



DIMENSIONS OF *DIVERSITY*

**Florida Dispute
Resolution Center**

**August 11–13, 2016
24th Annual Conference**

Dear Friends and Colleagues:

Welcome to the DRC's 24th Annual conference! On behalf of the DRC, we are excited to provide educational opportunities focusing on all forms of diversity: race, ethnicity, gender identity, sexual orientation, religion, and culture, to name a few. Check out the Florida Courts' webpage on fairness and diversity for a plethora of additional information regarding diversity topics in the court system at <http://flcourts.org/administration-funding/court-administration/fairness-diversity.stml>

The DRC is proud to train, certify, serve, and encourage you, Florida ADR professionals, as you support the Florida Judicial Branch's mission to "provide for the peaceful resolution of disputes." Whether you conduct ADR as your sole business or you are a small claims court volunteer mediator, your professional and ethical provision of ADR processes promotes public trust and confidence in ADR and the court system. The Judicial Branch again affirmed the importance of ADR in enhancing access to justice and court services in The Long Range Strategic Plan for the Florida Judicial Branch 2016–2021, Goal 2.6: "Promote the use of innovative and effective problem-solving courts and alternative dispute resolution processes." Thank you for serving the people of Florida by encouraging and facilitating the resolution of disputes!

We at the DRC hope you find the conference re-energizing and inspiring. In addition to the presentations we hope will assist you in your ADR practice, there are many opportunities for networking with fellow ADR professionals at the conference, including the Welcome Reception on Thursday from 5:30 to 7:30 P.M. If you would like to release stress and become fit, yoga is available on Friday and Saturday mornings as well as a Friday evening walk around the hotel grounds, at your own pace.

Some of the highlights for the 2016 conference are:

- Justice Peggy A. Quince will deliver welcoming comments.
- The Honorable Scott Bernstein, Circuit Judge, Eleventh Judicial Circuit and Immediate Past Chair of the Florida Supreme Court Standing Committee on Fairness and Diversity, will deliver the opening plenary and keynote address.
- Robin Hassler Thompson, Executive Director of Florida's first Task Force on Domestic and Sexual Violence (1993–1998), former member of the National Advisory Council on Violence Against Women, and member of the Florida Commission on Access to Civil Justice, will present the Friday afternoon plenary session on domestic violence and also a Saturday morning workshop.
- George Knox, a teacher (visiting faculty member at the Florida International University College of Law, 2010–2015, and lecturer at the University of Miami School of Law and School of Business Administration), professional facilitator, and Florida Supreme Court certified circuit mediator, will present a Friday morning workshop on diversity and also the Saturday afternoon ethics plenary with a discussion of mediations which have not instilled public confidence in the process.
- Pre-conference arbitration training is offered on Thursday.
- As always, CME is available for all mediation certifications.

Peace to you,

Susan Marvin

Agenda At A Glance

Please wear your name badge
to all conference events.

Thursday, August 11, 2016

1:00 PM - 5:30 PM	Arbitration Training (Pre-Conference)	Palazzo D
4:00 PM - 7:00 PM	Registration Check-in	Mediterranean Foyer
5:30 PM - 7:30 PM	Welcome Reception	Palazzo E-H

Friday, August 12, 2016

7:30 AM - 5:30 PM	Registration Check-in	Mediterranean Foyer
8:00 AM - 8:30 AM	Breakfast	Mediterranean 4-8
8:30 AM - 10:15 AM	Opening Plenary (2.1 CME including 1.0 CD)	Mediterranean 4-8
10:15 AM - 10:30 AM	Break	
10:30 AM - 11:45 AM	Workshop Session A (1.5 CME)	
11:45 AM - 1:00 PM	Luncheon	Mediterranean 4-8
1:00 PM - 2:15 PM	Workshop Session B (1.5 CME)	
2:15 PM - 2:30 PM	Break	
2:30 PM - 4:15 PM	Plenary Session (2.1 CME, DV)	Mediterranean 4-8
4:15 PM - 4:30 PM	Refreshment Break	Palazzo Foyer
4:30 PM - 5:45 PM	Workshop Session C (1.5 CME)	

Saturday, August 13, 2016

8:00 AM - 9:00 AM	Breakfast	Mediterranean 4-8
9:00 AM - 10:15 AM	Workshop Session D (1.5 CME)	
10:15 AM - 10:30 AM	Break	
10:30 AM - 11:45 AM	Workshop Session E (1.5 CME)	
11:45 AM - 12:30 PM	Lunch	Mediterranean 4-8
12:30 PM - 1:45 PM	Plenary Session (1.5 CME, E)	Mediterranean 4-8

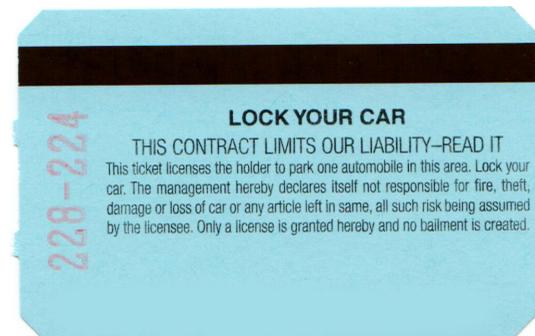
Parking & Shuttle Information

Hotel Guests

Complimentary parking for one car per room is included in your guest room rate. Please use your room key to exit the parking area.

Local Participants

If you are driving in for the day, come to the conference registration desk and pick up a blue discounted ticket (\$9.00 self-parking fee).



Parking for the Disabled

If all disabled parking spots are full, participants with a disabled parking permit may valet at the Ritz Carlton or JW Marriott for the price of self-parking.

Parking Lot Shuttle

Take it easy, hop on the complimentary parking lot shuttle if you had to park in the lots furthest from the conference space.

Shuttle Hours

Friday, 7:30 AM - 10:30 AM

Friday, 4:30 PM - 7:30 PM

Saturday, 7:30 AM - 10:30 AM

Saturday, 1:00 PM - 2:30 PM

Conference Supporters & Exhibitors



Convention Recordings

Conference workshops will be audio recorded by Convention Recordings International. Audio recordings for previous years are available on the Convention Recordings website for purchase: www.conventionrecordings.com, and 2016 conference workshops will be available after the conference dates.



Florida Academy of Professional Mediators, Inc.

EXHIBITORS

- Family Law Software
- Feel Good, Inc.
- Florida Academy of Collaborative Professionals
- Florida Association of Family and Conciliation Courts
- International Mediators Alliance
- ProSe Forms

Wellness Activities

Friday
6:00 AM – 7:00 AM
& 7:30 AM – 8:30 AM
Saturday
6:00 AM – 7:00 AM
& 7:30 AM – 8:30 AM
Location: Marbella 1 & 2

Morning Yoga

Instructor: Kristen Mory, Esq.

Come enjoy a slow moving, take a deep breath and let it all go Hatha/Vinyasa flow class. This class combines flow (synchronizing breath with movement), with holding and deepening into postures, and will leave you feeling rejuvenated and totally conference and mediation ready! This class is suitable for all levels, and modifications will be offered to those who need them. *Limited capacity, this class will be available to the first 30 participants who arrive.*

Friday
6:00 PM – 7:15 PM
Location:
Meet in front of the Ritz Carlton fitness center/spa.

Evening Walk

Instructor: Kristen Mory, Esq.

Participants will be lead on a brisk fitness walk around the property to enjoy the lovely grounds, fresh air and some great exercise. All participants will be provided with maps and approximate mileage, and those who wish to run and/or take a slower stroll can use the map to follow the course. Participants should wear comfortable walking/running shoes.

Friday, August 12

Location	Friday, August 12 WORKSHOP SESSION A 10:30 AM–11:45 AM	Friday, August 12 WORKSHOP SESSION B 1:00 PM–2:15 PM
Mediterranean 1	Mediator Ethics: Gonna Make You Sweat <i>Repeats Session C</i>	A Demographic Snapshot of Child Abuse Cases
Mediterranean 2	Diversity in Mediation – Domestic and International Challenges	The Language of Mediation and Conflict Resolution
Mediterranean 3	Working with High Conflict Clients- How They Affect Us Professionally and Personally <i>Repeats Session C</i>	Eldercaring Coordination: Adding Age Diversity into the Family Equation
Palazzo A	Appellate Mediation – What Mediators Need to Know about Preservation Issues <i>Repeats Session B</i>	Appellate Mediation – What Mediators Need to Know about Preservation Issues <i>Repeats Session A</i>
Palazzo B	Finding a Road to Resolution - Simple Concepts to Advanced Strategies for Overcoming Barriers to Resolution <i>Repeats Session E</i>	Facilitation and Partnering Skills: Enhancing the Mediator's Toolbox
Palazzo C	The Meaning of "Diversity": Variations of the Same Substance	Train the Trainer
Palazzo D	Are You Really An Ethical Mediator? <i>Repeats Session B</i>	Are You Really An Ethical Mediator? <i>Repeats Session A</i>
Palazzo E	Body Language Speaks Louder Than Words <i>Repeats Session C</i>	It's Only Money - How Insurance Companies Settle Claims <i>Repeats Session C</i>
Palazzo F	Facilitation and Partnering Skills: Enhancing the Mediator's Toolbox	Conflict, Culture and Clergy: A Phenomenological Approach Exploring Caribbean Church Leaders in Dispute
Palazzo G	LGBTQ Policyholders After Windsor and Obergefell: Who is Your Insured/Client/ Beneficiary? <i>Repeats Session C</i>	A Pluralist Approach to Restoring the Rookery Bay Estuary: A Qualitative Case Study of Local Water Conflict
Palazzo H	Playing at Ethics <i>Repeats Session C</i>	
Cordova 1 (Lower Level)	Supervised Visitation, Legends and Truths <i>Repeats Session B</i>	Supervised Visitation, Legends and Truths <i>Repeats Session A</i>

Saturday, August 13

<p>Friday, August 12 WORKSHOP SESSION C 4:30 PM–5:45 PM</p>	<p>Saturday, August 13 WORKSHOP SESSION D 9:00 AM–10:15 AM</p>	<p>Saturday, August 13 WORKSHOP SESSION E 10:30 AM–11:45 AM</p>
<p>Mediator Ethics: Gonna Make You Sweat <i>Repeats Session A</i></p>	<p>A Mediator's Bedside Manner & A Neutral's Sacred Oath</p>	<p>Improving Communication Practices in Mediation: A Study in Age, Gender, and Ethnicity</p>
<p>Body Language Speaks Louder Than Words <i>Repeats Session A</i></p>	<p>Mediating Cultural Differences</p>	<p>Mediator Ethics, A Prequel <i>Repeats Session C</i></p>
<p>Working with High Conflict Clients- How They Affect Us Professionally and Personally <i>Repeats Session A</i></p>	<p>Courageous Conversations: Mediating the Multicultural Invisible Elephant in the Room <i>PART 1</i></p>	<p>Courageous Conversations: Mediating the Multicultural Invisible Elephant in the Room <i>PART 2</i></p>
<p>Train the Trainer – Techniques for Teaching Mediation</p>	<p>Comparative Appellate Mediation Practices</p>	<p>Family Violence: New Perspectives and Approaches <i>Repeats Session C</i></p>
<p>Leveraging the Best in Multiple Intelligence and Appreciative Inquiry Discoveries with Diverse Parties in Mediation</p>	<p>Train the Mediation Trainer: CME Programs</p>	<p>What's the Appeal of Appellate Mediation?</p>
<p>Mediator Ethics, A Prequel <i>Repeats Session E</i></p>	<p>The Power of a Study Circle in Creating Civil Discourse and Dialogue on College Campuses <i>PART 1</i></p>	<p>The Power of a Study Circle in Creating Civil Discourse and Dialogue on College Campuses <i>PART 2</i></p>
<p>Family Violence: New Perspectives and Approaches <i>Repeats Session E</i></p>	<p>Ethics and Mediator Advertising</p>	<p>Mediation and Domestic Violence</p>
<p>It's Only Money - How Insurance Companies Settle Claims <i>Repeats Session B</i></p>	<p>How to Be a More Effective Facilitator in the Mediation Process</p>	<p>Finding a Road to Resolution - Simple Concepts to Advanced Strategies for Overcoming Barriers to Resolution <i>Repeats Session A</i></p>
<p>Mediation and the Combat Veteran</p>	<p>How Do I Deal with My Prejudices? (aka An Examination of Unconscious Biases)</p>	<p>Equal Voices: Stories and Practical Considerations in Supporting Cultural Competence in Mediation</p>
<p>LGBTQ Policyholders After Windsor and Obergefell: Who is Your Insured/Client/ Beneficiary? <i>Repeats Session A</i></p>		
<p>Playing at Ethics <i>Repeats Session A</i></p>		

Thursday, August 11

1:00 PM–5:30 PM **Pre-Conference Arbitration Training (NON CME)**

Location: Palazzo A-B **Christopher Shulman, Mediator, Arbitrator, Attorney, Shulman ADR Law, P.A.**

Florida Bar
CLF Approval
5.5 General
0.5 Ethics
#1605313N

This 4-hour training program combines lecture and discussion to promote comprehensive understanding and skills development for the arbitrator appointed to arbitrate a county or circuit court action. Among the topics and subject matter covered:

- Differences between: Mediation and Arbitration
- Mandatory/Nonbinding and Voluntary/Binding Arbitration
- "Court-Connected" and other types of Arbitration
- Relevant Florida Statutes Procedural Rules
- Arbitrator Ethics Arbitration Award Drafting
- Attorney's Fees Issues in Arbitration Practice and Business of Arbitration

You will also receive an Arbitration Training Manual, containing, among other things, copies of the relevant statutes, rules of court, and sample forms and awards to use in connection with your arbitration practice.

4:00 PM–7:00 PM **Conference Registration Check-in**

Location: Grande Registration

5:30 PM–7:30 PM **Welcome Reception**

Location: Palazzo E-H The Welcome Reception is included in your conference registration fee. Guest tickets are available at the registration desk. Your conference badge is required for entry.

Friday, August 12

6:00 AM–7:00 AM

7:30 AM–8:30 AM

Location: Marbella 1-2

Wellness Activity: Friday Morning Yoga

Kristen Mory, Esq., Generations Yoga and Fitness

Come enjoy a slow moving, take a deep breath and let it all go Hatha/Vinyasa flow class. This class combines flow (synchronizing breath with movement), with holding and deepening into postures, and will leave you feeling rejuvenated and totally conference and mediation ready! This class is suitable for all levels, and modifications will be offered to those who need them. Limited capacity, this class will be available to the first 30 participants who arrive.



8:00 AM–8:30 AM

Location: Mediterranean 4-8

Breakfast

8:30 AM–10:15 AM

Location: Mediterranean 4-8

Opening Plenary & Keynote

(2.1 CME including 1.0 CD)

Justice Peggy A. Quince, Florida Supreme Court

*The Honorable Scott Bernstein, Circuit Judge,
Eleventh Judicial Circuit*



The Florida courts are leading the way in striving toward fairness in court operations. The Standing Committee on Fairness and Diversity was established to assist the courts in identifying and eliminating any bias based on race, gender, ethnicity, age, disability, financial status, or any characteristic that is without legal relevance. Our keynote speaker, The Honorable Scott Bernstein, served as immediate past chair of the committee and will be speaking on the topic of Implicit Bias.

10:15 AM–10:30 AM

Break

10:30 AM–11:45 AM **Workshop Session A**

Location: Palazzo A **Appellate Mediation - What Mediators Need to Know about Preservation Issues (A- Appellate)**

Jamie Billotte Moses, Shareholder, Fisher, Rushmer, P.A.

This presentation will teach appellate mediators why preservation is important and provide an understanding of the various methods of preserving error. The mediator should not rely on the parties' representations as to whether issues have or have not been preserved. This will allow the mediator to ask the appropriate questions in exploring settlement opportunities. Appellate mediation is not about what the parties will show at trial, but what the parties presented and preserved.

This workshop repeats during session B.

Location: Palazzo D **Are You Really an Ethical Mediator? (E- Ethics)**

Eric Dunlap, Mediation Trainer, Dunlap Mediation

During this interactive session, attendees will review several factual scenarios, will consider options for handling the scenarios in the most ethical manner, and will rely on MEAC opinions, Mediator Rules, and Florida Statutes for guidance.

This workshop repeats during session B.

Location: Palazzo E **Body Language Speaks Louder Than Words (G- General)**

Kim Costello, Private Practice Owner, Psy. D., LMHC, FAPA, DAPA, BCPC, CEDS, The Costello Center

Raleigh "Lee" Greene, Attorney, Greene & Greene

Dr. Kim Costello shares her extensive knowledge of body language and how you can use her helpful tips to further your success in this well-thought-out, captivating and interactive workshop. She will share how you can recognize the body language of clients, develop better body language for yourself, and increase your emotional intelligence. You will not want to miss this unique opportunity to learn more about body language and how you can use it to help boost collaboration.

This workshop repeats during session C.

Location: Mediterranean 2 **Diversity in Mediation - Domestic and International Challenges (CD- Cultural Diversity)**

Ricardo J. Cata, Mediator and Arbitrator, Upchurch, Watson, White & Max

Diversity in mediation is a reality in Florida. We have multiple cultures, ethnic differences, multiple languages, diverse legal systems and traditions, and cultural obstacles to negotiation. This program will explore these cultural, ethnic and communication issues and suggest best practices for mitigating them.

Location: Palazzo F **Facilitation and Partnering Skills: Enhancing the Mediator's Toolbox (G- General)**

Jeanne Maes, Professor of Management, University of South Alabama

Janet Starnes, Principal Project Manager, South Florida Water Management District

Robert (Bob) Shearer, Professor Emeritus of Business, University of South Alabama

This workshop, led by experienced facilitators and mediators, will focus on alternative processes - primarily facilitation of partnering, planning, and public policy development. The presenters will offer strategies and case examples which demonstrate the role mediators can play in leading diverse individuals, communities, and organizations to resolve conflicts, effectively identify and communicate their interests and goals, and achieve consensus in situations outside of a traditional court mediation session.

This workshop repeats during session B.

Location: Palazzo B **Finding a Road to Resolution - Simple Concepts to Advanced Strategies for Overcoming Barriers to Resolution (G- General)**

J.C. O'Steen, Partner, O'Steen & O'Steen, P.L.

Jason O'Steen, Partner, O'Steen & O'Steen, P.L.

The presentation outlines advanced mediation strategies as well as core mediation fundamentals with the goal of offering ideas that mediators can use to help make their next mediation more successful. The presentation is based on the experiences of two full-time civil mediators who are also father and son. Participants will be given real life examples of techniques and strategies they can use to help overcome barriers to resolution.

This workshop repeats during session E.

Location: Palazzo G **LGBTQ Policyholders After Windsor and Obergefell: Who is Your Insured/Client/Beneficiary? (CD- Cultural Diversity)**

*Carlos Cabrera, Owner, Law Offices of Carlos D. Cabrera, LLC
Manuel Negrón, Associate, Conroy Simberg, P.A.*

This workshop offers an update and analysis on recent changes in same-sex marriage law, nationally and in Florida. With the audience's participation, we will dissect an inventive fact pattern. The fact pattern is designed to show how recent changes in the law have impacted coverage under different types of insurance policies, and how the changes can affect who is a party to a lawsuit, and the potential conflicts of interest presented by the changes.

This workshop repeats during session C.

Location: Mediterranean 1 **Mediator Ethics: Gonna Make You Sweat (E- Ethics)**

*Christopher Shulman, Mediator, Arbitrator, Attorney,
Shulman ADR Law, P.A.*

Mediator Ethics is a muscle: the more you exercise it, the stronger it is. We will explore mediator ethics principles through a series of group exercises and facilitated discussion, remembering where the few bright-line "No-Nos" and "Thou-Shalts" are, and discussing the vast area of grey in between.

This workshop repeats during session C.

Location: Palazzo H **Playing at Ethics (E- Ethics)**

*Kate Marshman, Mediation Services Coordinator,
Second Judicial Circuit Court Administration*

Learning can be fun when you are playing on a game show! Participants will answer questions set in the Jeopardy game show format about the ethical rules, statutes and opinions that govern Florida mediators. This discussion will require interactive audience participation and discussion by the presenter about both the right and wrong answers to various ethical questions. Topics discussed include but are not limited to the opening statement, bias, writing the agreement and report, court procedures and practical procedures.

This workshop repeats during session C.

Location: Cordova 1 **Supervised Visitation, Legends and Truths (F- Family)**

Mark Roseman, CEO, The Toby Center

Supervised visitation will be examined in its definition, purpose, and process. The goal will be to demystify this vital service and give it a perspective that will be more helpful to the families required to use it. It is important for mediators, parenting coordinators, family judges and magistrates, and family attorneys to know that every court order, every request of families for intervention or action will affect generations of that client family.

This workshop repeats during session B.

Location: Palazzo C **The Meaning of "Diversity": Variations of the Same Substance (CD- Cultural Diversity)**

George Knox, Mediator, Teacher and Speaker, Knox Mediation

This presentation focuses on learning and cultivating skills that allow practitioners to probe deeper into themselves to appreciate and discover the inner meaning of "diversity." Using techniques of reflection and dispassionate analysis, practitioners can identify and remove hidden obstacles that may affect their relationships with the populations they serve.

Location: Mediterranean 3 **Working with High Conflict Clients- How They Affect Us Professionally and Personally (F- Family)**

Terry Mattingly, Ed.S, Licensed School Psychologist, Qualified Parenting Coordinator, Florida Supreme Court Certified Family, Conflict Solutions Group

Dana Nolan, MS, Licensed Mental Health Counselor, Qualified Parenting Coordinator, Florida Supreme Court Certified Family Mediator, Healthy Living Counseling, LLC

Matthew Smith, Esq., LMHC, Attorney at Law, Licensed Mental Health Counselor, Qualified Parenting Coordinator, Florida Supreme Court, Matthew W. Smith, P.A.

Mediators, parenting coordinators and family law attorneys work regularly with clients and families in high conflict who are experiencing intense emotions. Over time, working with high conflict clients can affect our own mental wellbeing, personal relationships, work performance and satisfaction. The presentation will discuss ways to assess how we are coping personally and professionally as well as provide strategies for self-care.

This workshop repeats during session C.

11:45 AM–1:00 PM **Luncheon**

Location: Mediterranean 4-8

1:00 PM–2:15 PM **Workshop Session B**

Location: Mediterranean 1

A Demographic Snapshot of Child Abuse Cases (DV- Domestic Violence)

Salvatore Gardino, Certified Dependency Mediator

The course will provide an overview of seventy-five cases over a six month time frame. Reasons for referral will be examined, including domestic violence; drug usage of parents; neglect; and physical, emotional and sexual abuse. The course will provide mediation techniques to help parents move beyond denial and reach a successfully mediated case plan in high conflict cases.

Location: Palazzo G

A Pluralist Approach to Restoring the Rookery Bay Estuary: A Qualitative Case Study of Local Water Conflict (NON CME)

Jorge Rice, Phd, Conflict Resolution Specialist & Educator, Quadrant Mediation Inc.

This presentation is a qualitative case study related to water conflict in the Rookery Bay Estuary (RBE) Watershed in Southwest Florida and examines conflicts of community members in the private sector, public sector, and non-profit organizations involved with the use of water, and water management. Key findings include opposing interpretations as to the best water management practices, and indications that collaboration helps alleviate conflict among diverse stakeholders.

Location: Palazzo A

Appellate Mediation - What Mediators Need to Know about Preservation Issues (A- Appellate)

Jamie Billotte Moses, Shareholder, Fisher, Rushmer, P.A.

This presentation will teach appellate mediators why preservation is important and provide an understanding of the various methods of preserving error.

This workshop repeats during session A.

Location: Palazzo D **Are You Really an Ethical Mediator? (E- Ethics)**

Eric Dunlap, Mediation Trainer, Dunlap Mediation

During this interactive session, attendees will review several factual scenarios, will consider options for handling the scenarios in the most ethical manner, and will rely on MEAC opinions, Mediator Rules, and Florida Statutes for guidance.

This workshop repeats during session A.

Location: Palazzo F **Conflict, Culture and Clergy: A Phenomenological Approach Exploring Caribbean Church Leaders in Dispute (CD- Cultural Diversity)**

Davina Cummings, Speech Professor, Nova Southeastern University

Church is an organization where most people expect peaceful relations, but that is often not the case. The conflict approaches of a unique group will be explored: Caribbean church leaders. Fourteen leaders will share their in-depth perspectives of dispute processes and how they have addressed disputes.

Location: Mediterranean 3 **Eldercaring Coordination: Adding Age Diversity into the Family Equation (CD- Cultural Diversity)**

Linda Fieldstone, Supervisor Family Court Services 11th Judicial Circuit, Florida Chapter of the Association of Family and Conciliation Courts

The Honorable Michelle Morely, Circuit Judge, 5th Judicial Circuit, Florida

This interactive workshop will focus on the difference between eldercaring coordination and other dispute resolution processes and the progress of the eight Florida circuit pilot programs. Attendees will learn how to bring a pilot site to their circuits and will have an opportunity to assist current pilot sites and eldercaring coordinators.

Location: Palazzo B **Facilitation and Partnering Skills: Enhancing the Mediator's Toolbox (G- General)**

*Jeanne Maes, Professor of Management,
University of South Alabama*

*Robert (Bob) Shearer, Professor Emeritus of Business,
University of South Alabama*

*Janet Starnes, Principal Project Manager,
South Florida Water Management District*

This workshop, led by experienced facilitators and mediators, will focus on alternative processes - primarily facilitation of partnering, planning, and public policy development. The presenters will offer strategies and case examples which demonstrate the role mediators can play in leading diverse individuals, communities, and organizations to resolve conflicts, effectively identify and communicate their interests and goals, and achieve consensus in situations outside of a traditional court mediation session.

This workshop repeats during session A.

Location: Palazzo E **It's Only Money - How Insurance Companies Settle Claims (R- County and Circuit)**

Sheryl Goski, Attorney, Law Offices of Sheryl Mintz Goski, Esq.

This workshop offers an interactive discussion of how insurance claims are settled. From consideration of the players involved to geographic limitations and strategies developed by claimants, it is all on the table.

This workshop repeats during session C.

Location: Cordova 1 **Supervised Visitation, Legends and Truths (F- Family)**

Mark Roseman, CEO, The Toby Center

Supervised visitation will be examined in its definition, purpose, and process. The goal will be to demystify this vital service and give it a perspective that will be more helpful to the families required to use it. It is important for mediators, parenting coordinators, family judges and magistrates, and family attorneys to know that every court order, every request of families for intervention or action will affect generations of that client family.

This workshop repeats during session A.

Location: Mediterranean 2 **The Language of Mediation and Conflict Resolution (G- General)**

Howard Marsee, Mediator/Arbitrator/Special Magistrate, Upchurch Watson White & Max

Language is an essential tool of conflict resolution. The mediator's management of spoken interaction can promote dispute resolution or drive a subconscious wedge between the parties. Through example and audience participation, this workshop explores the areas of cultural metaphor and discourse analysis—as they relate to conflict resolution. The workshop is designed to increase sensitivity to the subtleties and complexities of spoken interaction and their sometimes unintended effect on conflict resolution.

Location: Palazzo C **Train the Trainer (T- Train the Trainer)**

Blan L. Teagle, Deputy State Courts Administrator, Office of the State Courts Administrator

How does teaching adults differ from teaching children? What are the fundamentals of adult learning and how can they be applied effectively in a mediation training venue? Using the work of educational theorist David Kolb, and his experiential learning model employing the Learning Styles inventory, these questions and more will be explored during this interactive Train the Trainer session on the art and science of empowering adult learners through discussion leadership and how that helps to provide education for judgment.

2:15 PM–2:30 PM *Refreshment Break*

2:30 PM–4:15 PM

Location: Mediterranean 4-8

Keynote (DV- Domestic Violence 2.1 CME)

Robin Hassler Thompson

President, Robin H. Thompson & Associates



It is a given that you will mediate cases where domestic violence is present. Prevalence statistics show the inescapable truths that over their lifetimes, more than 1 in 3 women and 1 in 7 men have experienced physical violence by an intimate partner. Additionally, over 21 percent of men and over 35 percent of women living with a same-sex partner have experienced violence at the hands of an intimate partner. Transgendered persons are at even greater risk.

Whether you are a family mediator where you might expect to see these cases, mediate in small claims court, or handle purely financial matters, you will encounter domestic violence.

Sometimes, mediation can be the most cost effective and safest path for a victim of abuse. Other times, it can pose real danger to the abused person and to others. How do you deal with this inherent power imbalance and decide what to do?

In this session, we will explore practical issues such as how to detect whether domestic violence is present, whether or not to mediate, and safe and effective mediation strategies. We will also discuss trauma and how it impacts these cases as well as how economic security is inextricably linked to victim safety and fair mediation outcomes.

4:15 PM–4:30 PM Break

4:30 PM–5:45 PM **Workshop Session C**

Location: Mediterranean 2

Body Language Speaks Louder Than Words (G- General)

Kim Costello, Private Practice Owner, Psy. D., LMHC, FAPA, DAPA, BCPC, CEDS, The Costello Center

Raleigh "Lee" Greene, Attorney, Greene & Greene

Dr. Kim Costello shares her extensive knowledge of body language and how you can use her helpful tips to further your success in this well-thought-out, captivating and interactive workshop. She will share how you can recognize the body language of clients, develop better body language for yourself, and increase your emotional intelligence. You will not want to miss this unique opportunity to learn more about body language and how you can use it to help boost collaboration.

[This workshop repeats during session A.](#)

Location: Palazzo D

Family Violence: New Perspectives and Approaches (DV- Domestic Violence)

Judith McKay, Department Chair and Associate Professor, Nova Southeastern University

This workshop will explore and define types of family violence and the impact on mediation of new research and perspectives. The workshop will be interactive and will include multi-modal and multi-cultural perspectives.

[This workshop repeats during session E.](#)

Location: Palazzo E

It's Only Money - How Insurance Companies Settle Claims (R- County and Circuit)

Sheryl Goski, Attorney, Law Offices of Sheryl Mintz Goski, Esq. Robert (Bob) Jerry, Isidor Loeb Professor of Law, University of Missouri Law School

This workshop offers an interactive discussion of how insurance claims are settled. From consideration of the players involved to geographic limitations and strategies developed by claimants, it is all on the table.

[This workshop repeats during session B.](#)

Location: Palazzo B **Leveraging the Best in Multiple Intelligence and Appreciative Inquiry Discoveries with Diverse Parties in Mediation (CD- Cultural Diversity)**

Harold Coleman, Senior Vice President of AAA Mediation.org, American Arbitration Association

Alexia Georgakopoulos, Associate Professor, Nova Southeastern University School of Humanities and Social Science

Rebecca Storrow, AAA Commercial Vice President, American Arbitration Association

In this interactive workshop, we will explore how the most effective mediators build their multiple intelligence quotient. Research shows that the way a mediator views the parties impacts the mediator's process of mediation. Gardner's theory of multiple intelligences states that experience, culture, and other factors support many different ways to learn and process information, but that the factors are independent of each other, leading to multiple "intelligences." Mediators who possess multiple intelligences can bring added value to the process of mediating diverse parties.

Location: Palazzo G **LGBTQ Policyholders After Windsor and Obergefell: Who is Your Insured/Client/Beneficiary? (CD- Cultural Diversity)**

Carlos Cabrera, Owner, Law Offices of Carlos D. Cabrera, LLC
Manuel Negrón, Associate, Conroy Simberg, P.A.

This workshop offers an update and analysis on recent changes in same-sex marriage law, nationally and in Florida. With the audience's participation, we will dissect an inventive fact pattern. The fact pattern is designed to show how recent changes in the law have impacted coverage under different types of insurance policies, and how the changes can affect who is a party to a lawsuit, and the potential conflicts of interest presented by the changes. *This workshop repeats during session A.*

Location: Palazzo F **Mediation and the Combat Veteran (G- General)**

Carol Williams, Mediation Services Coordinator, Fourth Circuit
Richard Williams, Veterans Service Officer

Veterans are returning home with multiple disorders that are interfering with their abilities to function in a "normal" way. This workshop will provide and discuss statistical data on the progress of veterans. Group exercises on multiple disorders will aid in defining the roles a mediator may play in assisting the veteran.

Location: Palazzo C **Mediator Ethics, A Prequel (E- Ethics)**

Kimberly Kosch, Senior Court Operations Consultant, Florida Dispute Resolution Center

This workshop is designed to provide a structural analysis of the statutes, procedural rules and standards of conduct as they bind (or don't) to the various forms of mediation conducted with the halls of justice. This workshop will benefit all mediators but especially those who practice across jurisdictions or who practice in and outside of the court system.

This workshop repeats during session E.

Location: Mediterranean 1 **Mediator Ethics: Gonna Make You Sweat (E- Ethics)**

Christopher Shulman, Mediator, Arbitrator, Attorney, Shulman ADR Law, P.A.

Mediator Ethics is a muscle: the more you exercise it, the stronger it is. We will explore mediator ethics principles through a series of group exercises and facilitated discussion, remembering where the few bright-line "No-Nos" and "Thou-Shalts" are, and discussing the vast area of grey in between.

This workshop repeats during session A.

Location: Palazzo H **Playing at Ethics (E- Ethics)**

Kate Marshman, Mediation Services Coordinator, Second Judicial Circuit Court Administration

Learning can be fun when you are playing on a game show! Participants will answer questions set in the Jeopardy game show format about the ethical rules, statutes and opinions that govern Florida mediators. This discussion will require interactive audience participation and discussion by the presenter about both the right and wrong answers to various ethical questions. Topics discussed include but are not limited to the opening statement, bias, writing the agreement and report, court procedures and practical procedures.

This workshop repeats during session A.

Location: Palazzo A **Train the Trainer - Techniques for Teaching Mediation (T- Train the Trainer)**

Eric Dunlap, Mediation Trainer, Dunlap Mediation

The workshop will explore various methods and techniques for teaching mediation certification training courses and continuing mediator education courses.

Location: Mediterranean 3 **Working with High Conflict Clients- How They Affect Us Professionally and Personally (F- Family)**

Terry Mattingly, Ed.S, Licensed School Psychologist, Qualified Parenting Coordinator, Florida Supreme Court Certified Family, Conflict Solutions Group

Dana Nolan, MS, Licensed Mental Health Counselor, Qualified Parenting Coordinator, Florida Supreme Court Certified Family Mediator, Healthy Living Counseling, LLC
Matthew Smith, Esq., LMHC, Attorney at Law, Licensed Mental Health Counselor, Qualified Parenting Coordinator, Florida Supreme Court, Matthew W. Smith, P.A.

Mediators, parenting coordinators and family law attorneys work regularly with clients and families in high conflict who are experiencing intense emotions. Over time, working with high conflict clients can affect our own mental wellbeing, personal relationships, work performance and satisfaction. The presentation will discuss ways to assess how we are coping personally and professionally as well as provide strategies for self-care.

This workshop repeats during session A.

6:00 PM–7:15 PM Wellness Activity: Friday Evening Walk

Location: Meet in front of the Ritz Carlton fitness center/spa. *Kristen Mory, Esq., Generations Yoga and Fitness*

Participants will be lead on a brisk fitness walk around the property to enjoy the lovely grounds, fresh air and some great exercise. All participants will be provided with maps and approximate mileage, and those who wish to run and/or take a slower stroll can use the map to follow the course. Participants should wear comfortable walking/running shoes.

Saturday, August 13

6:00 AM–7:00 AM

7:30 AM–8:30 AM

Location: Marbella 1-2



Wellness Activity: Saturday Morning Yoga

Kristen Mory, Esq., Generations Yoga and Fitness

Come enjoy a slow moving, take a deep breath and let it all go Hatha/Vinyasa flow class. This class combines flow (synchronizing breath with movement), with holding and deepening into postures, and will leave you feeling rejuvenated and totally conference and mediation ready! This class is suitable for all levels, and modifications will be offered to those who need them. Limited capacity, this class will be available to the first 30 participants who arrive.

8:00 AM–9:00 AM

Location: Mediterranean 4-8

Breakfast

9:00 AM–10:15 AM

Location: Mediterranean 1

Workshop Session D

A Mediator's Bedside Manner & A Neutral's Sacred Oath (G- General)

Tye Bourdony, Staff Family Mediator, Ninth Circuit Dispute Resolution Department

As a mediator, the kind of compassion and empathy we show our clients can mean the difference between agreement, non-agreement and a really good agreement when we have a good bedside manner. If we forget to remain neutral and impartial, even the most amazing bedside manner does not result in a great agreement.

Location: Palazzo A **Comparative Appellate Mediation Practices (A- Appellate)**
*Nicholas Shannin, Board Certified Appellate Attorney,
Shannin Law Firm*

This workshop will review differences among the approaches to mediation of the five District Courts of Appeal and the successfulness of the change to rule 9.700, Florida Rules of Appellate Procedure, in encouraging the use of mediation for appeals beyond the Fifth DCA. It will also discuss the rule amendments that became effective in 2015. Lastly, a comparison of the Federal Appellate Mediation model with the Florida rule will teach appellate mediators about the very different Federal mediation method.

Location: Mediterranean 3 **Courageous Conversations: Mediating the Multicultural Invisible Elephant in the Room, PART 1 (CD- Cultural Diversity)**
*Michelle Mitcham, Trainer, Facilitator, Professor,
Courageous Conversations, LLC
The Honorable Nina Ashenafi Richardson, 2nd Judicial Circuit,
County Courts*

This Courageous Conversations workshop will help mediators to increase awareness of their own cultural values, beliefs, and their worldview and that of others. Through transformative learning, attendees will increase their understanding of microaggressions, prejudices, stereotypes, biases of others and challenging those beliefs; recognize feelings about differences which cause discomfort (sexist, racist, homophobic, religious, etc.). Participants will learn conflict resolution skills that provide for inclusion and individual consideration, which will lead to better outcomes.

Location: Palazzo D **Ethics and Mediator Advertising (E- Ethics)**
*Susan Marvin, Acting Chief of ADR,
Florida Dispute Resolution Center*

This interactive workshop will provide information regarding the requirements for mediator advertising in the Florida Rules for Certified and Court-Appointed Mediators and Mediator Ethics Advisory Committee Opinions. Attendees will discuss advertising scenarios in small groups.

Location: Palazzo F **How Do I Deal with My Prejudices? (aka An Examination of Unconscious Biases) (CD- Cultural Diversity)**

Ana Cristina Maldonado, Trainer, National Coalition Building Institute (NCBI)

Unconscious bias has been in the news a lot lately. Research demonstrates that we all have it - but what can we do to identify and address the "bias baggage" that we carry ourselves? This is NOT a lecture, it is an interactive session where you will have the opportunity to explore these questions yourself.

Location: Palazzo E **How to Be a More Effective Facilitator in the Mediation Process (CD- Cultural Diversity)**

Maria C. Gonzalez, Esq., Attorney, Young, Berman, Karpf & Gonzalez, P.A.

Douglas Greenbaum Esq., Attorney, Douglas Greenbaum, P.A.

This interactive presentation will focus on issues dealing with cultural diversity, religious diversity, appropriate nomenclature, verbal and body language, and self-awareness of what can be perceived as bias. Mediators will learn how to put all participants at ease in the mediation process and help bring down barriers and impediments to a successful mediation.

Location: Mediterranean 2 **Mediating Cultural Differences (CD- Cultural Diversity)**

Jeanne Maes, Professor of Management, University of South Alabama

Robert (Bob) Shearer, Professor Emeritus of Business, University of South Alabama

Dealing effectively with diverse constituencies is a key factor in successfully resolving disputes. The foundation for effectiveness begins with defining "diversity" and then discovering ways to connect with the parties. This is an interactive session that focuses on discovering the pictures in the parties' heads, learning to speak a "universal language," and identifying ways to help the parties communicate well.

Location: Palazzo C **The Power of a Study Circle in Creating Civil Discourse and Dialogue on College Campuses, PART 1 (NON CME)**

Deri Ronis, Trainer, Professor/Mediator/Author, Sarasota Technical College & New College

This groundbreaking seminar has been used at schools and college campuses to create community around many sensitive issues effecting students on all campuses, including online bullying, sexting, and abusive language resulting in suicides and low self esteem. In this session, you will learn the skills to be a trainer and facilitator of the Study Circle model.

Location: Palazzo B **Train The Trainer: Teaching County Court Mediation**

Susan Dubow, President/Primary Trainer, Mediation Training Group

This workshop will discuss “ tried and true” techniques and strategies for effectively teaching County Court Mediation. Although geared toward County Court, many of the ideas, suggestions and strategies will be appropriate for all mediation trainers. This will be an interactive session, whereby trainers can share and learn from each other as well as from the presenter.

10:15 AM–10:30 AM Break

10:30 AM–11:45 AM Workshop Session E

Location: Mediterranean 3 **Courageous Conversations: Mediating the Multicultural Invisible Elephant in the Room, PART 2 (CD- Cultural Diversity)**

Michelle Mitcham, Trainer, Facilitator, Professor, Courageous Conversations, LLC

The Honorable Nina Ashenafi Richardson, 2nd Judicial Circuit, County Courts

This Courageous Conversations workshop will help mediators to increase awareness of their own cultural values, beliefs, and their worldview and that of others. Through transformative learning, attendees will increase their understanding of microaggressions, prejudices, stereotypes, biases of others and challenging those beliefs; recognize feelings about differences which cause discomfort (sexism, racism, homophobia, religion, etc.). Participants will learn conflict resolution skills that provide for inclusion and individual consideration, which will lead to better outcomes.

Location: Palazzo F **Equal Voices: Stories and Practical Considerations in Supporting Cultural Competence in Mediation (CD- Cultural Diversity)**

Rebecca Storrow, AAA Commercial Vice President, American Arbitration Association

Harold Coleman, Senior Vice President of AAA Mediation.org, American Arbitration Association

Stanley Zamor, CEO/President, Florida Academy of Professional Mediators, Inc.

This training will lead participants to consider incorporating the four characteristics of cultural competence in a meaningful and practical way in mediation. According to Diversity Training University International (DTUI) there are four cognitive components of cultural competence: awareness, attitude, knowledge, and skills. This workshop uses examples from experienced multicultural and international mediators and cultural competence assessments to help participants examine their own lenses which, in turn, influence mediation style.

Location: Palazzo A **Family Violence: New Perspectives and Approaches (DV- Domestic Violence)**

Judith McKay, Department Chair and Associate Professor, Nova Southeastern University

This workshop will explore and define types of family violence and the impact on mediation of new research and perspectives. The workshop will be interactive and will include multi-modal and multi-cultural perspectives.

This workshop repeats during session C.

Location: Palazzo E **Finding a Road to Resolution - Simple Concepts to Advanced Strategies for Overcoming Barriers to Resolution (G- General)**

J.C. O'Steen, Partner, O'Steen & O'Steen, P.L.

Jason O'Steen, Partner, O'Steen & O'Steen, P.L.

The presentation outlines advanced mediation strategies as well as core mediation fundamentals with the goal of offering ideas that mediators can use to help make their next mediation more successful. The presentation is based on the experiences of two full-time civil mediators who are also father and son. Participants will be given real life examples of techniques and strategies they can use to help overcome barriers to resolution.

This workshop repeats during session A.

Location: Mediterranean 1

Improving Communication Practices in Mediation: A Study in Age, Gender, and Ethnicity (CD- Cultural Diversity)

Kristen Foltz, Visiting Professor of Speech, The University of Tampa

This lively and engaging workshop will address the nature of human communication in the mediation process. An in-depth look into the role of age, gender, culture, and ethnicity will be provided with discussion on the impact of these factors on an individual's own unique communication style.

Location: Palazzo D

Mediation and Domestic Violence (DV- Domestic Violence)

Robin Hassler Thompson,

President, Robin H. Thompson & Associates

In this interactive workshop, participants will gain a hands-on understanding of how domestic violence can be present in a wide range of cases: from small claims to family law and from contract litigation to probate. We will discuss how to assess matters to see if domestic violence is present, how to assess safety issues, ways to end or proceed with mediation, and resources available for mediators to understand this matter more fully.

Location: Mediterranean 2

Mediator Ethics, A Prequel (E- Ethics)

Kimberly Kosch, Senior Court Operations Consultant, Florida Dispute Resolution Center

This workshop is designed to provide a structural analysis of the statutes, procedural rules and standards of conduct as they bind (or don't) to the various forms of mediation conducted with the halls of justice. This workshop will benefit all mediators but especially those who practice across jurisdictions or who practice in and outside of the court system.

This workshop repeats during session C.

Location: Palazzo C

The Power of a Study Circle in Creating Civil Discourse and Dialogue on College Campuses, PART 2 (NON CME)

Deri Ronis, Trainer, Professor/Mediator/Author,

Sarasota Technical College & New College

This groundbreaking seminar has been used at schools and college campuses to create community around many sensitive issues effecting students on all campuses, including online bullying, sexting, and abusive language resulting in suicides and low self esteem. In this session, you will learn the skills to be a trainer and facilitator of the Study Circle model.

Location: Palazzo B

What's the Appeal of Appellate Mediation? (A- Appellate)

*Susan Dubow, President/Primary Trainer,
Mediation Training Group*

*Robin Carol Shaw, Attorney/Mediator,
Law Office of Robin Carol Shaw, P.A.*

This session will discuss how the mediator, with the assistance of the FL Rules of Appellate Procedure, engages with the parties and actively raises questions to create doubt and identify the costs and risks of taking the appeal through the court system. The mediator's familiarity with the pleadings and relevant case law, and ability to engage in post-trial reality-testing creates both a livelier and more focused discussion than trial level mediation. This is highly-interactive mediation and it's very appealing indeed!

11:45 AM–12:30 PM

Location: Mediterranean 4-8

Lunch

12:30 PM–1:45 PM

Location: Mediterranean 4-8

Ethics Plenary (E- Ethics 1.5 CME)

*George Knox, Mediator, Teacher and Speaker,
Knox Mediation*

*Susan Marvin, Acting Chief of ADR,
Florida Dispute Resolution Center*

George Knox, a master educator, is back! In this year's ethic plenary, Mr. Knox will offer his insights on self-determination and mediator impartiality. Acting Chief of ADR Susan Marvin joins the plenary mid-way to engage her co-presenter with real world disciplinary examples. Thought provoking, engaging and, interactive. Come ready!



Continuing Education Information

CME Legend:

- A- Appellate
- CD- Cultural/Diversity Awareness
- DV- Domestic Violence
- E- Ethics
- F- Family
- G- General
- R- County and Circuit
- T- Train the Trainer

Continuing Mediator Education (CME)

Total CME: Up to 13.2 CME available at the conference.

- 2.0 DV- Domestic Violence
- 1.5 E- Mediator Ethics
- 1.0 CD- Cultural Diversity

Total CME: 13.2 total includes; specific mediator education hours (up to 7.5 hours) are available in individual workshop selections, 5.7 hours available in plenary/keynote sessions).

A CME Reporting Form is available on the DRC website located at: www.flcourts.org
Select Dispute Resolution.

Continuing Legal Education (CLE)

The Florida Bar has approved the 2016 DRC Conference for CLE credit.

Title: Florida Dispute Resolution Center 24th Annual Conference

Reference Number: 1605314N

CLE Credits

General 13.0

Ethics 1.5

Certification Hours

Civil Trial 13.0

Marital and Family Law 13.0

Florida Bar members post CLE hours online at:
www.floridabar.org

Certified Public Accountants (CPE)

A sign in sheet for CPAs will be located at the Continuing Education Desk. To obtain credit on their own, CPAs must sign in and out for each day of attendance. A copy of the sign in sheets will be mailed as the required proof of attendance for obtaining individual credit.