

PEPPERDINE

School of Law

*Announces a Partnership with*



UNIVERSITY of MARYLAND  
FRANCIS KING CAREY  
SCHOOL OF LAW

# A WORLD-CLASS VIEW OF DISPUTE RESOLUTION PROFESSIONAL SKILLS PROGRAMS

- ▶ EIGHT COURSES
- ▶ SIXTEEN FACULTY
- ▶ OVER 150 PARTICIPANTS FROM AROUND THE WORLD
- ▶ TWO-AND-A-HALF DAYS OF INTERACTIVE DIALOGUE
- ▶ EIGHTEEN MCLE CREDITS\*

LIMITED ENROLLMENT  
*In cooperation with Mediate.com*



BALTIMORE, MARYLAND  
MARCH 17–19, 2016

STRAUS INSTITUTE FOR DISPUTE RESOLUTION

*Translating Theory Into Practice*

MARCH 17–19, 2016

# PROFESSIONAL SKILLS PROGRAM IN DISPUTE RESOLUTION

## Nationally Recognized Experts

Featuring a panel of nationally recognized experts in dispute resolution, this comprehensive program provides a forum for direct, informal contact with the entire program faculty. As participants from all courses eat meals together and attend plenary sessions, opportunities to share learning experiences with students involved in other dispute resolution courses are readily available.

## Eight Unique Educational Opportunities

Participants should select the process in which they desire expertise (one course), as all eight courses will be presented simultaneously. To provide for personalized instruction, enrollment for each course is limited to ensure a close working relationship among the faculty and participants. Course sessions will include lectures, small group discussions, and practice exercises. Faculty and other participants will also provide performance coaching. The synergy of ideas will provide a truly unique learning experience.

## PROGRAM SCHEDULE

### BALTIMORE, MARYLAND

#### THURSDAY, MARCH 17, 2016

7:30 AM Registration and  
continental breakfast

8:30 AM Program begins

4:30 PM Evening reception

#### FRIDAY, MARCH 18, 2016

7:30 AM Continental breakfast

8:30 AM Program begins

5:00 PM Adjourn

#### SATURDAY, MARCH 19, 2016

7:30 AM Continental breakfast

8:30 AM Program begins

1:00 PM Adjourn

## BALTIMORE, MARYLAND

### MARCH 17–19, 2016

The Professional Skills Program in Dispute Resolution consists of nine three-day courses addressing distinct dispute resolution processes:

#### *Mediation Courses*

- ▶ STAR: A Systematic Approach to Mediation Strategies (*page 1*)
- ▶ Advanced Mediation: Skills and Techniques (*page 2*)
- ▶ Public Sector Mediation: Skills and Drills (*see page 3 for special format and pricing*)
- ▶ Advanced Family Mediation *New Course!* (*page 4*)

#### *Other Dispute Resolution Courses*

- ▶ Practical Mindfulness: Clear and Calm in the Heat of Conflict (*page 6*)
- ▶ Strategic Negotiation Skills (*page 7*)
- ▶ Restorative Practices in an Organizational Setting (*page 8*)
- ▶ Breaking Impasse with Science: Using the Latest Research on Neuroscience and Decision Making to Get Parties to Move *New Course!* (*page 9*)

To register or for more information, visit  
**[law.pepperdine.edu/straus](http://law.pepperdine.edu/straus)**  
or call Lori Rushford at **310.506.6342**.

## STAR: A SYSTEMATIC APPROACH TO MEDIATION STRATEGIES

Mediations are dynamic and fluid. Both aspiring neutrals and sophisticated advocates should know the predictable themes and stages of mediation, as well as the variety of styles and techniques used in each stage. Competence in mediation approaches separates the serious professional practitioner from the casual volunteer. This course surveys how successful mediators use a variety of approaches in five fundamental stages of a mediation. The emphasis is on encouraging the exercise of conscious professional judgment and strategic analysis for both mediators and advocates.

### *What you will learn:*

- ▶ Stages of a mediation
- ▶ How to convene and open a mediation
- ▶ Facilitating communication
- ▶ Encouraging problem solving
- ▶ Utilizing the predictability of distributive bargaining
- ▶ Using intangible interests to overcome impasse
- ▶ Facilitating closure
- ▶ Balancing neutrality and fairness
- ▶ Managing emotions
- ▶ Effective case presentation
- ▶ Ethical concerns of mediators and advocates
- ▶ Mediation advocacy tips



**PETER ROBINSON** is co-director of the Straus Institute for Dispute Resolution and professor of law at Pepperdine University School of Law. He has presented advanced negotiation and mediation skills courses in more than 39 states and foreign countries. He has served on the boards of the Christian Conciliation Service of Los Angeles, Ventura Center for Dispute Settlement, Dispute Resolution Services of the LACBA, Southern California Mediation Association, and California Dispute Resolution Council. He is a Fellow of the International Academy of Mediators, a member of the American College of Civil Trial Mediators, and was recognized as a Southern California *Super Lawyer* in the area of mediation in 2006.



**DEBORAH THOMPSON EISENBERG** is an associate professor of law and faculty director of the Center for Dispute Resolution at the University of Maryland Francis King Carey School of Law. She writes and teaches in the areas of dispute resolution, civil procedure, and employment law, and directs the Mediation Clinic. She provides professional trainings in negotiation and mediation and also serves as a private mediator in employment and civil cases. Prior to academia, Eisenberg practiced civil litigation for more than fifteen years. Her diverse practice included work at a large law firm, a public interest advocacy organization, and a boutique litigation firm where she was a partner representing primarily employees. Eisenberg received her JD from Yale Law School in 1994 and graduated valedictorian of her class at the University of Maryland Baltimore County in 1991.



PETER ROBINSON



## ADVANCED MEDIATION: SKILLS AND TECHNIQUES

Advanced mediation is a highly interactive course that moves far beyond introductory lectures and simple role-plays to draw upon the vast mediation work of the highly experienced trainers who have more than 8,000 mediations between them and the wisdom of experienced participants. Much of the course will consist of comparing participants' techniques and approaches to common problems in mediation. The course will be limited in enrollment.

Participants are accepted through application. They must have completed acceptable, basic mediation training, and have significant experience as a mediator.

### *What you will learn:*

- ▶ Review of the STAR approach to mediation
- ▶ Stages in complex mediations
- ▶ Understanding how different techniques apply to early-, mid-stage, and late-stage negotiations
- ▶ Tasks and strategies in resolving difficult cases
- ▶ Activities of experienced mediators in moving beyond impasse
- ▶ Results that experienced mediators seek beyond just a settlement, including the art of the apology
- ▶ The best advice from colleagues in the field who have financially successful practices—including what separates the trained mediator with no cases from the one who is in demand
- ▶ What prominent mediation organizations tell panelists about procedures, practices, and ethical dilemmas
- ▶ How culture and gender impact communication and negotiation



**NINA MEIERDING** a former civil attorney, has been a national leader in the field of conflict resolution, training thousands of individuals in businesses, courts, school districts, governmental agencies, medical centers, corporations, and universities throughout the United States and abroad for over 25 years. She has been an adjunct professor at Pepperdine University School of Law for over 15 years and Southern Methodist University for over 12 years and has taught at many other universities, as well as the National Judicial College and the California Judicial College. She is a former president of the Academy of Family Mediators and served on the board of directors of the Association for Conflict Resolution and many other organizations. She was the director and senior mediator at the Mediation Center in Ventura, California, from 1985 to 2007 where she mediated over 4,000 disputes and is currently the mediation consultant for the Wisconsin Special Education Mediation System (WSEMS).



**BRUCE EDWARDS** is one of JAMS/Endispute's most experienced attorney mediators. He has extensive expertise in handling complex, multiparty cases with emphasis on construction, business, environmental, and traumatic personal injury matters. He received his bachelor's degree from the University of California, Davis and his law degree from Hastings College of Law. Edwards cofounded the Bates Edwards Group in 1991 (which merged with JAMS/Endispute in 1994) after a highly successful career as a litigation partner with the San Francisco office of Sedgwick, Detert, Moran & Arnold. He has mediated over 4,000 disputes in 42 states since 1986. Edwards teaches advanced mediation courses in the United States and western Europe.



NINA MEIERDING

## PUBLIC SECTOR MEDIATION: SKILLS AND DRILLS

*This two-day, Thursday-Friday course is limited to public sector employees and offered at a rate of \$795.*

Public Sector Mediation: Skills and Drills is a highly interactive skills-based course designed to enhance the toolkit of the public sector mediator. Whether mediating employment discrimination cases or other policy disputes, public sector mediators share common challenges unique to the civil service environment. This course focuses on skills to address high-conflict personalities and intense emotions, self-represented parties unaccustomed to distributive negotiations, advocates expecting an evaluative mediation model, and unions and enforcement agencies with outside interests. The workshop also addresses issues of authority and agency, as well as the impasses of inertia (the wait for a new administration or policy, budget cycle, or collective bargaining agreement). Designed to bridge the gap between the orthodox mediation models taught (theory) and the realities of public sector mediation (practice), this intensive presents the skills most relevant to public sector mediators via drills and role-plays. The trainers bring their extensive public sector experiences to integrate common ethical challenges and maximize outcomes in public sector mediations.

### ***What you will learn:***

- ▶ Closing the deal with inexperienced negotiators
- ▶ Reality testing (with an emphasis on the narrow and more directive) to round out the public sector mediator's toolkit
- ▶ Strategic questioning methods such as t-funneling and directional questions
- ▶ Identifying "ghosts" in the room or uncovering an advocate's unarticulated institutional interests
- ▶ Techniques to use with high-conflict individuals
- ▶ Managing strong emotions

The Center for Dispute Resolution at the University of Maryland Francis King Carey School of Law (C-DRUM) advances the effective resolution of conflict to empower and transform. An integral part of the law school, C-DRUM is a comprehensive dispute resolution center for policy, scholarship, and professional skills development related to problem-solving in law and society.



**TOBY TREEM GUERIN** is the managing director for the Center for Dispute Resolution at the University of Maryland Carey School of Law and clinical instructor. Guerin has over 10 years experience mediating and facilitating in various venues including government agencies, nonprofit organizations, schools, and court systems. She served as the first chairperson of the Mediator Excellence Council, a mediator quality-assistance initiative in Maryland and formerly directed the agricultural mediation program at the Maryland Department of Agriculture. Guerin has trained hundreds of mediators on topics from beginning to advanced mediation, elicitive feedback, mentoring, and effective communication, among others.



**STEPHANIE BLONDELL** is an assistant professor of law and assistant director of the Straus Institute for Dispute Resolution. She supervises the Mediation Clinic and teaches Mediation Theory and Practice and Criminal Law. Prior to joining Pepperdine, she served as the manager of the King County Alternative Dispute Resolution Program and Interlocal Conflict Resolution Group, a tri-county labor-management and public policy mediation program in the area around Seattle, Washington. Prior to this she was the alternative dispute resolution coordinator for the City of Seattle where she designed and implemented a labor and employment mediation program for city government. Before joining Straus full-time, Blondell served as an adjunct professor at Straus, the Seattle University School of Law, and the University of Washington master of public administration program. Blondell earned her BA with honors in American civilization from Brown University, and her JD from the University of Washington School of Law.

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### ***C-DRUM's focus areas include:***

- ▶ Public Policy Dispute Resolution
- ▶ Conflict Resolution in Education
- ▶ Lawyers as Problem-Solvers
- ▶ ADR Research and Scholarship
- ▶ Direct Mediation, Facilitation, and Training Services

[www.cdrum.org](http://www.cdrum.org)



## ADVANCED FAMILY MEDIATION

This fast paced interactive advanced workshop is designed for family mediators, family law attorneys, court-based custody masters and hearing officers, staff attorneys in courts, custody evaluators, psychologists, and others who wish to expand their family mediation skills and techniques. The highly experienced mediator trainers will take you from new approaches to beginning the mediation to drafting agreements, and in between techniques for working with the most challenging cases.

### *What you will learn:*

- ▶ Review the Stages of Facilitative Mediation
- ▶ Pre-Mediation Meetings to Enhance Mediator Effectiveness
- ▶ Early Stage vs. Late Stage Mediation
- ▶ Domestic Violence and Mediation: Non-Physical Abuse, Women as Abusers, and Physical Violence
- ▶ Working Effectively with Lawyers in Family Mediation – on the sidelines and at the table
- ▶ Creative Caucusing
- ▶ Drafting MOU's in Family Mediation
- ▶ Secrets of Effective Court-Related Mediation
- ▶ Ethical Dilemmas: What Would YOU Do? (contest and prizes!)



**ZENA ZUMETA** is internationally known as both a mediator and trainer of mediators. She is president of the Mediation Training & Consultation Institute, Zena Zumeta Mediation Services, and The Collaborative Workplace in Ann Arbor, Michigan. She received her juris doctor from the University of Michigan Law School. Zumeta is a former board member and president of the Academy of Family Mediators (now merged into the Association for Conflict Resolution), past president of the Michigan Council for Family and Divorce Mediation, and past regional vice president of the Society of Professionals in Dispute Resolution. Zumeta is the recipient of the National Education Association/Saturn Corporation Award for Union-Management Collaboration; the John Haynes Distinguished Mediator Award from ACR; the Family Mediation Council-Michigan Lifetime Achievement in Mediation Award; and the Kumba Award from the National Conference on Minorities in ADR.



**CHERYL CUTRONA** is a nationally renowned mediator and trainer. She has been the executive director of the Good Shepherd Mediation Program (GSMP) in Philadelphia, Pennsylvania, since 1991. Cutrona teaches Mediation Advocacy and Practice, Alternative Dispute Resolution, and the Domestic Relations Mediation Clinic at Temple University Beasley School of Law. She holds advanced practitioner status and has been certified as a family trainer by the Association for Conflict Resolution Academy of Family Mediators. She sits on the Philadelphia Bar Association Fee Disputes Committee, the Pennsylvania Bar Association ADR Committee (currently vice chair), the Philadelphia Bar Association Family Law Section ADR Committee (currently cochair), and the Editorial Board of Conflict Resolution Quarterly. She is the 2008 recipient of the Pennsylvania Bar Association Alternative Dispute Resolution Committee's Sir Francis Bacon Dispute Resolution Award and was named Most Valuable Peacemaker by the Pennsylvania Council of Mediators in 2010. She holds a BA from Michigan State University, a master's degree in library science from Wayne State University, Detroit Michigan, and her JD from Temple University Beasley School of Law.







PEPPERDINE UNIVERSITY

## Recognized as a National Leader, Straus Institute has been **Ranked #1** Dispute Resolution Program for Eleven Consecutive Years!

When Pepperdine University School of Law first began to establish an internationally recognized institute for dispute resolution in 1986, no one could have foreseen the indelible mark it would make in its relatively short 29-year life. The combination of vision, leadership, and tireless energy has made the Straus Institute more successful than anyone imagined as it has grown to nine full-time faculty and thirteen staff members, serving more than 4,000 people a year.

The efforts were recognized when *U.S. News & World Report* began ranking dispute resolution programs at law schools 19 years ago. For 14 years it awarded Pepperdine the Number One ranking in the country, and for all other years, placed it in the Top Three.



## PRACTICAL MINDFULNESS: CLEAR AND CALM IN THE HEAT OF CONFLICT

This course will provide new practical tools for remaining focused, calm, and present, even in the heat of conflict, as well as keeping others (parties, employees, family members, etc.) focused on one another as well. You will learn mindful listening skills and “Taking STOCK,” a practical technique that enables conflict resolution professionals and others to continually integrate mindfulness into their work.

We all aspire to provide high-quality service and to derive satisfaction in the process, but often face barriers to fulfilling such aspirations. Stress, our fast-paced lives, conflicting demands, self-doubt, and other challenges distract us from bringing our whole selves to bear upon our work and our lives, even when we are trying to do so. The added complication of dealing with conflict is associated with its own distracting welter of thoughts, emotions, bodily sensations, and habitual modes of reacting. You will learn about managing strong emotions (for yourself and others) through an enhanced understanding of emotional triggers, how triggers show up, and what to do with them when they do.

Mindfulness, a systematic method of paying attention, deliberately, in the moment, and without judgment --can help us gain awareness of our mental and emotional processes, our habitual reactions, and their manifestations in our mind, body, and breath. Such awareness opens the door to developing ourselves in ways that will enable us to perform better and to get greater satisfaction from our work.

### What you will learn:

- To better understand and deal with your own reactions to conflict
- To help others understand their personal reactions to conflict
- To listen to others and guide them into focused, present listening to more effectively move from reaction to action
- The Taking STOCK technique, which you will practice to integrate and maintain mindfulness in various negotiation and dispute resolution roles
- Mindfulness meditation, a highly-refined, systematic method of moment-to-moment, non-judgmental awareness, which develops both calmness of mind and body, and deep insight into an array of mental and physical conditions



**RACHEL WOHL** is a mediator and attorney who teaches conflict resolution and mindfulness meditation classes, nationally and internationally. She was previously the director of the Maryland Mediation and Conflict Resolution Office and is adjunct faculty at the University of Maryland Law School. She received the Association for Conflict Resolution's Mary Parker Follett Award for Innovation. She co-chaired the ABA Dispute Resolution Section's Task Force on Improving Mediation Quality and was a founding board member of Mediators Beyond Borders (MBB). She is currently working on MBB capacity-building projects in the Czech Republic and Cambodia. She has been meditating for over 20 years and recently coauthored "Mindfulness in the Heat of Conflict: Taking Stock," published in the *Harvard Negotiation Law Review*, vol. 20.



**LAUREL KAUFER** is cofounder of Prison of Peace, a nonprofit organization created to take on the profound task of transforming "lifers" into peacemakers. While learning, using, and sharing the mindful communication, peacemaking, and mediation skills they are taught, Prison of Peace participants shift from "Serving Life" to a "Life of Service." Kaufer was honored by *California Lawyer* magazine as a California Attorney of the Year in 2012 for this work. A mediator and arbitrator in Los Angeles, she transitioned from litigation to full-time neutral practice in 1995. She is also the former chair of the Standing Committee on Dispute Resolution of the California State Bar Association, a diplomat of both the California and National Academies of Distinguished Neutrals, and adjunct faculty at Pepperdine School of Law.



## STRATEGIC NEGOTIATION SKILLS

Strategic Negotiation offers a comprehensive framework for analyzing negotiations and provides practical tools for achieving better negotiation results. It begins with the premise that at every single point in the bargaining, the negotiator must choose among competitive, cooperative, and problem-solving tactics. Drawing upon both empirical research and the experiences of master negotiators, the course identifies the factors the negotiator should consider when making strategic choices in each phase of negotiation—planning, initial orientation, information bargaining, narrowing of differences, and closure. The course will also address the added complexities posed by multiparty negotiation, as well as negotiation counseling and the effects of the culture, gender, and race of the participants on the bargaining process. Role-plays and critiques of video-recorded negotiations will play substantial roles in the learning process.

### *What you will learn:*

- ▶ How to use competitive, cooperative, and problem-solving tactics
- ▶ Selecting the most effective tactics in any bargaining context
- ▶ Differences between bargaining tactics and interpersonal style
- ▶ Planning for negotiation
- ▶ Sources and uses of power—even when there appears to be none
- ▶ Identifying “win-win” opportunities

- ▶ The importance of information bargaining
- ▶ Responding to extremely adversarial opponents
- ▶ Closing the deal
- ▶ The peculiar challenges of multi-party negotiation
- ▶ The roles of gender, race, and culture in negotiation



**L. RANDOLPH LOWRY** is president of Lipscomb University in Nashville, Tennessee. In 1986 he founded the Straus Institute for Dispute Resolution and was a professor of law at Pepperdine University School of Law until assuming his current position in 2005. He also works as a conflict management consultant to one of the nation's largest hospital companies and for five years has served as board chair for two nonprofit health care organizations. A lawyer, active mediator, consultant, and internationally recognized educator, he is on the faculty at Vermont Law School and City University in Hong Kong.



**JOHN LOWRY** is a recognized authority on negotiation through his experience as a lawyer, business consultant, negotiation coach, entrepreneur, researcher, and university administrator. His results-focused systematic approach to negotiation has been successfully implemented by thousands of professionals across the United States. Lowry serves as vice president of external affairs at Lipscomb University in Nashville, Tennessee. He is also the founder and executive director of Spark, Lipscomb's Idea Center located in Franklin, Tennessee, a state-of-the-art corporate learning and innovation center. Lowry is an assistant professor of management and also serves as president of The Lowry Group, LLC (TLG). At TLG, he provides negotiation, mediation, and conflict management training and facilitation for law firms, multinational companies, governmental entities, major insurance companies, health care organizations, and other businesses. Throughout Lowry's career, he has trained thousands of professionals around the country. Prior to moving to Nashville, Lowry practiced law with Strasburger & Price, LLP in Dallas, Texas.



## RESTORATIVE PRACTICES IN AN ORGANIZATIONAL SETTING

Whether in business, education, government, local community, or criminal justice settings, people are more effective decision makers and problem solvers when they function as part of a genuine community. Conflicts are inevitable; yet many organizations primarily respond in a limited, top-down, code-reliant discipline approach that fails to harness the potential for community engagement and long-term cultural shifts to bring about reduced conflict recurrence. Derived from the principles of restorative justice, restorative practices transform conflict management in many organizations. This highly interactive course provides leaders, mediators, educators, and human resource professionals with restorative practices tools designed to develop positive environments, address conflict in a way that strengthens relationships, foster the development of empathy and responsibility, and engage parties in collaborative problem-solving. Participants will gain insight into circle use for community building, decision-making, problem-solving, conflict resolution, and celebrations in a wide variety of settings. Through circle experience followed by reflection and analysis, participants will learn skills for designing and facilitating circles and developing a more restorative culture.

### What you will learn:

- Framework of restorative justice
- Foundational values and philosophy of a restorative environment
- Role of the facilitator in community-building and peacemaking circles
- Structure and preparation for the circle process
- Ways to redesign workplaces and organizations to transform the conflict environment through adaptive trainings and proactive and reactive practices
- Practical applications of circle processes such as for consensus decision-making, problem-solving, and community-building
- Solutions to common challenges in implementing restorative practices



**KAY PRANIS** teaches and writes about the dialogue process known as “peacemaking circles.” Since her initial exposure in the mid-1990s, Pranis has become a recognized leader in developing the use of peacemaking circles in schools, social services agencies, churches, families, museums, universities, municipal planning entities, and workplaces. She has authored or coauthored several books about circles: *Peacemaking Circles - From Crime to Community*; *The Little Book of Circle Processes - A New/Old Approach to Peacemaking*; *Doing Democracy with Circles - Engaging Communities in Public Planning*; and *Heart of Hope - A Guide for Using Peacemaking Circles to Develop Emotional Literacy, Promote Healing, and Build Healthy Relationships*. Working primarily as a trainer in the peacemaking circle process, Pranis is also a senior associate at the Center for Restorative Justice at Suffolk University in Boston, Massachusetts, as well as an adjunct professor at Simon Fraser University, Eastern Mennonite University, and Southwest Minnesota State University.



**BARBARA SUGARMAN GROCHAL** is director of School Conflict Resolution Education Programs at the Center for Dispute Resolution at the University of Maryland Carey School of Law. For over 10 years she has supported schools in developing stronger conflict management programs, through training, mediation, coaching, strategic planning, and consulting. She facilitates formal community conferences and circles in schools, workplaces, nonprofit organizations, and homeless shelters. She is a licensed trainer with the International Institute of Restorative Practices.

BARBARA SUGARMAN GROCHAL



## BREAKING IMPASSE WITH SCIENCE:

USING THE LATEST RESEARCH ON NEUROSCIENCE AND DECISION MAKING TO GET PARTIES TO MOVE

In mediation, mediators are the facilitators of the parties and the attorneys' decision-making process. We are hired with the expectation that we possess a "refined" grasp of this process with the ability to help attorneys and clients elevate their thinking to make smarter, better settlement decisions than they were able to make outside of mediation.

To help mediators refine their grasp on the decision-making process, there are ever increasing amounts of research on neuroscience and decision making becoming available from both neuro and social scientists. However, trying to assimilate research that is evolving at an overwhelming rate into our practice can be challenging. The question is how can mediators practically apply this sophisticated research to our everyday mediation sessions to both elevate the parties' thinking to make better settlement decisions, while also improving our own decision making as we structure the process?

This course will transform the academic research into informed practical application by helping participants digest the results and hone their own mediation process accordingly to help parties who are stuck to free themselves from their own decision-making obstacles.

This course incorporates psychology, neuroscience, behavioral economics, research on attorney decision making, and the 50 years of combined mediation experience of the instructors. Students will learn about well-known barriers to disinterested analysis, factors correlated with poor-quality decisions and adverse outcomes, the incidence and magnitude of settlement decisions errors, and methods they can employ to improve decision-making and problem-solving skills for themselves and also for the parties and attorneys who appear before them in mediation.

### *What you will learn:*

- ▶ Best practices to facilitate holistic decision making
- ▶ How to slow down thinking to improve the decision-making process
- ▶ Successful communication skills and methods
- ▶ Psychological attributes of decision bias and error and how to short-circuit them
- ▶ Role of identity, ego, credibility, and reputation and how to effectively address them
- ▶ Attributes of effective mediators
- ▶ Patterns of behavior and habits that improve decision making
- ▶ Myths, mirages, and magic of moving beyond impasse



**BOB CREO** is an internationally recognized mediator and arbitrator, as well as the cofounder of the International Academy of Mediators and Mediators Beyond Borders. His experience spans over 30 years including training business people and lawyers in the areas of mediation advocacy and decision making. Creo has served as a mediator and arbitrator since 1979 and has mediated/arbitrated cases in almost every area of the law. He has also worked with the Senate Select Committee on Ethics and the Office of Fair Employment Practices, as well as for Major League Baseball and the National Football League. He has spent much of his career developing and teaching mediators, arbitrators, and lawyers teaching credit courses at the University of Pittsburgh School of Law, Duquesne University School of Law (where he co-teaches the first law school credit course on attorney judgment and decision making), and Penn State. He has published extensively and currently writes for the International Institute for Conflict Prevention and Resolution (CPR) newsletter. He cocreated the Master Mediators Institute, which, in conjunction with well-known professors, developed courses at Duke and UCLA. Creo also codesigned the dispute resolution system for the Realtors Association of Metropolitan Pittsburgh, numerous medical malpractice claims systems for major hospitals and insurers, and product liability and employment systems for Fortune 500 companies. He has worked internationally in England, Serbia, Italy, Poland, and Ukraine. Creo was also a Fulbright Scholar for the U.S. State Department.



**SELINA SHULTZ** is a highly sought mediator and consultant in dispute resolution, who works with individuals and businesses. She has over 17 years of extensive mediation experience. Shultz currently Selina Shultz serves as the codirector of CoralBridge Partner's Conflict Transformation Institute. In addition to her private mediation practice, she served for 13 years as a mediator for the Allegheny County Court of Common Pleas. She is currently on the approved mediator panels for the U.S. District Court for the Western District of Pennsylvania, the EEOC, and the U.S. Bankruptcy Court. She is a popular lecturer and trainer in the area of dispute resolution and has worked with individuals and businesses to provide both basic and advanced trainings in mediation and conflict resolution skills. She is an adjunct professor at Duquesne University Law School, where she co-teaches the first law school credit course on attorney judgment and decision making. She has served as a leader in the field, most recently serving on the boards of both the Pennsylvania Council of Mediators and the Mediation Council of Western Pennsylvania, and helping to launch the Western District of Pennsylvania's Prisoners Civil Rights Mediation Pilot Program. She obtained her JD in 1993 from the University of Pittsburgh and her LLM in dispute resolution from the Straus Institute at Pepperdine University School of Law.

## LOCATIONS

### UNIVERSITY OF MARYLAND FRANCIS KING CAREY SCHOOL OF LAW, BALTIMORE, MARYLAND – MARCH 17–19, 2016



THE CENTER FOR DISPUTE RESOLUTION AT THE UNIVERSITY OF MARYLAND FRANCIS KING CAREY SCHOOL OF LAW AND STRAUS INSTITUTE FOR DISPUTE RESOLUTION are pleased to present the East Coast Professional Skills Program in Baltimore, Maryland. Located in the heart of the Mid-Atlantic, participants can enjoy all that Charm City has to offer, from the world famous National Aquarium and Inner Harbor, to historical sites like Ft. McHenry and Edgar Allan Poe's grave (located right at the law school), to multiple art museums. Baltimore is conveniently located less than an hour from Washington, D.C. For more information about C-DRUM, visit [www.cdrum.org](http://www.cdrum.org).

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### PEPPERDINE UNIVERSITY IN MALIBU, CALIFORNIA – JUNE 23–25, 2016



THE STRAUS INSTITUTE IS A PART OF PEPPERDINE UNIVERSITY SCHOOL OF LAW, which is located in Malibu, California. While the magnificent vistas provides a beautiful setting for study and contemplation, Pepperdine is only 12 miles from the energy and night life of Santa Monica and 25 miles from downtown Los Angeles.

Straus offers training in various cities and states, as well as the Malibu Campus. For upcoming training programs and conferences visit [straus.pepperdine.edu](http://straus.pepperdine.edu)



# REGISTRATION 2016 COURSES IN DISPUTE RESOLUTION

All registrations are accepted on a first-come, first-served basis. Registrations will be accepted as long as space permits.

Name \_\_\_\_\_  
*First name as you would like it to appear on name tag*

Organization \_\_\_\_\_

Position \_\_\_\_\_

Mailing address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

E-mail \_\_\_\_\_

Business phone ( ) \_\_\_\_\_

I WOULD LIKE TO ATTEND THE FOLLOWING COURSE:  
(Please choose only one course)

## BALTIMORE

- ☐ STAR: A Systematic Approach to Mediation Strategies
- ☐ Advanced Mediation: Skills and Techniques
- ☐ Public Sector Mediation: Skills and Drills  
*\*\*Special Thursday/Friday Format\*\**
- ☐ Advanced Family Mediation
- ☐ Practical Mindfulness: Clear and Calm in the Heat of Conflict
- ☐ Strategic Negotiation Skills
- ☐ Restorative Practices in an Organizational Setting
- ☐ Breaking Impasse with Science: Using the Latest Research on Neuroscience and Decision Making to Get Parties to Move

*Include a \$1,495 or \$1,395 early registration fee with this form.  
Governmental, nonprofit, and MPME rate is \$995.*

☐ Check here for vegetarian lunches.

Special dietary needs: \_\_\_\_\_

Checks should be payable to: PEPPERDINE UNIVERSITY (Please note: if a check refund is needed, participants must submit a W-9 form to the University.)

☐ Enclosed is my check in the amount of \$ \_\_\_\_\_

**Credit cards are the preferred method of payment.**

Please charge \$ \_\_\_\_\_ to my ☐ VISA ☐ MasterCard

Card # \_\_\_\_\_ Exp. \_\_\_\_\_

Name on card \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

## FEES

The fee, including meals and materials, is \$1,495. **Registration received by Friday, February 5, 2016, will be given a \$100 discount. Early registration discount does NOT include governmental or nonprofit organizations.** A reduced rate of \$995 is available for employees of governmental, nonprofit organizations, and members of the Maryland Program for Mediator Excellence (MPME).

## \*\*FEES FOR PUBLIC SECTOR MEDIATION COURSE

This two-day, Thursday/Friday course is limited to public sector employees and offered at a rate of \$795.

Should a paid participant be unable to attend, tuition, less a nonrefundable fee of \$200, will be refunded or a substitute may attend the program. When canceling, we require 48 hours of notice prior to the program start date or there will be an additional \$50 food service fee deducted for a total nonrefundable refund of \$250. PAYMENT IS EXPECTED AT THE TIME OF REGISTRATION EITHER BY CHECK OR CREDIT CARD (Visa or MasterCard preferred). *PLEASE NOTE: There is a \$50 administrative fee for transferring to another program.*

## \*MCLE

These activities are approved for 18 hours of MCLE credit by the State Bar of California. Pepperdine University certifies that this activity conforms to the standards for approved education activities prescribed by the rules and regulations of the State Bar of California governing MCLE. Straus programs have been accepted for MCLE credit across the nation.

## TAX DEDUCTION OF FEES

Education expenses (enrollment fees, course materials, and travel costs) may be deductible if they improve or maintain professional skills. Treas. Reg. Sec. 1.162-5.

## GUARANTEE

All programs of the Straus Institute for Dispute Resolution are offered with a complete guarantee of satisfaction. If a participant completes the entire program and is dissatisfied with the course content or performance of the faculty, the tuition fee will be refunded.

## UPCOMING INSTITUTE PROGRAMS

For information on future dispute resolution skills programs or for additional information on the content, faculty, or registration for this program, call **Lori Rushford** at 310.506.6342 or e-mail [lori.rushford@pepperdine.edu](mailto:lori.rushford@pepperdine.edu).

TO REGISTER AND PAY ONLINE   
[straus.pepperdine.edu](http://straus.pepperdine.edu)  
Click on the tab "Training and Conferences"



Submit to:  
Straus Institute for Dispute Resolution  
Pepperdine University School of Law  
24255 Pacific Coast Highway  
Malibu, California 90263

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School of Law

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STRAUS INSTITUTE FOR DISPUTE RESOLUTION

*Translating Theory into Practice*

## ACADEMIC PROGRAMS

Translating theory into practice has been the mission of the Straus Institute since it was established 29 years ago.

At Pepperdine, theory and scholarship are not the end, but the beginning. The end is equipping lawyers, judges, and other professionals with real-world skills to resolve real-world conflicts. We offer three academic programs:

LLM in Dispute Resolution

Master of Dispute Resolution

Certificate in Dispute Resolution

Thirty-six courses and 25 faculty from around the world  
TRANSLATE THEORY INTO PRACTICE.

For additional information on academic program content, faculty, or application, contact Sarah Gonzales at 310.506.7454 or e-mail [sarah.gonzales@pepperdine.edu](mailto:sarah.gonzales@pepperdine.edu).

[straus.pepperdine.edu](http://straus.pepperdine.edu)

## UPCOMING STRAUS EVENTS

WOMEN'S NEGOTIATION ACADEMY  
WEST LOS ANGELES, CALIFORNIA  
DECEMBER 3-4, 2015

MEDIATING THE LITIGATED CASE  
IRVINE, CALIFORNIA  
FEBRUARY 4-6 AND 18-20, 2016

29<sup>th</sup> ANNUAL PROFESSIONAL  
SKILLS PROGRAM  
MALIBU, CALIFORNIA  
JUNE 23-25, 2016

HONG KONG/BEIJING  
STUDY TOUR  
SUMMER 2016

WOMEN'S NEGOTIATION ACADEMY  
MALIBU, CALIFORNIA  
JULY 2016

MEDIATING THE LITIGATED CASE  
MALIBU, CALIFORNIA  
AUGUST 1-6, 2016

MEDIATING THE LITIGATED CASE  
WASHINGTON, D.C.  
SEPTEMBER 2016

2<sup>nd</sup> ANNUAL PROFESSIONAL  
SKILLS PROGRAM  
NASHVILLE, TENNESSEE  
FALL 2016

WOMEN'S NEGOTIATION ACADEMY  
DECEMBER 2016