strategic plans, visioning processes, and collaborative processes that necessitate the voice of multiple stakeholders. He also assists organizations by providing workshops regarding conflict engagement skill development.

In his efforts to provide service to the field, Bryan currently serves as President of the Board of Directors for the Association for Conflict Resolution and was a Conference Chair for the 2014 and 2015 annual conferences. Bryan previously served as a member of the Board of Directors for the Nebraska Mediation Association and served as inaugural President from 2010 to 2012. In 2012, Bryan was nominated and served on the Advisory Council for the Supreme Court of Nebraska's Office of Dispute Resolution until relocating to Virginia in 2017.

Merri L. Hanson is the Director of Peninsula Mediation & ADR in Williamsburg and Hampton Virginia. Peninsula Mediation & ADR provides a comprehensive range of mediation services for family, workplace, EEO, ADA, business, and commercial disputes. Under Merri's direction, Peninsula Mediation & ADR manages ADR contracts and service delivery throughout the United States and Hawaii for the Department of Navy, the Department of Homeland Security, and the Department of Transportation. Merri also serves on the mediation and ADR training rosters for NASA, the U. S. Air Force, the U. S. Army, the Department of Energy, and the Department of Justice ADA Program (through the Key Bridge Foundation), and el Centro Interdisciplinario para el Manejo de

Conflictos, A.C. in Mexico City. Ms. Hanson holds certification for all levels of mediation by the Supreme Court of Virginia (#58) and multiple Supreme Court of Virginia certified training courses in addition to teaching mediation and ADR survey at the Marshall Wythe School of Law, College of William and Mary. Merri is a certified facilitator for the Conflict Dynamics Profile (Eckerd College) and the Strength Deployment Inventory.

Julia Heck earned a Master of Arts in Higher Education and Student Affairs from Eastern Michigan University (EMU), and is currently pursuing a Doctor of Philosophy in Educational Leadership from EMU as well. She has an earned Bachelor of Arts in Psychology, and an earned Bachelor of Science in Human Development and Family Studies, both from the University of Wisconsin-Stout. She has worked within the Office of the Ombuds at EMU since 2013 serving as a Graduate Assistant, Case Manager, and now in her current role as Associate Director. Working in this capacity has allowed her to explore the university structure through the lens of policy and process, working to enhance the organizational function of EMU and improve the institution as a whole for students, faculty, staff, and administration. In addition, her range of experience in the university setting includes housing, student leadership, orientation, recognition and programming, and summer camps and conferences. Her experiences have included work at large institutions, mid-sized institutions, and small institutions, both public and private.

Shafiq Hemani is a member of the Board of Directors of ACR Chicago and a pro bono mediator with the Aga Khan Conciliation and Arbitration Board. He served as a Board Member of CAB for the Midwest United States from 2009–2015. Currently, Shafiq continues to support CAB's work mediating commercial and matrimonial disputes involving members of the Ismaili Muslim community. Professionally, Shafiq is a Technology Manager for the Bank of Montreal. He holds an MBA from DePaul University and BBA from the University of Illinois at Chicago.

Loretta Higgins is a Certified Public Accountant with more than 20 years experience in dealing with high conflict clients. Her specialty revolves around expert witness work for mediators, civil disputes, and family disputes. Ms. Higgins operates her own accounting and mediation practice while pursuing her Doctorate in Forensic Accounting Practices in Dispute Resolution. Loretta resides in the Houston area with her husband Sean McQueen and their four children.

Chris Howell is the Director of Tribal Relations for BNSF Railway and is a citizen of the Pawnee Nation of Oklahoma. The Tribal Relations team at BNSF was established in November 2014 to initiate active dialogues and long-term working relationships with tribal nations where BNSF track and facilities are located. Chris serves on the National

Advisory Council (NAC) of the Federal Emergency Management Agency (FEMA) in Washington, DC, and serves as the Vice Chair of the Response and Recovery subcommittee of the NAC, and as the Co-Chair of the Railroad Emergency Services Preparedness, Operational Needs, and Safety Evaluation (RESPONSE) of the NAC. Prior to BNSF Chris served as the Tribal Liaison for Kansas Governor Sam Brownback and was also a Kansas Supreme Court Mediator in Civil Mediation. Chris commutes between his office at BNSF headquarters in Fort Worth, TX and the BNSF Division Office in Kansas City, KS.

Laurelyn Irving is the Ombudsperson for faculty and staff at the University of Maryland, Baltimore and has more than 20 years of experience training university staff how to help others resolve conflict on six different university campuses. She has mediated over 1000 cases in the court system and community mediation. She has a PhD from the University of North Texas in higher education administration, a Master of Social Work from the University of Wisconsin-Madison and a Bachelor of Arts degree in applied sociology from Purdue University. She is a member of the International Ombudsman Association.

Judge Kamran Jivani is a volunteer with the Aga Khan Conciliation and Arbitration Board. He believes strongly in the remarkable power of mediation to engender healing for parties in personal disputes. Professionally, Kamran serves as an administrative patent judge at the United States Patent Trial and Appeal Board. He holds a Bachelor's of Science in Computer Science from the Georgia Institute of Technology and a Juris Doctor, magna cum laude, from the University of Illinois College of Law.

Tricia S. Jones is a Full Professor at Temple University (Philadelphia, PA), President of the Temple University Faculty Senate, and currently serves as Vice-President and a member of the Board of Directors of the Association of Conflict Management, the nation's largest professional association for dispute resolution and conflict management specialists. Her research and teaching focuses on communication, conflict and change processes in organizations. Her research has been funded with more than \$3,000,000.00 in external funding from federal and state agencies and private foundations. She has authored 8 books and over 75 articles and book chapters and has given more than 250 presentations at national and international conferences. Her books on conflict and conflict resolution education include: *Intercultural Communication: A Peacebuilding Perspective* (Waveland Press, 2015); *Conflict Coaching: Conflict Management Strategies and Skills for the Individual* (Sage, 2008), *New Directions on Mediation* (Sage, 1994), *Does It Work? The Case for Conflict Resolution Education in our Nations Schools* (CRENet, 2000), *Kids Working It Out: Stories and Strategies for Making Peace in Our Schools* (Jossey-Bass, 2003), *Interpersonal Communication through the Life Span* (Allyn & Bacon, 2008) and. She is currently working on *The Heart of Conflict: Emotion Theory*

and Impact in Conflict Processes (Sage, 2017 in process) and Conflict Coaching for Different Contexts (in process).

Jennifer Kalfsbeek-Goetz received her B.A.S. in Psychology from the University of Minnesota, her M.A. in Sociology from the University of Maryland, and her Ph.D. in Education Administration from Capella University. Jennifer started her career as a non-profit organization developer and leader, creating organizations for inner-city homeless women, youth in theater, and social change-oriented educational programs. Jennifer has also taught Sociology, Psychology, Education, and Cross-Cultural Conflict Resolution at various colleges and universities in Maryland, Minnesota, New York, and California, including Towson University, University of MN, St. Paul College, SUNY-Empire State, Oxnard College, CA State University-Northridge, and College of the Siskiyou's for the past 22 years.

Dr. Kalfsbeek-Goetz is currently a Dean of Student Learning at Moorpark College in southern California and was formerly the assistant Dean of program development at California State University at Northridge. In her current role at MC, she has overseen Distance Education, Disability Services for Students, and the disciplines of Business, Chemistry, Child Development, Communication Studies, and the Media, Fine and Performing Arts, to name a few. Her areas of interest include access to education, accessibility (ADA) in education, education leadership, preventing sexual misconduct on college campuses, online teaching and learning, and entrepreneurship in public, higher education.

Gretchen A. Kainz, M.A., works fulltime as a Regional ADR Programs Director for the ADR Office of the District Court of Maryland. Prior to working with the District Court, she was part of a statewide research project that examined the costs, benefits, and effectiveness of ADR options offered within the Maryland court system. Additional background includes working as a Family Mediator, as a Voc Rehab Counselor in Europe for Disabled American Veterans, and as an advocate on behalf of abused and neglected children in Florida. She also spent eight years in the US Air Force as a Morse Code Operator. Gretchen is a trainer, facilitator, difficult conversations coach, adventurer, and lifelong seeker of self-growth opportunities.

Daniel Njoroge Karanja hails from Bowie, Maryland. His education background include four Masters Degrees in various fields of study, a Doctor of Ministry degree from Andover Newton Theological School, Boston, MA., and Doctor of Philosophy degree from Nova Southeastern University, Fort Lauderdale, Florida. Prof. Karanja's Scholarly Contributions include a book chapter; Karanja, D.N. (2015). Ethnocentrism First and

Nationalism Second: Colonial/Post-Colonial Constructions of Conflict in Kenya. Book Chapter in Michael Fonkem, "The Fallacy of One: Nation-Making: Nation-Building and Intra-State Conflicts in Post-Colonial Settings". Lexington Books (An Imprint of Rowman & Littlefield, November 2015). A second book chapter - Karanja, Daniel., "Inspirational servant leadership: Nurturing youth leadership for sustainable peace in Africa, pp.89-106 published in a 2013 edited volume; Collective Efficacy Interdisciplinary Perspectives on International Leadership by Anthony H. Normore and Nancy Erbe. Emerald Publishing, UK. A third book Chapter: Karanja, Daniel N, et al, (2011), Planting Critical Seeds for Cultures of Peace in Africa, Chapter 17, in Seeds Bearing Fruit, Pan-African Peace Action for the Twenty-First Century. Edited by Elavie Ndura-Quedraogo, Matt Meyer and Judith Atiri. Africa World Press, Trenton, NJ. A journal article: Karanja, Daniel. © 2009 Pepperdine University School of Law. Negotiating and Mediating Peace in Africa. Co-authored with Nancy Erbe, Chinedu Bob Ezeh, Neba Monifor, George Mubanga & Ndi Richard Tanto. Article in the Pepperdine Dispute Resolution Law Journal. Volume 9 Number 3, pp.457-494. He also authored ©2003 Female Genital Mutilation in Africa: Gender, Religion and Pastoral Care. Xulon Press, FL. Daniel's Professional Affiliations include the Association of Conflict Resolution (ACR). He has been a UMUC adjunct faculty member since 2006.

Sarah Kauffman is currently the Data Management and Public Information Director for the District Court of Maryland ADR Office. In this position, Sarah is responsible for collecting and analyzing the incoming data for all ADR volunteers, publishing the ADR Office monthly statistical reports, and maintaining the office website. She also supervises the ADR Office internship program. In 2013, she became a member of the Maryland ADR Program Managers group. Before holding her current position, she was both the Administrative Assistant and a full-time intern for the ADR Office. Sarah holds a B.A. in Communication and Conflict Resolution from Juniata College and a M.S. in Negotiation and Conflict Management from the University of Baltimore. She received her 40-hour Basic Mediation Training from Mediation Matters in 2010 and two 20-hour mediation trainings from Baltimore Mediation.

Over the past 40 years, **Dr. Neil Katz** has distinguished himself as an innovator, leader, teacher, scholar and highly successful practitioner in academia and in organizational consulting & leadership training. Dr. Katz currently serves both as Professor and recent Chairperson of the 500 member graduate Department of Conflict Analysis and Resolution at Nova Southeastern University in Fort Lauderdale, FL. He is the former Program Manager for Training and Organizational Development for the Executive Education Programs in the nationally renowned Maxwell School of Citizenship and Public Affairs at Syracuse University. Additionally, He is the founder and director of the Program in Nonviolent Conflict and Change, Maxwell School of Citizenship and Public

Affairs at Syracuse University. He is the author of over 40 publications including books, book chapters, articles and reviews on conflict resolution, negotiation, mediation, emotional intelligence, and nonviolent action and serves on several review and organizational boards.

John Kenyon has been a mediator in Houston since 2001. He a Past-President of the Houston Chapter of ACR and a member of the Texas Association of Mediators. He has presented papers at TAM and ACR National conferences. He has designed and delivered mediation training for both new and advanced practitioners. He has a B.Sc. from Bristol University, UK and worked in the Oil & Gas business for over 30 years.

Tracy Culbreath King is a dynamic conflict resolution professional. She currently serves as a Child Advocate Manager with Florida's Statewide Guardian ad Litem program. Using her conflict resolution skills of coaching, mediation, and facilitation she advocates for the best interest of children in the foster care system. In this role, Tracy resolves conflicts that arise over case issues and advocacy decisions between community partners, staff, and volunteers. Prior to joining the Guardian ad Litem program, Tracy served as the Alternative Dispute Resolution (ADR) Resources Coordinator for the Maryland Judiciary's Mediation and Conflict Resolution Office (MACRO). As the ADR Resources Coordinator, Tracy's responsibilities include advancing ADR through public awareness campaigns, professional mediator development, outreach events, and collaborative initiatives. Prior to joining MACRO, Tracy was the ADR Program Specialist for the District Court of Maryland's ADR Office. As an ADR Program Specialist, Tracy served as the point of contact for Maryland citizens seeking ADR services within and outside of the courts, while managing an ADR volunteer database throughout the state. As a CINERGY® Certified Conflict Management Coach, Tracy works with people one-on-one to discuss their goals that relate to resolving, preventing, or managing conflicts more effectively. Tracy also serves as a guest host for the Texas Conflict Coach, a Blog Talk Radio program providing listeners with tools to manage conflicts in their everyday lives. Tracy holds a Bachelor's of Science in Interpersonal and Organization Communication from the University of Central Florida, and a Master's of Science in Negotiation and Conflict Management from the University of Baltimore.

Jennifer Kresge is a mediator and licensed psychology professional in private practice. She has been providing mediation and psychological services for over twenty eight years and has mediated over four thousand cases. She provides brain sensitive training nationally and internationally addressing a variety of aspects of strategic thinking, mediation, negotiation, communication and psychology. She is known for her work with high conflict cases and for her specialized trainings in the application of brain research

in a variety of settings, involving conflict, negotiation, communication, parenting, alternative dispute resolution and human development. She is a Past President of the Board of Directors for the Association for Dispute Resolution of Northern California (ADRNC), and serves on the Napa Valley Leadership Council and is a Legislative Representative for the California County Boards of Education, serving as Trustee on the Napa County Board of Education. For the past has been fifteen years she has been involved in post graduate work in neuroscience. She is a member of the Learning Omnivores and the Brainy Bunch.

Marya Cody Kolman is the Director of Mediation Services for the Franklin County, Ohio, Domestic Relations and Juvenile Court and ia an adjunct instructor with the Moritz College of Law at the Ohio State University teaching Negotiations, Mediation Advocacy and Interprofessional Collaboration. She was previously a mediator and an attorney in private practice. As an attorney, Marya represented many domestic violence survivors in civil protection order and divorce cases and, as a mediator, she has implemented domestic violence screening and other safety measures in her Court's programs. Marya is the past president of the ACR and was a member of the the ACR Safety Task Force. Marya holds a law degree from Yale Law School and an undergraduate social work degree from the Pennsylvania State University. She frequently provides training programs for mediators, court personnel, attorneys and social workers on screening, safety, domestic abuse issues and other conflict resolution topics.

Tom A. Kosakowski serves as the Associate Director of the Office of Ombuds Services and Ombudsperson for the Health System. In this capacity, he works with faculty, staff and students from UCLA's hospitals and clinics, professional schools, laboratories, and related institutes on a wide range of matters such as academic and workplace issues, research and authorship conflicts, and fair treatment concerns. Prior to UCLA, Tom established the Ombuds Office at Claremont Graduate University and served as the Interim Director of the Ombuds Office at UC Riverside. Before becoming an ombuds, Tom was an attorney, representing and counseling clients in matters before state, federal and State Bar courts. Tom trained as a mediator with the L.A. County Bar and served as a court-appointed mediator for the L.A. Superior Court.

Tom graduated with a bachelor's in economics from Occidental College and earned a JD from Loyola Law School. Tom has served on the Board of Directors of the International Ombudsman Association and the Editorial Board of the Journal of IOA. Since 2006, he has published the Ombuds Blog, the primary source of news and information about the organizational ombuds field. In addition, he has served as a Trustee and President of the Board of Governors of Occidental College.

Tammy Martin Kosier, J.D., has over twenty three years experience in mediation, facilitation, conflict management, mentoring and training. She has experience in all aspects including program development, mediation, training and consulting. She currently is a mediation coordinator and mediator for Ashtabula County Court of Common Pleas. She has mediated all case types in the County including Civil, parentage, domestic relations, foreclosure, juvenile delinquency, truancy and truancy prevention, and small claims. She specializes in Juvenile Court and Foreclosure cases. Prior to working for the General Division Court she was the Director of Unruly/Delinquency mediations and was primarily responsible for the development of programming for Juvenile cases most notably the "Truancy Prevention through Mediation Project" and "Juvenile Domestic Violence Program". She also mediated and mentored mediators for status, misdemeanor, custody and visitation matters, and has a special expertise in juvenile domestic violence, truancy and child protection mediation. She has presented numerous trainings and provided consultation extensively throughout the State of Ohio and nationally on topics related to mediation, facilitation, conflict management, negotiation, crisis intervention and program development. She also serves as Faculty for the Supreme Court of Ohio in mediation related training.

Since 1997 Dr. **Tammy Lenski** has worked with clients worldwide as a mediator, coach, speaker, and educator. Author of Making Mediation Your Day Job and The Conflict Pivot, Tammy has the world's longest-running conflict resolution blog with thousands of readers on six continents. She co-founded the master's degree program in mediation at Woodbury College and has taught both mediation and marketing at the graduate level at four universities. In 2012 ACR presented Tammy with the Mary Parker Follett award for innovative and pioneering work in the field. Tammy is on the web at lenski.com.

Stephen Lepley is an Adjunct Professor of Law at Pepperdine University's School of Law in Malibu California and Assistant Director of its Straus Institute for Dispute Resolution. He also serves as the managing member of California Dispute Resolution Professionals, LLC, a Santa Monica, California based firm that specializes in the mediation of civil case litigated disputes. He holds a Master of Laws (LL.M.) degree in Dispute Resolution, with a concentration in Mediation, from the Pepperdine University School of Law's Straus Institute. His focus as an attorney in civil case trial practice for more than thirty years included appointments as a County Corporation Counsel and State Attorney General Office Chief Counsel, and years of private practice in AV-rated law firms representing individuals and businesses. Lepley has served as lead counsel in highly complex multi-week trials involving subjects as diverse as civil racketeering and valuation appeals of statewide utility and telecommunications property, and has argued dozens of cases before the Courts of Appeals and Supreme Courts of several states. He holds a Bachelor

of Science Degree in Psychology from Tulane University, and his J.D. from Marquette University Law School. He is a member of the State Bar of Arizona, the Los Angeles County Bar Association, Mediation.org, and the Association for Conflict Resolution. He is a Sustaining Member of the Southern California Mediation Association.

D.G. Mawn received his J. D. from DePaul University in 1989 and his mediation training in 2000. Primarily serves as the developer of the request for proposal, evaluation and on-line learning community process facilitator for the JAMS Foundation Mini-Grant Program awarded to the National Association For Community Mediation (NAFCM) and supports the implementation of the JAMS Foundation award to ACR. In 2014 the NAFCM participants began their two years of work focused on veterans' and military families' dispute resolution skills and needs. Mr. Mawn served in fall of 2015 as a guest professor for Michigan State University School of Law, focused on teaching observation and interview evaluative techniques necessary to know where to begin conversations regarding community mediation centers' volunteer recruitment, resource enhancement and board leadership. He also developed the on-line graduate school course "Culture and Conflict" for Sullivan University. The course is designed to transform the basic mediation skill training to a level of appreciating the impact of culture on negotiation, facilitation and other dispute resolution processes. He also teaches the graduate level course "Evaluation Design," at Sullivan University.

Barbara Manouso has a Ph.D in Conflict Analysis and Resolution and has been CEO of Manouso Mediation and Arbitration, LLC , since 1993. Barbara is a Professor at the University of St Thomas in Houston, TX.

Melissa McApline is CEO at Back to Yes! In addition, Melissa is Assistant Director at Manouso Mediation and Arbitration, LLC and Adjunct Professor, University of St. Thomas in Houston. She received her JD from Southern Methodist University.

Sandra (Sandi) Moore has been an Organizational Development Specialist for Army medicine since 2016. As a civilian, she works through out Army medicine to develop self-aware leaders and more effective teams to help them move towards becoming a High Reliability Organization. Resolution. Sandi discovered Alternative Dispute Resolution with court based mediation in Albuquerque, NM in 2013. In 2014, she was the Community Support Coordinator and ADR Program manager for the U.S. Air Force at Lajes Field in the Azores . In 2016, Sandi presented as a New Voice at the ACR Conference regarding her work with families at Lajes Field in developing an online website to provide a free, online conflict prevention resource for military members and their relationships. Sandra Moore has a M.S. in Negotiation and Dispute from Creighton University, MPA in Health Science from Golden Gate University, and a B.S. in

Occupational Therapy. She also has a certificate in Organizational Development from National Training Laboratories Institute.

Tina Nabatchi is an associate professor of public administration and international affairs and a 10th Decade Scholar at the Syracuse University Maxwell School of Citizenship and Public Affairs. She is also faculty research associate at the Maxwell School's Program for the Advancement of Research on Conflict and Collaboration (PARCC), where she co-directs the Collaborative Governance Initiative. An elected fellow of the National Academy of Public Administration, Tina's research focuses on, collaborative governance, public participation, conflict resolution, and challenges in public administration. She has over 60 publications, including several award-winning journal articles, as well as book chapters, monographs, and white papers. She was the lead editor of *Democracy in Motion: Evaluating the Practice and Impact of Deliberative Civic Engagement* (Oxford University Press, 2012), and has recently published two books: *Collaborative Governance Regimes* with Kirk Emerson (Georgetown University Press, 2015) and *Public Participation for 21st Century Democracy* with Matt Leighninger (Jossey-Bass, 2015).

Before joining the Maxwell School, Tina was the research coordinator for the Indiana Conflict Resolution Institute at Indiana University-Bloomington, where she was responsible for the design, implementation, analysis, and publication of various research projects. In this capacity, she provided consultations about, and evaluations of, alternative dispute resolution in several U.S. federal agencies, including the Department of Justice, the Postal Service, the National Institutes of Health, the Department of Agriculture, and the U.S. Institute for Environmental Conflict Resolution.

Ryan Nichols, MD, is a Resident Physician in Emergency Medicine. He completed a Master's Degree in Conflict Resolution from Georgetown University with a focus on health and conflict prior to starting medical school. He continues to remain interested and engaged with the role conflict resolution skills can play in the healthcare arena stateside, as well as the impact healthcare professionals can have in conflict settings abroad.

Cinnie Noble, a former lawyer, has worked as a certified mediator and coach for over 20 years. A pioneer of conflict management coaching Cinnie coaches worldwide and she and her team conduct workshops around the world. Author of two coaching books: *Conflict Management Coaching: The CINERGY™ Model* and *Conflict Mastery: Questions to Guide You*, Cinnie co-founded International Coach's Federation's Conflict Management Coaching Community of Practice and the Conflict Coaching Practice Area of ACR's Work Place Section. More information is at www.cinergycoaching.com.

Katrina Nobles is the Director of Conflict Programs for the Scheinman Institute on Conflict Resolution at the Cornell University ILR School, focusing on educating the next generation of neutrals and practitioners on campus and in the workplace. Nobles designs curriculum, instructs professional programs, and facilitates discussions for organizational workplace conflicts. She also works with faculty and extension associates to coordinate programs, contracts, and grants. In addition to her position at Cornell, Katrina also teaches several courses at Antioch University Midwest in the Conflict Analysis and Engagement graduate program, and she facilitates for the Global Nomads Group, bringing together, through videoconferene, k-12 students in the US and Middle East/North Africa region. She has practiced mediation for several years, and prior to her employment at Cornell, Katrina was the Cortland County Coordinator for New Justice Mediation Services. During that time, Nobles mediated hundreds of communities, child custody/visitation, child support, and family disputes. Katrina holds a Master's degree in Conflict Analysis and Engagement from Antioch University Midwest

Tamra Pearson d'Estrée, Ph.D., is Henry R. Luce Professor of Conflict Resolution in the Josef Korbel School of International Studies at the University of Denver, where she co-directs the interdisciplinary Conflict Resolution Institute. Her research areas include identity dimensions of social and ethnic conflict, intergroup conciliation and reconciliation, and the evaluation of international, community and environmental conflict resolution. In addition to numerous book chapters and journal articles, she is co-author, with Bonnie G. Colby, of *Braving the Currents: Evaluating Conflict Resolution in the River Basins of the American West* (Springer), and co-editor of a forthcoming book, with Ruth Parsons, on *Cultural Encounters and Emergent Practices in Conflict Resolution Capacity-Building* (Palgrave Macmillan). Her work in protracted conflict contexts includes conflict resolution training, academic program development, and "second track diplomacy" interactive problem-solving workshops. Contexts for her conflict work have included Israel-Palestine, Ethiopia, Ukraine, Georgia, Guatemala, US intertribal disputes, US Native-nonNative relations, US policy disputes, and US interreligious relations, She has served on the governing councils of the International Society of Political Psychology, the Association for Conflict Resolution, and currently the Peace Studies Section of the International Studies Association. She has a PhD in Social Psychology from Harvard University.

Delicia Perdue joined Weatherford, an oil and natural gas service company, in November, 2016, to serve as their first ombudsman and to launch their Dispute Resolution Program (DRP). She is based in the Houston, TX headquarters. Previously, she was the Managing Ombudsman for FMC Technologies, Inc., also based in Houston, where she launched their DRP as well. Delicia has a 17 year background in Human

Resources and Employee Relations. She earned her BA in Communications Media from Alabama State University and an MS in Human Resources Management from Troy State University. Delicia is a credentialed Mediator and a member of the International Ombudsman Association and the Corporate Organizational Ombuds Roundtable (COOR).

Lisa Renee Pomerantz has more than thirty years of legal and dispute resolution experience. After graduating from Harvard University and Boston University Law School, Lisa clerked for a federal judge. Following a stint as a litigation attorney, she worked for fifteen years as a senior-level in-house counsel for a major corporation. Since 2003, Lisa has practiced law in Suffolk County. She works primarily with entrepreneurs on commercial and corporate matters involving customers, vendors and collaborators, and to resolve business and employment disputes amicably and cost-effectively. She serves on the AAA's Roster of Neutrals as a commercial mediator and arbitrator and has served in a variety of leadership roles with the Association for Conflict Resolution, the New York State Dispute Resolution Association and the Suffolk County Bar Association. Lisa is a popular keynote speaker at business meetings and conferences, and publishes an email newsletter entitled "Making the Connection." She also has provided on-line and live training for business and legal audiences. In 2015, Lisa received an award from the Association for Conflict Resolution for exemplary leadership. In 2010, the Long Island Business News named Lisa as a recipient of its Top Fifty Around 50 Award and in 2011 as a recipient of its Leadership in Law Award. In 2007, Lisa received the Suffolk County Bar Association Directors' Award in recognition of her service as ADR Committee Co-Chair and also received Awards of Recognition in 2004 for her contributions to continuing legal education and as IP Committee Co-Chair.

Pattie Porter, LCSW, AAP, ABW is the President of Conflict Connections®, Inc. in San Antonio, TX. Pattie's experience in the dispute resolution field began in 1994. She currently provides mediation, team facilitation, organizational-wide conflict management training, and conflict and abrasive leader coaching services. She works closely with agencies such as the Department of Homeland Security, Department of Interior, Department of Defense, and NASA; high education institutions, and family-owned businesses both in the US and abroad.

Pattie holds a number of credentials in the dispute resolution field including her advanced facilitator certification for Soliya and United Nations Habitat Virtual Exchange program. She is an adjunct faculty member for Southern Methodist University's Dispute Resolution Program. Pattie is the Founder and Host of the community education outreach radio program, The Texas Conflict Coach® educating the public how to manage conflict constructively and effectively.

Sharon Press, director of the Dispute Resolution Institute, joined Hamline University School of Law in 2009. She teaches Practice, Problem-Solving and Professional Responsibility (first year required class), Mediation, Negotiation, and Advanced International Business Negotiation. In addition, Press directs the Jerusalem Study Abroad Program: Conflict Resolution from Religious Traditions, coaches the Mediation Representation Teams, and serves as the academic advisor to the students who are completing a Certificate in Advocacy and Problem-Solving. Press currently serves on the Minnesota State Bar Association ADR Section Council and is a board member for Community Mediation and Restorative Services (CMRS) and the Institute for the Study of Conflict Transformation. She also mediates regularly for the Dispute Resolution Center at Ramsey County Conciliation Court. Press is the recipient of numerous professional awards, including the Mary Parker Follett Award for Excellence and Innovation in Dispute Resolution presented by the Association for Conflict Resolution and CPR Institute for Dispute Resolution's Special Award for Distinguished Contributions to the Field and Future of Dispute Resolution. She is a Minnesota Rule 114 qualified facilitative/hybrid neutral and a Florida Supreme Court certified county and family mediator and has made over 200 presentations on ADR topics at conference and continuing education events in the U.S. and abroad. Prior to joining Hamline Law, Press served as director of the Florida Dispute Resolution Center where she was responsible for the ADR programs for the Florida state court system.

Susan Raines, is a Professor at KSU and Editor-in-Chief of Conflict Resolution Quarterly. In addition to teaching and research, she has mediated more than 10,000 civil and domestic disputes; she trains mediators in Georgia and around the world; she has designed and evaluated Alternative Dispute Resolution (ADR) programs for numerous U.S. state and federal agencies, trained United Nations employees on cross-cultural conflict resolution, regularly facilitates public meetings, & leads negotiated rulemaking processes. Her research includes investigations into the usefulness of various mediation techniques, best practices for mediation training, and the use of facilitated dialogues for public decision making. She is a registered civil and domestic relations trainer in the state of Georgia, and recognized as an Advanced Practitioner by the International Association for Conflict Resolution. She has served as Editor-in-Chief of Conflict Resolution Quarterly since 2007.

Daniel Rainey is a principal in Holistic Solutions, Inc. (HSI) and Fourth Party Solutions (4PS), an adjunct faculty member in the dispute resolution programs at Creighton University, Dominican University, The McGeorge Law School of the University of the Pacific, and Southern Methodist University. He also serves as the Chief of Staff for the National Mediation Board. From 1978 through 1990, he was a faculty member and

administrative faculty member at George Mason University. He is currently a Fellow of the National Center for Technology and Dispute Resolution, a member of the Board of Directors for the InternetBar.Org (an NGO dedicated to the use of technology to enhance access to justice), the co-founder of PeaceTones (an access to justice program bringing opportunities to artists in conflict and post conflict areas), Co-Chair of the Ombudsman Committee of the ABA Section of Administrative Law and Regulatory Practice, a member of the Advisory Board for Modria, a for-profit Online Dispute Resolution company, and Vice President of the Board of Directors for the Northern Virginia Mediation Service. He is a member of the editorial board for Conflict Resolution Quarterly, and he is one of the Editors-in-Chief of the International Journal of Online Dispute Resolution. He is an author/editor of the award-winning book, *Online Dispute Resolution Theory and Practice*, and numerous other book chapters and articles about ODR and ADR. He has recently been named to the Supreme Court of Virginia's Access to Justice Commission, Self-Represented Litigants sub-committee.

Dave Renfro is a Commissioner of Mediation with the Federal Mediation and Conciliation Service with an office in Irving, Texas. While his work may take him anywhere in the world, Dave primarily provides mediation and related dispute resolution services to labor, management and community leaders throughout north Texas and southern Oklahoma. He is a frequently re-requested trainer and guest speaker for organizations interested in improving relationships and addressing conflict.

A Vietnam combat veteran, Commissioner Renfro served in the Mekong Delta as a Navy deep sea and SCUBA diver. Prior to joining the FMCS in 1996, Dave spent 18 years in labor-management relations. With a background in law enforcement and education, Dave began his labor-management career when he was elected by fellow school teachers to serve as the full-time president and business manager of an inner city school district chapter of the American Federation of Teachers. In 1991 Dave became Oklahoma's 13th Commissioner of Labor, serving as the chief executive officer of the Oklahoma Department of Labor. In addition to his full-time position as a Federal Mediator for the FMCS, Commissioner Renfro serves as adjunct faculty for the University of North Texas teaching graduate and senior-level undergraduate courses in conflict resolution. His course offerings include: Workplace Dispute Resolution; Hostage Negotiations and Crisis Intervention; Dynamics of School Conflict; Dispute Resolution and Globalization; and Foundations of Conflict Resolution. Renfro has authored numerous articles relating to labor relations, human interest, and social satire.

Gloria Rhodes is associate professor of peacebuilding and conflict studies at Eastern Mennonite University (EMU), Harrisonburg, VA. She chairs the department of Applied Social Sciences, is a faculty member of the Center for Justice and Peacebuilding, and

coordinates the Peacebuilding and Development undergraduate major. She teaches graduate and undergraduate peacebuilding courses including conflict analysis, peacebuilding theory and practice and the integration of these. Rhodes holds a PhD from George Mason University's Institute for Conflict Analysis and Resolution. Rhodes has worked on curriculum development and assessment, and monitoring and evaluation with diverse stakeholders in East Africa and the South Pacific for the women's peacebuilding leadership program at EMU, and with partners for delivering cross cultural education in Northern Ireland and the Republic of Ireland, Russia, South Korea, and the Navajo Nation. Her research interests include evaluation and assessment in conflict resolution practice; evidence-based conflict analysis, integration of conceptual and practical knowledge in peacebuilding; peacebuilding pedagogy, and cross-cultural education.

Donzell Robinson has been a leader in the field of conflict resolution for more than fifteen years. As Co-Executive Director of the Key Bridge Foundation Center for Mediation, he has managed the U.S. Department of Justice's Americans with Disabilities Act (ADA) mediation program. In this role, he has overseen the mediation and resolution of more than 3,000 civil rights complaints involving Title II and III of the ADA which covers state and local governments, private educational institutions and businesses throughout the United States. He has ensured that the agreements both met the needs of the complaining party, the capacity of the responding party and complied with federal, state, and local building codes for accessible design.

In 2012, Donzell led the establishment of the Center for Conflict Resolution in Prince George's County Maryland. Under his leadership, the program creates public private partnerships with the Circuit and District Courts of Maryland, the Maryland Department of Juvenile Services, Prince George's County Department of Family Services and Prince George's County Public Schools to offer affordable conflict resolution and criminal diversion programs to Prince George's County residents.

Donzell has worked with the Maryland Municipal League to assist cities, townships and other municipalities in creating public access and public engagement programs around diversity, cultural competency and public engagement in the civic agenda. Donzell provides consultation and training in the areas of workplace dispute resolution, disability rights, ADR programs and issues related to developing cultural competence and sensitivity training. He is recognized as an advanced practitioner in the field of mediation by the international Association for Conflict Resolution.

Dr. Kenita Rogers is Executive Associate Dean for the College of Veterinary Medicine & Biomedical Sciences at Texas A&M University and also serves as Director of Climate and Diversity for the college. Through these roles, she has supported conflict management

and conflict resolution training as professional development for over 100 faculty and staff members within her unit. She has a DVM, MS degree in Veterinary Medicine, and holds board certification in the American College of Veterinary Internal Medicine specialties of Small Animal Internal Medicine and Oncology. She serves on a variety of diversity and wellness committees in veterinary professional organizations.

Jonathan S. Rosenthal, Esquire, is Director of the Maryland Judiciary's Mediation and Conflict Resolution Office (MACRO). MACRO's mission is to promote the availability, use, and quality of alternative dispute resolution (ADR) throughout Maryland. MACRO does this by 1) collaborating with courts and justice partners to advance the field of conflict resolution, 2) providing training and presentations to courts, bar associations, and other organizations for skill enhancement, professional growth, ethics, and ADR awareness, 3) working to improve the quality of mediation services by managing the Maryland Program for Mediator Excellence (MPME), 4) supporting, and encouraging research and evaluation of ADR programs and processes, and 5) raising public awareness of ADR and supporting the appropriate use of ADR by those experiencing conflict. Previously, Jonathan was the Executive Director of ADR Programs for the District Court of Maryland, and he has had law and mediation practices. He is an adjunct professor teaching negotiation, arbitration, and mediation at Anne Arundel Community College, and he has taught mediation at the Mediation Clinic at the University of Maryland Carey School of Law. In 2015, Jonathan was honored to be the recipient of the Robert M. Bell Award for Outstanding Contribution to ADR in Maryland, presented by the Maryland State Bar Association ADR Section.

Colin Rule is Co-Founder and COO of Modria.com, an ODR provider based in Silicon Valley. From 2003 to 2011 he was Director of Online Dispute Resolution for eBay and PayPal. Colin is the author of *Online Dispute Resolution for Business*, published by Jossey-Bass in September 2002. He serves on the boards of the Consensus Building Institute and the PeaceTech Lab at the United States Institute of Peace. He is currently Co-Chair of the Advisory Board of the National Center for Technology and Dispute Resolution at UMass-Amherst and a Fellow at the Gould Center for Conflict Resolution at Stanford Law School. Colin co-founded Online Resolution, one of the first online dispute resolution (ODR) providers, in 1999 and served as its CEO (2000) and President. Colin also worked for several years with the National Institute for Dispute Resolution in Washington, DC, the Consensus Building Institute in Cambridge, MA, and Mediate.com in Eugene, OR.

Janet Schmidt has been working in the field of conflict resolution and mediation since 1986. She has a Master of Education Degree (1987) with a focus on organizational behaviour, and a Certificate in Mediation Skills (1996). While working as a trainer and

then as Executive Director of a local non-profit specializing in mediation services, she gave leadership to the development of a 22-day Certificate Program with a goal to make conflict resolution training accessible to people from all walks of life. From 1996 to 1999, Janet developed a nine-month Peace Building and Conflict Transformation program in a pan-African leadership-training Institution in Kitwe, Zambia. Upon her return from Africa, Janet co-founded an organization specializing in workplace mediation and group facilitation. She is currently working independently as a workplace facilitator, mediator, coach and trainer. In 2016 Janet gave a Ted X talk based on her work as a mediator entitled "If You Could See What I See, You Could Achieve Your Dreams."

Professor Amy J. Schmitz is the Elwood L. Thomas Missouri Endowed Professor at the University of Missouri School of Law. Previously she was a professor at the University of Colorado School of Law. Prior to teaching, Professor Schmitz was in private practice with large law firms in Seattle and Minneapolis. She also served as a law clerk for the Honorable James B. Loken, Chief Judge of the U. S. Court of Appeals for the Eighth Circuit. Professor Schmitz teaches courses in Contracts, Lawyering, Dispute Resolution in the Digital Age, Major Research Projects, Secured Transactions, Arbitration, International Arbitration, and Consumers and the Law. Her current research explores online dispute resolution in varied exchange contexts, with special focus on consumer claims and means for consumers to obtain remedies. She also has been active in recent debates regarding consumer protection more generally as well as consumer arbitration and contracting behavior. Prof. Schmitz serves on the Association of American Law Schools Executive Committee on Commercial and Related Consumer Law, and has served as an expert and liaison for the United Nations working group seeking to create a global online mechanism for resolution of e-contract disputes.

Janet Schmidt has been working in the field of conflict resolution and mediation since 1986. She has a Master of Education Degree (1987) with a focus on organizational behaviour, and a Certificate in Mediation Skills (1996). While working as a trainer and then as Executive Director of a local non-profit specializing in mediation services, she gave leadership to the development of a 22-day Certificate Program with a goal to make conflict resolution training accessible to people from all walks of life. From 1996 to 1999, Janet developed a nine-month Peace Building and Conflict Transformation program in a pan-African leadership-training Institution in Kitwe, Zambia. Upon her return from Africa, Janet co-founded an organization specializing in workplace mediation and group facilitation. She is currently working independently as a workplace facilitator, mediator, coach and trainer. In 2016 Janet gave a Ted X talk based on her work as a mediator entitled "If You Could See What I See, You Could Achieve Your Dreams."

Mara Schoeny is associate professor of conflict analysis and resolution at the School for Conflict Analysis and Resolution at George Mason University and the director of the School's graduate certificate and undergraduate programs. She teaches courses in research and evaluation methods, practice skills and field based practicums. A member of ACR's Higher Education Standards Task Force, program designer, and an evaluator, she is working to develop better ways to foster and assess professional competencies and reflective practice. Current partnerships include developing peace and conflict curriculum at Sokoto University in Nigeria and student/community engagement around Civil War memorials in Northern Virginia. Her research and practice interests include elicitive training, experiential learning and simulation design, appreciative inquiry in evaluation, and dialogue processes.

Larry Schooler directs community engagement, public participation, and conflict resolution projects for the City of Austin, Texas and outside clients. He is also the Immediate Past President for the International Association for Public Participation (IAP2-USA); an adjunct lecturer at Southern Methodist University; and a Fellow at the Center for Public Policy Dispute Resolution at the University of Texas. Larry mediates disputes involving men and women of the Armed Forces and their civilian employers on behalf of the U.S. Department of Defense. He serves as a member of the board of Interfaith Action of Central Texas (iACT), where he is active with the Red Bench interfaith dialogue program. He is active with Mediators Beyond Borders and the Association for Conflict Resolution. In the past, he has volunteered with Big Brothers Big Sisters, Safeplace, and the Anti-Defamation League. Larry holds a master's degree in conflict analysis and resolution and is pursuing a doctorate in the same field, along with a bachelor's degree in history. He is the author of a manual entitled "The 'Public' in Public Policy: Keys to a Successful Community Meeting" and a forthcoming book on the first Truth and Reconciliation Commission in the United States and related projects elsewhere. In his former career, Larry was an award-winning reporter for NPR stations across the country and as a freelance reporter for National Public Radio, Voice of America, and magazines.

Celina Charania Shariff is a champion of alternative dispute resolution. Celina has continually worked for more than a decade in a pro bono capacity with the Aga Khan Conciliation and Arbitration Board to further the cause of peace-making. She has held various positions within CAB, including her current role as Chairman of CAB USA. In 2015, Celina participated on behalf of CAB in a working group conference hosted by the International Social Service Switzerland to draft a Charter on International Family Mediations. Celina received a Bachelor's degree from the University of Texas at Austin, a Juris Doctorate from the University of Pennsylvania Law School, and a Graduate

Certificate in Public Policy and Management from the Wharton School at the University of Pennsylvania.

David J. Smith has over 30 years' experience as a consultant, lawyer, mediator, educator, trainer, and senior program officer. He works with groups and individuals in need of career and conflict coaching, mediation, and conflict engagement assistance, and has consulted with over 200 colleges around the U.S. and has given over 500 talks on peacebuilding, conflict resolution, and international education. He is the president of the Forge Center for Peacebuilding and Humanitarian Education, Inc., 501c3 not-for-profit that offers experiential learning opportunities for students and professionals. He was a senior program officer and manager at the U.S. Institute of Peace and a U.S. Fulbright Scholar at the University of Tartu (Estonia). He is a recipient of the William J. Kreidler Award for Distinguished Service to the field of Conflict Resolution. He is the author of *Peace Jobs: A Student's Guide to Starting a Career Working for Peace* (Information Age Press 2016) and has taught at Goucher College, Georgetown University, and currently at the School for Conflict Analysis and Resolution at George Mason University. He blogs at <http://davidjsmithconsulting.com>.

María Eugenia Solé is Executive Master in advanced studies in mediation and negotiation IUKB-Institut Universitaire Kurt Bösch (Switzerland). Graduated with High Distinction. Attorney mediator. Holborn College Diploma in Law of Tort and Law of Contract. University degree in conflict resolution and mediation. Pre-trial mediator Province of Buenos Aires, Argentina. Professor trained on Education and TIC. Professor ODR Latin America. Member of the Management Committee of Cyberweek 2013 to 2016 (Spanish Chapter) and E-MARC (Spanish Speaking Worldwide Congress on Conflict Resolution). Member of the Professional Mediators International Forum. Neutral in SIMEDIAR. Director of the Mediation Center of the Bahía Blanca Bar Association (Argentina)

Stephanie Phetsamay Stobbe, an Associate Professor in Conflict Resolution Studies at Menno Simons College at the University of Winnipeg, is a leading expert on Southeast Asian processes of dispute resolution. As an active educator, trainer, and ADR practitioner, she has presented, worked, and conducted research in Canada, United States, South America, Europe, India, and Southeast Asia. In 2006, she was invited to work with local citizens in the development of the first conflict resolution and peacebuilding program in Laos, and returned to conduct research on traditional mediation and conflict resolution rituals. In 2013, she co-facilitated a series of seminars and workshops for political leaders in Myanmar (Burma) on institutional designs in conflict resolution, peacebuilding, and reconciliation as the country transitions to democratic governance. In 2016, she worked with the Thai Ministry of Justice on cultural

community justice processes and programs. Her new book, *Conflict Resolution and Peacebuilding in Laos: Perspective for Today's World*, was released July 2015. Currently, she serves as the Lexington Publications book series editor for *Conflict Resolution and Peacebuilding in Asia*.

Elizabeth Swayze is Executive Editor of Communication & Media at Rowman and Littlefield. A Ph.D. dropout in literary and cultural studies, she moved on to a career in publishing and has never looked back. In 21 years working in book publishing, Elizabeth has acquired trade books, textbooks, and academic reference works from top scholars around the world. Some of the places she has worked include Farrar, Straus & Giroux, Wiley Blackwell, and Princeton University Press. Having spent her career in book publishing working across the Humanities and Social Sciences, she is happy to be moving into the multidisciplinary field of Conflict Resolution.

Crystal Thorpe is a mediator, trainer and co-founder of Elder Decisions® - a division of Agreement Resources, LLC. She mediates disputes among adult family members about caregiving, living arrangements, family communication, Powers of Attorney, Health Care Proxies, estate planning, family real estate, and personal property distribution. Crystal trains mediators in Elder and Adult Family Mediation. She serves on the Board of the Massachusetts Council on Family Mediation. She co-authored "Elder Mediation: Optimizing Major Family Transitions" for *Marquette Elder's Advisor Law Journal*, and the book "Mom Always Liked You Best: A Guide for Resolving Family Feuds, Inheritance Battles and Eldercare Crises."

Susan Terry is a mediator, consultant, and trainer. She founded and directed the Woodbury College Mediation Program, the first undergraduate skills based mediation program in the U.S. She is a faculty member of the Woodbury Institute of Champlain College, teaching in the Masters of Mediation and Applied Conflict Studies program. She served on the board of ACR and coordinated the New Voices Initiative in both 2014 and 2016. Susan has been practicing, writing and teaching in the area of Reflective Practice for twenty-five years.

Dr. Michele A. L. Villagran is based in the Los Angeles area and is a Lecturer with University of North Texas, and LIS Coordinator for the University of North Texas Master of Library & Information Science programs. She also serves as President and CEO for CulturalCo focusing in areas of cultural competency, competitive intelligence, and conflict resolution. She is a Certified Level 1 & 2 cultural intelligence facilitator through the Cultural Intelligence Center (CQC), and Conflicts Dynamic Profile (CDP) consultant. Dr. Villagran earned her undergraduate degree in Management and International Business from the University of Nevada Las Vegas, her M.L.S. degree in Legal

Informatics from the University of North Texas, and her M.B.A. in Strategic Management from the University of North Texas. At Pepperdine University, she completed a Certificate in Dispute Resolution, her Masters of Dispute Resolution, and her Doctorate of Education in Organizational Leadership with her dissertation focusing on cultural intelligence in law firm libraries at Pepperdine University.

Nancy D. Wadsworth, PhD, is Associate Professor at the Department of Political Science at the University of Denver. She earned her doctorate from the New School for Social Research in New York (2001) and held a Carnegie Mellon Post-Doc at Cornell University (2003). Her primary areas of research are race, religion, political thought, American political culture, and social movements. She is the author of *Ambivalent Miracles: Evangelicals and the Politics of Racial Healing*, and co-editor, with Robin Dale Jacobson, of *Faith and Race in American Political Life*, both published by the University of Virginia Press. From 2013-2016, she led the University of Denver John Evans Study Committee's effort to address the role of DU's founder in the Sand Creek Massacre of 1864.

Emmett J. Ward is an ADR Resources Coordinator for the Maryland Judiciary's Mediation and Conflict Resolution Office (MACRO). In that capacity, he assists in managing a wide variety of projects, including ADDRESS; a web-based data collection and reporting system, designed to help courts assess and improve the quality of their ADR processes. Emmett came to MACRO from the Circuit Court in Baltimore County, where he served as a staff mediator, conducting over five hundred family related mediations and taught a monthly communication skills workshop for families. Prior to working for the Circuit Court, Emmett was part of a statewide research project that examined the costs, benefits, and effectiveness of ADR options offered within the Maryland court system. Emmett holds a Master's Degree in Conflict Analysis and Dispute Resolution from Salisbury University. While a graduate student, Emmett worked as an AmeriCorps member with the Community Mediation Initiative at the Bosserman Center for Conflict Resolution, focusing on prisoner reentry mediation. He is a past member of the Board of Directors for Community Mediation Maryland and a current volunteer mediator for the District Court in Baltimore City and the Anne Arundel Conflict Resolution Center.

Dr. Nancy Watson founded The Center for Change and Conflict Resolution (CCCR) in 1995, and as President of CCCR, she provides consulting, counseling and conflict management services. She consults and facilitates groups locally, nationally and internationally with an emphasis on capacity building for individuals and organizations. Nancy's areas of expertise are effective communication, conflict management and diversity, change management, and organizational development. Nancy is a former Assistant Dean for Organization Development & Diversity Initiatives in the College of

Education & Human Development. She currently works at Texas A&M University in the Office for Diversity as the Director for Climate Enhancement Initiatives and as a Clinical Associate Professor in the Department of Education Administration & Human Resource Development. Nancy has a Ph.D. in Educational Psychology, is a Licensed Professional Counselor, a TMCA Distinguished Mediator, and a Fellow in the American Psychotherapy Association.

Since July 2016, **Julie S. Weber** has been the Ombuds for employees at Montgomery College in Maryland. Before becoming an ombuds, Ms. Weber served as the Human Resources Manager at Summit Consulting in Washington, DC, overseeing compliance, employee relations matters, and professional development. Prior to that, she worked as the Policy Specialist on work-family legislative and corporate policies at the Alfred P. Sloan's Work and Family Research Network at Boston College, an employment lawyer for two private law firms (in Boston and DC, respectively), and a legal consultant to two municipalities (in Massachusetts). Ms. Weber is also a trained mediator. In addition, Ms. Weber holds a bachelor's degree, cum laude, from Columbia University, a juris doctor from Boston College, and has completed the International Ombudsman' Association's fundamentals practice program. Ms. Weber is also a member of the legal bars of Washington, DC and Massachusetts, the Society for Human Resources Management (SHRM), the International Ombuds Association (IOA), and the Association for Conflict Resolution (ACR).

Terry Wheeler is a partner of the law firm and has been licensed to practice law since November 4, 1985. Terry began his career as a staff attorney for the Franklin County Municipal Court, then joined the Ohio Commission on Dispute Resolution & Conflict Management as associate director, and then became a director for the Center for Dispute Resolution at Capital University Law School. Terry has practiced law primarily in the areas of employment, criminal, civil rights and litigation. Terry continues his involvement with dispute resolution at Capital University Law School by serving as Co-Director for the Center for Dispute Resolution, Academic Director for the Mediation & Dispute Resolution Program, and adjunct professor of law teaching negotiation, mediation and mediation clinic. Terry is a former president of the board for the Association for Conflict Resolution, which is located in Washington, DC. He has been mediating since 1983 and has been actively involved in the development of the Uniform Mediation Act and the Model Standards of Conduct for Mediators, as well as many other state and national initiatives. In addition, to teaching and training, Terry serves as a private mediator and parent coordinator.

Sandra Wiebe is a Master's student in Development Practice (MDP) at the University of Winnipeg. Her interest in research focuses on the social determinants of health and has

conducted research for the Canadian Center for Policy Alternatives and the Public Interest Law Center. She has worked within the settlement sector with programs, funding and evaluations at the Immigrant and Refugee Center of Manitoba (IRCOM) and has also been the lead for several youth programming projects and evaluations at the Intercultural Associations of Greater Victoria (ICA). She holds a Bachelor's degree in Kinesiology (B. Kin) from the University of Manitoba as well as a B.A (Hon) with a double major in International Development Studies & Human Rights and Global Studies from the University of Winnipeg.

Leah Wing is the co-Director of the National Center for Technology and Dispute Resolution. Leah serves on the faculty at the University of Massachusetts/Amherst where her research and teaching apply critical theory to ODR, mediation, and truth recovery and reconciliation in colonized and postcolonial societies. She has been a mediator since 1983 and trainer for educational institutions, government agencies, and non-profits since 1985, serving on the Board of Directors of the Association of Conflict Resolution from 2002-6, as a member of the editorial board of Conflict Resolution Quarterly since 2002 and as an editorial board member of the International Journal of Online Dispute Resolution since its inception. She is the founding director of the Social Justice Mediation Institute.

Rachel Wohl is an attorney, mediator, trainer and president of Conflict Specialists International, LLC. She has been practicing mindfulness meditation for over 20 years and teaching meditation for over 10 years. She is an adjunct professor at Pepperdine Law School's Straus Institute for Dispute Resolution, where she teaches a 3-day workshop, "Practical Mindfulness: Being Clear and Calm in the Heat of Conflict" twice a year. She also teaches mindfulness classes in a variety of venues and gives private meditation instruction. She recently co-authored an article with Len Riskin, "Mindfulness in the Heat of Conflict: Taking Stock," which was published in the Harvard Negotiation Law Review, Volume 20, describing a tool she and Riskin developed to help people integrate mindful awareness into their work and lives. Rachel was previously the founding executive director of the Maryland Judiciary's Mediation and Conflict Resolution Office, which supports and creates a broad range of ADR programs. She is a founding member of Mediators Beyond Borders, where she served on the Board for 8 years and is currently working on projects in Cambodia and the Czech Republic. She co-chaired the ABA Taskforce on Improving Mediation Quality and, in 2001, received ACR's Mary Parker Follett Award for innovation in the field.

Sean Woolf earned a B.A in theatre from Kent State University where his interests included Yiddish theatre script analysis. He continued his education at Sarah Lawrence College where he earned an MFA in theatre with a focus on playwriting and dramaturgy.

He is currently completing his M.A. in Clinical Mental Health Counseling at EMU. Sean had worked within the Office of the Ombuds at EMU since 2014 serving as a Graduate Assistant, and now in his current role as Case Manager. His analytical and clinical skills have been very useful to him in his role as case manager. Sean is interested in continuing to develop the role of the academic Ombuds here at EMU and throughout the nation.

Jennifer L. Wright is an elder law attorney with 29 years' experience representing low-income elders in three states. She recently retired from 19 years of clinical teaching, most recently directing the Elder Law Clinic at the University of St. Thomas School of Law in Minneapolis, Minnesota. She has published and presented on topics related to elder mediation from the perspective of elder law attorneys and their clients. She currently serves as treasurer for the Elder Mediation Section of the Association for Conflict Resolution.