



Room: Trinity 3

7:45 AM – 5:00 PM

ACR Workplace-Ombuds Section

Full Day Workshop - Developing Your Toolkit: From Technology to Practice Skills

This full day program will begin with an informal networking event to help us embark upon an enriching learning opportunity. Six featured experts will offer an interactive opportunity to adopt and adapt various tools they use to effectively manage workplace and organizational disputes. Bring your smartphone, laptop, pen and notebook and be ready to engage with the speakers and each other about new tools that help you better serve your clients/organization.

WORKSHOP AGENDA

Welcome and Networking

7:45 AM – 9:00 AM

Process Skills Used by Expert Practitioners

9:00 AM – 12:30 PM

Dave Renfro

Commissioner, Federal Mediation and Conciliation Service

David Brubaker

*Director of the MBA and OLS Programs and
Associate Professor of Organizational Studies
Eastern Mennonite University*

Katrina Nobles

*Education and Communications Manager
Scheinman Institute at Cornell University's ILR School*

Susan Raines

Professor of Conflict Management at Kennesaw State University Editor-in-Chief of Conflict Resolution Quarterly

ACR LUNCHEON – 12:45 PM – 2:00 PM

Technology That Improves Delivery of Workplace ADR
2:15 PM – 4:30 PM

Colin Rule

Founder and Chief Operating Officer of Modria

Daniel Rainey

Chief of Staff, National Mediation Board

Chris Draper

Founder and Strategic Product Director of Trokt

Program Debriefing: Next Steps?

4:30 PM – 5:00 PM

Morning Sessions Speakers Bios

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 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*. He later accepted positions with the *International Brotherhood of Teamsters* and the *International Union of Police Associations*. During this time Dave helped to develop a college accredited labor studies curricula for *Oklahoma City Community College* and taught the *History of the American Labor Movement* course. In addition, Commissioner Renfro co-founded several family, youth and education-based non-profit organizations.

In 1991 Dave became Oklahoma's 13th Commissioner of Labor, serving as the chief executive officer of the *Oklahoma Department of Labor*. During his term of office, his peers from across the nation and U.S. Territories elected him to serve as the President of *the National Association of Government Labor Officials*. As the *Association's* national president, Dave was called upon several times to testify before Congress on labor-related matters. He met frequently with then U.S. Labor Secretaries Lynn Martin and Robert Reich, respectively, as well as with White House staff on matters related to America's work force.

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*. Commissioner Renfro has presented the *hostage and crisis* course in workshop format to several Texas law enforcement organizations, including the *Texas Association of Hostage Negotiator* and served as a volunteer intervener for the *Dallas Suicide and Crisis Center*. Renfro has authored numerous articles relating to labor relations, human interest, and social satire.

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.

Katrina Nobles is the Education and Communications Manager 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.

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.

Afternoon Sessions Speakers Bios

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.

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. He has worked in the dispute resolution field for more than two decades as a mediator, trainer, and consultant. He is currently Co-Chair of the Advisory Board of the [National Center for Technology and Dispute Resolution at UMass-Amherst](http://NationalCenterforTechnologyandDisputeResolutionatUMass-Amherst) and a Non-Resident Fellow at the [Gould Center for Conflict Resolution at Stanford Law School](http://GouldCenterforConflictResolutionatStanfordLawSchool).

Colin co-founded [Online Resolution](#), one of the first online dispute resolution (ODR) providers, in 1999 and served as its CEO (2000) and President. In 2002 Colin co-founded the Online Public Disputes Project (now [eDeliberation.com](#)) which applies ODR to multiparty, public disputes. Previously, Colin was General Manager of [Mediate.com](#), the largest online resource for the dispute resolution field. Colin also worked for several years with the National Institute for Dispute Resolution (now [ACR](#)) in Washington, D.C. and the [Consensus Building Institute](#) in Cambridge, MA.

Colin has presented and trained throughout Europe and North America for organizations including the Federal Mediation and Conciliation Service, the Department of State, the International Chamber of Commerce, and the CPR Institute for Dispute Resolution. He has also lectured and taught at UMass-Amherst, Harvard, Yale, Stanford, Pepperdine, Southern Methodist University, and Santa Clara University.

Colin is the author of [Online Dispute Resolution for Business](#), published by Jossey-Bass in September 2002, and [The New Handshake: Online Dispute Resolution and the Future of Consumer Protection](#), published by the ABA in 2017. He has contributed more than 50 articles to prestigious ADR publications such as *Consensus*, *The Fourth R*, *ACResolution Magazine*, and *Peace Review*. He serves on the boards of the Consensus Building Institute and the PeaceTech Lab at the United States Institute of Peace. He holds a Master's degree from Harvard University's Kennedy School of Government in conflict resolution and technology, a graduate certificate in dispute resolution from UMass-Boston, a B.A. from Haverford College, and he served as a Peace Corps volunteer in Eritrea from 1995-1997.

Daniel Rainey is a principal in Holistic Solutions, Inc. ([HSI](#)) and Fourth Party Solutions ([4PS](#)), and adjunct faculty member in the graduate dispute resolution programs at Dominican University, The McGeorge Law School of the University of the Pacific, and Southern Methodist University. He recently left government service 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), 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 is a member of the Supreme Court of Virginia's Access to Justice Commission, Self-Represented Litigants sub-committee, and he has recently been named as the co-chair of the International Mediation Institute Task Force on E-Mediator Competencies. Also recently, as a member of the Ethics Committee of the Association for Conflict Resolution, he began work with a joint committee of the ABA, ACR, and AAA, to review the Model Rules for Mediators.