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31st Annual Fall Mediation Conference



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Schedule at a Glance

BREAKFAST (California Grand Ballroom)

7:30 a.m. - 8:30 a.m.

Registration & Continental Breakfast

OPENING PLENARY (California Grand Ballroom)

8:30 a.m. - 10:00 a.m.

Opening Remarks and Special Presentations

Presentation of the Cloke-Millen Peacemaker Award by Kenneth Cloke

Introduction of Keynote Speaker — Richard Erhard

Keynote Speaker: Professor Leonard Riskin

BREAK

10:00 a.m. - 10:15 a.m.

SESSION ONE WORKSHOPS

10:15 a.m. - 11:30 a.m.

Workshop 1 (Angeleno)

Establishing Trust — The Cornerstone for Mediation Success

Workshop 2 (Bunker Hill)

Educating the Peacemakers of Tomorrow:
The Benefits of Peer Mediation in K-12 Education

Workshop 3 (Pacific Salon 1)

Becoming a Certified Professional Mediator

Workshop 4 (Pacific Salon 3)

Credibility Determinations For Mediators in the #MeToo Era

ADVANCED TRACK A (Olympic Room)

**Pre-registration Required.*

Applied Behaviors/Techniques in Resolving Family Disputes

LUNCH (California Grand Ballroom)

11:30 a.m. - 12:45 p.m.

**FOR INTERNET ACCESS
LOG INTO: scma2019
PASSWORD: radio9321**

SESSION TWO WORKSHOPS

12:45 p.m. - 2:00 p.m.

Workshop 5 (Angeleno)

21st Century Mediation: Today's Test, Tradition's Tools,
Tomorrow's Triumphs

Workshop 6 (Bunker Hill)

Exploration of Niche Markets in Mediation

Workshop 7 (Pacific Salon 1)

What Makes a Great Mediator?

Workshop 8 (Pacific Salon 3)

Reality Testing Around the Grid

ADVANCED TRACK B (Olympic Room)

**Pre-registration Required.*

Applied Behaviors/Techniques in Resolving Employment Disputes

BREAK

2:00 p.m. - 2:15 p.m.

SESSION THREE WORKSHOPS

2:15 p.m. - 3:30 p.m.

Workshop 9 (Angeleno)

Using Dispute Resolution Skills to Improve Leadership

Workshop 10 (Bunker Hill)

A Framework for Effective Mediator Management of
Strong Negative Emotions Encountered in the Process

Workshop 11 (Pacific Salon 1)

The Future is Online and You Can Be Too!

Workshop 12 (Pacific Salon 3)

Operational Side of Running a Mediation Practice - Tips
and Lessons Learned

ADVANCED TRACK C (Olympic Room)

**Pre-registration Required.*

Applied Behavior/Techniques in Resolving Commercial Disputes

BREAK

3:30 p.m. - 3:45 p.m.

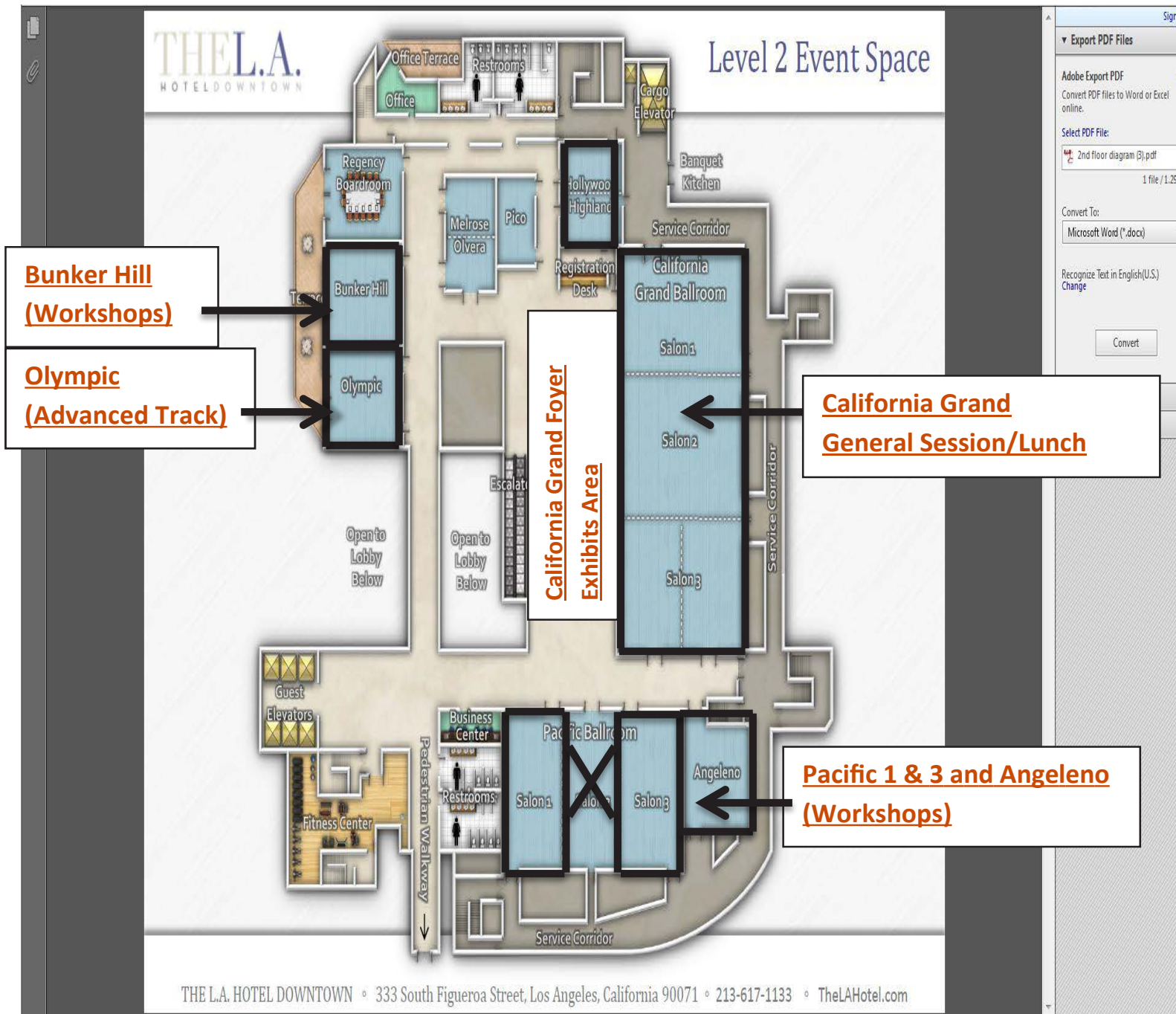
CLOSING Plenary (California Grand Ballroom)

3:45 p.m. - 5:00 p.m.

Moderator: Harold Coleman, Jr., Esq.

Panelists: Kenneth Cloke, Professor Carrie Menkel-Meadow, Michael Powell, Professor Leonard Riskin, and Ana Sambold, Esq.

Map of Locations



President's Message



Welcome to the 31st Annual Mediation Conference of the Southern California Mediation Association! We are honored that you have taken time out of your busy schedules to attend the conference and to focus on developing and growing your skills as a professional mediator.

Every detail of this conference has been planned Just for You! From this year's theme – ***"The 21st Century Mediator: Take Your Practice to the Next Level"*** – to each workshop and speaker selected, we have planned them with you top of mind. Consistent with the feedback we received from our Membership Survey conducted earlier this year, our goal has been to plan a conference that will help you build your mediation practice, introduce you to new technologies, and provide you with meaningful networking opportunities. We hope we have achieved these goals and that by the end of the conference you will leave refreshed, empowered, and with an enhanced set of skills, tools, and network to become a 21st Century Mediator!

This year's conference is anchored by our Lowry and Cloke-Millen award honorees Professor Carrie Menkel-Meadow and Professor Leonard Riskin. Both of these distinguished scholars are leading thinkers in our field and have helped shape the foundational theories and practices that guide the work we do as mediators. We are honored that they both accepted our invitation to honor and thank them for their contributions to our field.

A special thank you to our conference sponsors and partners whose support allowed us to produce a state-of-the-art conference. We are especially thankful to the American Arbitration Association who is our VIP Lead Sponsor and Advanced Track leader for the second year in a row, along with our educational co-sponsors California State University Dominguez Hills, the University of Southern California Gould School of Law, and Pepperdine University School of Law.

I also applaud our sister organizations Kids Managing Conflict and MC3 on all the great work they do throughout the year. A standing ovation to MC3 who will launch as the leading mediation certification provider soon after our conference. We are proud to partner with MC3, along with SCMA Past President Phyllis Pollack and Professor Richard Peterson, to deliver the "Litigation Nuts & Bolts" required certification course on November 16, 2019 at USC Gould School of Law.

It has been my distinct honor and pleasure to serve as your SCMA President this year. I am proud of all we were able to accomplish as an organization this year. We could not have done it without our Board Members and other SCMA members who serve in multiple volunteer capacities. I am particularly grateful to incoming President Andy Shelby and his wife Arinna who together, rolled up their sleeves to help achieve the work of the organization. I know the organization will be in great hands under Andy's leadership, supported by incoming President-Elect Mark Lemke, and an outstanding Board of Directors. Together, I know they will achieve great things and will continue to position SCMA for a long, sustainable future.

Finally, I must thank Immediate Past President Dr. Jack R. Goetz and other past presidents and friends of SCMA - Barbara Brown, Kenneth Cloke, Max Factor III, Jason Harper, Jeff Kichaven, Wendy Kramer, Jeffrey Krivis, Stefan Mason, Forrest "Woody" Mosten, Phyllis Pollack, Myer Sankary, Jan Frankel Schau, Floyd Siegal, Nikki Tolt, Robyn Weinstein, and others who continue to be there providing support, wisdom, insight and guidance to the organization. Thanks for always being one phone call away!

Thank you again for the opportunity to serve as your SCMA President. For sure, I will always count this among one of the greatest honors of my life. I will always be here for SCMA and like other past presidents, I am only one phone call, email or text away.

I hope you enjoy our 31st Annual Mediation Conference!

***Yours in Service,
Angela Reddock-Wright, Esq.
SCMA President 2019***

Message from the President-Elect



Dear SCMA Colleagues:

First, on behalf of myself and the SCMA Board, we want to thank all of you for attending SCMA's 31st annual conference. This conference is for you and we hope it exceeds your expectations. We also want to thank our wonderful and gracious sponsors, exhibitors, mediation fair organizations, and speakers for participating and providing us with their valuable services, resources, opportunities, and thought-provoking ideas.

SCMA has seen a great deal of growth over the years that coincides with the growth and maturity of the mediation profession. To that end, during 2020 our intent is to focus on improving our infrastructure and internal systems to support this growth. We plan to make necessary changes in how we staff the organization, our accounting support, our website, and the internal systems that drive many of the functions that we access through the website (our profiles, select a mediator, member benefits, etc.). At the same time, we will continue to provide you with the services, education, training, and support that you are looking for and expect. As we establish projects in these areas, we will communicate that to you and welcome any volunteers to help us to ensure these changes are meeting your needs.

Being a member of SCMA since 2013, I am always appreciative of how giving and sharing our members are with other members or mediators, regardless of their experience, background, or areas of expertise. To that end it is an honor and privilege to serve as the President of SCMA for 2020. I only hope that I can live up the standards set by our current President, Angela Reddock-Wright.

Again, thank you for attending this year's annual conference. I hope that you walk away with many nuggets of knowledge that you can use to enhance your skills or practices and as a group we can all be a part of taking our practice/profession to the next level in the 21st century.

Enjoy the conference; I know I will!

Andy Shelby

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Angela Reddock-Wright and new
president Andy Shelby
on a successful conference!

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L. Randolph Lowry Award

Each year the SCMA presents the L. Randolph Lowry Award to a member of the dispute resolution community who has honored and inspired us through their passion and dedication to education in the field of dispute resolution. The award is presented at the Friday Evening Dinner Reception.

We are proud to announce that the recipient of the 2019 L. Randolph Lowry Award is Professor Carrie Menkel-Meadow.



Professor Carrie Menkel-Meadow

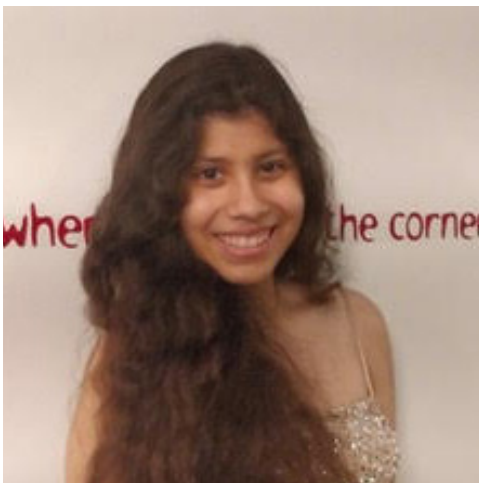
Carrie Menkel-Meadow is Distinguished Professor of Law and Political Science at the University of California, Irvine and A.B. Chettle Jr. Professor of Law, Dispute Resolution and Civil Procedure Emerita at Georgetown University Law Center. She is one of the founders of the modern legal dispute resolution field and has been teaching negotiation, mediation and related subjects for over 35 years.

She has published over 15 books and 200 articles in the field. She was the first recipient of the American Bar Association's Award for Scholarly Excellence in Dispute Resolution (2011). In February 2018 she was awarded the American Bar Foundation's Award for Outstanding Scholar. Menkel-Meadow has taught law and dispute resolution to diplomats, lawyers, law students, mediators, government officials and ordinary citizens in 26 countries (on seven continents).

She has mediated and arbitrated hundreds of disputes in the United States including commercial, arts, and education cases, as well as many general civil litigation matters. She has also mediated and arbitrated cases outside of the United States.

Kids Managing Conflict Young Peacemaker Award

The Young Peacemakers Award recognizes an outstanding Peer Mediator from a Southern California School for their contribution to their fellow students and school. The recipient not only is a peacemaker at school, they also carry their mediation skills into their home and community. Kids Managing Conflict is proud to support the mediators of tomorrow.



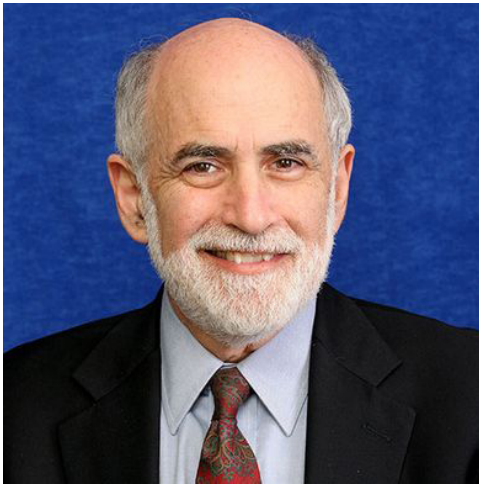
Sarai Benitez

This year, the KMC Board is delighted to announce that Sarai Benitez is the recipient of 2019 Young Peacemaker Award (formerly the Directors Award). Sarai first became involved with Peer Mediation her junior year of High School, after she had gone through traumatic bullying. In her first year, she mediated over 50 students with her fellow mediators, earning her new problem solving skills, and deepening her compassion. Wanting to help more, Sarai began to take on more referrals, including from people who felt they had a conflict with themselves. She found that students felt much more safe and comfortable speaking to a peer about their emotions instead of a staff member. By the time she graduated high school, Sarai felt Peer Mediation completely changed her life. Sarai is now pursuing a career in Music Therapy, and will begin her second year at California State University, Northridge this fall.

Cloke-Millen Peacemaker Award

Each year the Southern California Mediation Association presents the Cloke-Millen Peacemaker Award to an individual or organization in the dispute resolution community who inspires us through their passion and dedication to peacemaking.

The award is named in honor of two of the SCMA's founding members: Kenneth Cloke and Richard Millen. Kenneth Cloke, the Director of the Center for Dispute Resolution in Santa Monica, is an internationally-recognized speaker and author in the field of conflict resolution. He is also the founder of Mediators Beyond Borders. Richard Millen, who passed away in 2010, was a distinguished mediator and mediation trainer, who co-chaired the first conference of mediators in Southern California, which led to a second conference at which the SCMA was born.



Professor Leonard L. Riskin

Leonard L. Riskin was appointed the Harris H. Agnew Visiting Professor of Dispute Resolution at Northwestern Pritzker School of Law in 2015, where he has been a visiting professor since 2010. He also has been the Chesterfield Smith Professor of Law at the University of Florida College of Law since 2007. He previously served as Director of the Center for the Study of Dispute Resolution and Isidor Loeb Professor of Law at the University of Missouri-Columbia. He teaches and writes about mediation, negotiation, and alternative dispute resolution, and has led a major project to integrate dispute resolution into standard law school classes. He also works at integration of mindfulness into the education of lawyers and other dispute resolution professionals. Professor Riskin has published several books and numerous articles in scholarly journals, as well as essays in popular publications; has led training workshops around the world; and has won numerous awards for his work, including the Award for Outstanding Scholarship from the ABA Section of Dispute Resolution in 2013.

SCMA 2019 President's Awards



Terri Breer, Esq.



Samantha Blake, Esq.



Marvin Whistler

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Workshop Descriptions

SESSION ONE WORKSHOPS 10:15 a.m. - 11:30 a.m.

Workshop 1 (Angeleno) **Establishing Trust – The Cornerstone for Mediation Success**

Attorney Mediator Terri Breer, Esq., with 25 years of divorce mediation experience and Carina Tautu, dispute system design specialist with an MSc in Neuroscience, will answer the question of why trust is so important to mediation success. This workshop will include valuable instruction and techniques designed to establish, build and maintain trust throughout the mediation process. Workshop participants will learn how trust impacts selection of the mediation process as a forum for dispute resolution, how the mediator can use trust to enroll clients in the mediation process, build a relationship of trust between the parties and the mediator, and how parties must have self-trust to ultimately achieve successful settlement resolutions.

Speakers:

- Terri Breer, Esq.
- Carina Tautu, MSc

Workshop 2 (Bunker Hill) **Educating the Peacemakers of Tomorrow: The Benefits of Peer Mediation in K-12 Education**

Schools and educators face a number of challenges in creating a safe space for students to learn and grow. Violence in schools, disciplinary issues, and bullying (both on and offline) are just a few of those challenges. Peer Mediation programs teach students mediation techniques and life skills to resolve these issues. Studies have shown that peer mediation programs in conjunction with restorative justice circles have a direct and positive impact on schools, resulting in a reduction of absences, disciplinary referrals, and suspensions. Beyond that, we have seen that the skills the student mediators learn in school have a tremendous impact on every aspect of their lives, even as they leave the K-12 environment and enter college and the job market. Kids Managing Conflict, the charitable arm of the Southern California Mediation Association, presents a panel of peer mediation coordinators as well as a former peer mediator and current college student to discuss the benefits of peer mediation programs within the school and its lasting effects after high school.

Moderator: Marvin Whistler

Speakers:

- Sarai Benitez
- Sally Patchen
- Cynthia Sanchez
- Heather Schon

Workshop 3 (Pacific Salon 1) **Becoming A Certified Professional Mediator**

SCMA's sister organization, the Mediation Certification Consortium of California (MC3), is now opening to certify mediators based upon standards that reflect those utilized in many professions and task force reports generated by both the American Bar Association and the Association for Conflict Resolution. Like many other initial gateways into other professions, MC3's "gold" standard is based upon the mediator's education, experience with mediations, professional activity, and a background check, all of which combine to demonstrate credentials that a consumer might rely upon before choosing a mediator.

This workshop will discuss the need for mediator certification and walk participants through the application process. If mediators want to take their practice to the next level, MC3 is providing an opportunity to show the public that the mediator *is* next level.

Speaker: Jason Harper

Workshop 4 (Pacific Salon 3) **Credibility Determinations For Mediators in the #MeToo Era**

Workplace Meditations frequently involve the proverbial "he said, she said" scenario – where only the parties know what transpired, and provide different factual accounts. When this happens, mediators can point out to the parties how jurors will assess their credibility. If done correctly, credibility assessments can provide a helpful tool to mediators in making important determinations between parties. This workshop discusses the art of mastering the credibility analysis, with an in-depth discussion of factors such as direct and indirect corroboration, plausibility, motives, demeanor, reputation, past conduct, material omissions, and more.

Speaker: Sue Ann Van Dermeyden, Esq.

Workshop Descriptions

SESSION TWO WORKSHOPS

12:45 p.m. - 2:00 p.m.

Workshop 5 (Angeleno)

21st Century Mediation: Today's Tests, Tradition's Tools, Tomorrow's Triumphs!

Join Mitch Tarighati and 2005 SCMA President Jeff Kichaven in a no-holds-barred conversation about how mediation can – and must – evolve to meet the challenges of today's ever-changing commercial environment, while staying true to our deepest values of neutrality and self-determination.

Speakers:

- Jeff Kichaven, Esq.
- Mitch Tarighati, Esq.

Workshop 6 (Bunker Hill)

Exploration of Niche Markets in Mediation

Not sure what area or market you want to pursue for your niche? Maybe you are thinking of broadening or changing your current customer base but are not sure what that would be or how to do it? Moderator Richard Erhard, whose own niche is educational disputes, will lead a panel of mediators that 'found their niche' as they share the lessons they learned along their journey.

Moderator: Richard Erhard

Speakers:

- Rodney Collins
- Liz Paris, Esq.
- Kristin Rizzo, Esq.
- Kimberly Schulist, Esq.

Workshop 7 (Pacific Salon 1)

What Makes a Great Mediator?

Past SCMA President and co-founder of the SCMA's Mentorship Program, Wendy W. Kramer, Esq. will examine the topic from a market perspective. Simply stated, what factors are common to all great mediators that cause them to be rehired time and time again? Are great mediator traits gifts or are they teachable/learnable? Wendy strongly believes that great mediator qualities can be learned and will share her insights on what you can do to enhance your skills and establish yourself in the competitive Los Angeles Mediation Marketplace. Wendy has mediated and arbitrated commercial disputes full time since 2004 and currently serves on the panel neutrals

of ADR Services, Inc. Prior to mediation, she litigated cases in Southern California for nearly 20 years. Wendy is the current chair of the International Academy of Mediation's Mentorship Program (IAM) and previously served on the Board of Directors of both SCMA and the IAM.

Speaker: Wendy Kramer, Esq.

Workshop 8 (Pacific Salon 3)

Reality Testing Around The Grid

Reality Testing is arguably one of the most used, but least discussed, skills in the mediator tool kit. Join us for a lively and engaging discussion on reality testing as we veer into every corner of "Riskin's Grid" to examine one of the most useful mediator interventions. Honoring the scholarship of this year's plenary speaker, we will examine the mediator question through the lens of the "old" grid as well as the "NEW NEW" grid. We will explore the how-tos of skillful questioning including structure (e.g. process vs. content) and style (e.g. the soft delivery of a directive question.) Participants will practice "scrubbing the question" in order to craft questions that actually do the work that they intend.

Speaker: Professor Stephanie Bell Blondell

SESSION THREE WORKSHOPS

2:15 p.m. - 3:30 p.m.

Workshop 9 (Angeleno)

Using Dispute Resolution Skills to Improve Leadership

The panel will discuss the interest-based approach to leadership to support employees in business organizations. Employers can improve productivity and reduce workplace alienation by supporting employees to explore their interests. Rediscovering essential human interests can help employees to find meaning in the workplace leading to greater commitment and work productivity. Dispute resolution techniques can help leaders create these more positive workplace environments. The panel will discuss how disputant resolution consultants can engage organizations in this work.

Moderator: Dr. Brian Jarrett

Speakers:

- Professor Erika Dadsetan
- Professor Kara Dellacioppa
- Jameson Lingl
- Angel Roman

Workshop Descriptions (Cont'd)

Workshop 10 (Bunker Hill)

A Framework for Effective Mediator Management of Strong Negative Emotions Encountered in the Process

This workshop presents a framework for mediators to diagnosis and ease emotional barriers that impede productive negotiation between disputing parties. It is based upon the book authored by Roger Fisher and Daniel Shapiro, entitled, "Beyond Reason, Using Emotions as You Negotiate" first published by the Harvard Negotiation Project in 2005. Rather than focus on the overwhelming number of emotions implicated in a dispute, Fisher and Shapiro focus attention on five core concerns that generate the emotions we must deal with. "The power of the core concerns comes from the fact that they can be used as both a lens to understand the emotional experience of each party, and as a lever to stimulate positive emotions in yourself and in others." Thus, by addressing the core concerns of participants, mediators are able to address strong emotions, "...without getting overwhelmed by them."

During this workshop, participants will be introduced to the five core concerns: appreciation, affiliation, autonomy, status, and role, as well as case study examples of how the core concerns have been utilized by the workshop facilitator in actual disputes/mediations, and in dispute resolution courses, for more than ten years. It is expected that participants will leave the workshop with a fundamental understanding of how the core concerns may be effectively used as a "lens" and a "lever" in mediation practice, and thereby develop a foundation for deeper study and practice in utilizing this framework for themselves.

Speaker: Professor Richard Peterson

Workshop 11 (Pacific Salon 1)

The Future is Online and You Can Be Too!

As the internet has become an integral part of our everyday lives, clients are increasingly looking for access to mediation services online. Today, most people use video conferencing at work and stay in touch with friends and family around the world via FaceTime, so it is not surprising that they want the same convenience in dealing with their disputes. In addition, mediators themselves benefit from conducting mediations online. A mediator can exponentially expand their client base and reduce their overhead with an online platform. This workshop will introduce mediators to the basic functionality of conducting an online mediation, outline best practices and ethical considerations applicable to the online dispute resolution process and review tips and pointers for conducting a superior client experience while mediating via video or web-conferencing.

Speaker: Susan Guthrie, Esq.

Workshop 12 (Pacific Salon 3)

Operational Side of Running a Mediation Practice – Tips and Lessons Learned

So you've gotten trained, and know you're a skilled mediator — now what? Many beginning and aspiring mediators struggle to launch their practices. It's not as easy as hanging out a shingle. Where will you mediate? How will you handle billing? Where do you get forms? How do you launch a website? This workshop will focus on ways to launch your practice, and reflect on lessons learned to help you avoid time-consuming and potentially costly mistakes.

Moderator: Mark Lemke, Esq.

Speakers:

- Pashtana Abedi
- Jim Sullivan
- Judith Weigle

CLOSING Plenary (California Grand Ballroom) **3:45 p.m. - 5:00 p.m.**

This closing plenary will dig deeper into our Advanced Track topic discussing the seven (7) specific mediator behaviors and techniques that parties, and advocates find both appealing and unappealing, effective and less effective, as identified and informed by recent cutting-edge studies. This plenary will look at these behaviors/techniques through the lens of cross-cultural implications in the ever-evolving field of international mediation. In this vein, the plenary will overview recent international developments significant to mediation, including the "Singapore Convention," "Arb-Med-Arb," and other innovations gaining in popularity in the international ADR setting.

The dialogue will focus on steps underway to better prepare mediators for effective practice in the light of these findings, including mediation continuing education and "Reflective Practice Endeavors" both domestically and in the international arena.

Our panelists will share their insights, experiences, and vision on how mediators can help shape the profession as it matures and grows into the 21st century.

Moderator: Harold Coleman, Jr. Esq.

Speakers:

- Kenneth Cloke
- Professor Carrie Menkel-Meadow
- Michael R. Powell
- Professor Leonard Riskin
- Ana Sambold, Esq.

Advanced Track (Olympic Room)

Program Description

This year's Advanced Track will provide an overview of seminal findings and 'take-aways' from key research studies in the mediation field including the American Arbitration Association (AAA), the American Bar Association (ABA), and others. The program will encompass a discussion of seven (7) specific mediator behaviors and techniques that parties and advocates find both appealing and unappealing, effective and less effective, as identified and informed by these cutting-edge studies. Through video and live demonstration you'll see a diverse group of seasoned neutrals and advocates demonstrate techniques for managing impasse, building trust, and facilitating un-coerced agreements. You'll observe neutrals confronting common issues...sometimes using controversial techniques. We'll examine these techniques in the light of recent studies in determining whether they are helpful, neutral or hurtful to process and participant outcomes. We'll discuss how one might respond and invite critique of specific techniques. We'll also provide tips on how best to utilize specific techniques in direct negotiation and mediated settlement negotiation settings.

Each Advanced Track focus session will be led by experts in the field of Family, Employment and Commercial law. These discussions will provide an opportunity for mediators and advocates to interact in facilitated dialogue and create a unique environment to enhance your skills, knowledge and understanding of direct negotiation and third-party mediation processes.

7 Specific Mediator Behaviors/Techniques Studied and to be Dissected in this Advanced Track:

1. Addressing Disputants' emotions, relationships or hostility
2. Working to build rapport and trust, expressing empathy, structuring the agenda, or other "process" styles and actions
(**Discussion Focus:** "Humanizing" the disputing parties one to another by diffusing hostilities and negative emotions from the outset can inevitably make for a much more satisfying and productive mediation experience for all. This training will show you how!)
3. Eliciting Disputants' suggestions or solutions
4. Using pre-mediation caucuses
5. Using caucuses during mediation
(**Discussion Focus:** Adroit mediators and advocates draw parties/participants into the process willingly and cause them to take greater ownership of the problem by eliciting suggestions/solutions through pre-mediation caucusing, course of mediation caucusing, and, where necessary, post-mediation caucusing. This training will show you how!)
6. Pressing or directive actions or approaches
7. Offering recommendations, suggestion, evaluations, or opinions
(**Discussion Focus:** The more conventional impasse-breaking approaches used by some mediators and advocates border on the unethical in some cases, in one's zeal to "seal the deal." The exploration will focus on when and how effective, yet ethical mediators and counsel navigate among facilitative, evaluative, transformative and yes . . . even directive models in varying degrees, but, significantly, always in manners respectful of party self-determination.)

Practice Focus Sessions (75 minutes each):

SESSION A WORKSHOP 10:15 a.m. - 11:30 a.m.

Applied Behaviors/ Techniques in resolving Family Disputes

Moderator: Susan Guthrie, Esq.

Speakers: Nancy Chausow Shafer, Esq.
and Debra Dupree, Psy.D, LMFT

SESSION B WORKSHOP 12:45 p.m. - 2:00 p.m.

Applied Behaviors/ Techniques in resolving Employment Disputes

Moderator: Harold Coleman, Jr., Esq.

Speakers: Debra Dupree, Psy.D, LMFT
and Greg Relyea, Esq.

SESSION C WORKSHOP 2:15 p.m. - 3:30 p.m.

Applied Behaviors/ Techniques in resolving Commercial Disputes

Moderator: Harold Coleman, Jr., Esq.

Speakers: Rebekah Ratliff and
Michael Bayard, Esq.

The 7 specific mediator behaviors/techniques depicted above will be broadly explored and narrowly applied within the context of each Focus Session so as to appeal to all mediators in the noted practice sectors. Importantly, faculty will outline techniques for counsel can work most effectively in partnership with mediators to achieve favorable outcomes using the specific behaviors.



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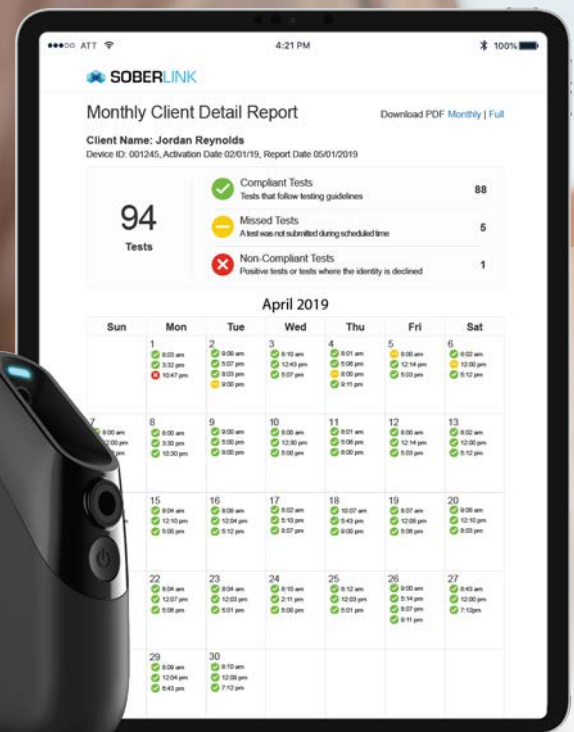
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Written by mediator and parent educator Susan North, this book helps parents resolve sibling disputes using time-honored conflict resolution techniques. Parents and caregivers will learn a step-by-step protocol, enlivened by real-world conflict scenarios. Included are tips for making mediation work, as well as commonsense tools for improving everyday family communication.

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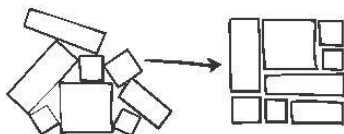


Carole Helfert Aragon,
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Attorney at Law/ Mediator
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Carole has her LL.M. in Dispute Resolution (Mediation Specialty, Straus Institute for Dispute Resolution, Pepperdine U. School of Law, 2015), is a member of the Financial Industry Regulatory Authority (FINRA) Roster of Mediators, and is on the FINRA Panel of Arbitrators. Carole lectures and trains mediators for CA Lawyers for the Arts, was profiled in *The Los Angeles Daily Journal*, December, 2017, is a Certified, Senior Mediator for Mediate.com, and has a nationwide mediation practice.


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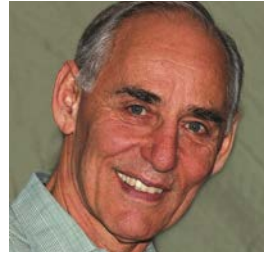
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Mark Lemke, Esq.

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Prof. Carrie Menkel-Meadow



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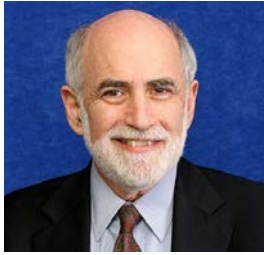
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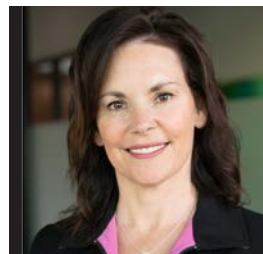
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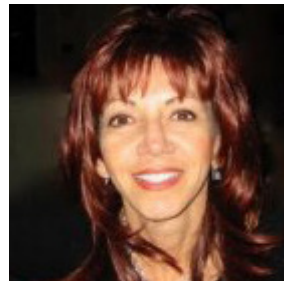
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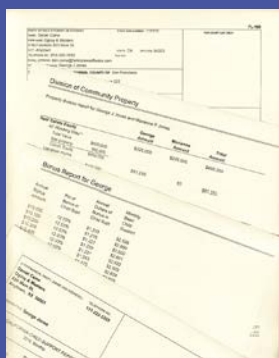
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SCMA has created various Professional Development Groups to provide peer support, peer review and case analysis, to analyze and study ongoing developments in the laws surrounding mediation, as well as any other topics of interest to their members. Professional Development Groups typically meet once a month in the evenings for approximately two hours, throughout Los Angeles, Orange, San Diego, and Ventura Counties and have between 10 to 20 members. Professional Development Groups are free of charge to SCMA members. Watch for meeting announcements for each area on the SCMA Calendar.

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If you are interested in joining an existing group or helping to form a new one in your area, please contact SCMA at (424) 351-6471 or info@scmediation.org.



Learn more at:
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Mentorship Program

SCMA Mentorship Program

The SCMA Mentorship Program is designed for the those new mediators who have some experience and training and are serious about starting their mediation practice. You will be mentored by top tier practitioners on the steps and goals of starting your own mediation practice. Each class is designed to move you closer to the launch of your practice, so it is anticipated you make the effort commensurate with the tasks and expectations of moving you towards the launch of your paid mediation practice.

The Mentorship Program provides mediators who have completed their training with 'real life' and 'hands-on' tools and experiences necessary for successfully starting a private practice. Topics that are covered include: branding, marketing, networking, etc. In addition, extensive handouts and examples are shared so that mentees can develop a customized business model that is suited for them. In addition to class time, each mentee will be assigned to a mediator for the purpose of shadowing them.

SCMA would like to send a special thank you to past Board Members Mitch Tarighati and David Levaton who both continue to administer the Mentorship Program on behalf of SCMA.

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Stacie Hauser, Esq.
Jeff Kichaven, Esq.
Wendy Kramer, Esq.
Jan Schau, Esq.
Floyd Siegel, Esq.
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For More Information

For More Information and Application/Information Forms, go to: www.scmmediation.org/about/mentorship-program/



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Mediation Opportunities Fair & Conference Partners

Each year the SCMA hosts the Mediation Opportunities Fair, which is designed to provide conference attendees with access and exposure to the myriad of mediation opportunities in Southern California. Many of the organizations in attendance provide excellent opportunities for new and experienced mediators to obtain training and gain hands-on experience.



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