

Seattle, Washington | May 30 – June 1, 2024



Client-Centric Mediation:

New Challenges,
Perspectives, and Strategies

IAM 2024 Spring Conference

Welcome to Seattle

The International Academy of Mediators welcomes you to the 2024 IAM Spring Conference! IAM's Conference Planners, Officers, and Board of Governors hope you will enjoy not only the conference, but also our beautiful host city.

The theme of this conference is "**Client-Centric Mediation: New Challenges, Perspectives, and Strategies.**" Programming includes sessions on maintaining client-centeredness with discussions and presentations on practical skills, process considerations, artificial intelligence, and other technologies. There are first-rate outside speakers, engaging presentations by IAM members, and numerous interactive breakout sessions led by IAM thought leaders.

Our conference brings together the top commercial mediators from all over the world to share experiences, insights, and best practices. It is an opportunity for us to learn from each other, to build relationships, and to foster greater collaboration in our efforts to remain client-centric in a fast-changing legal and technology environment.

The program is stellar and the location spectacular. But the true stars of IAM conferences are you—the attendees. Your active involvement in the programs and your collegiality is a hallmark of IAM conferences. So, look at the programming and experience the energy of IAM. I also urge you to use this opportunity to become involved in some of the year-long activities of IAM. President-Elect Joyce Mitchell will be installed as our President at the end of the Seattle conference and Vice-President Jonathan Lloyd-Jones will become the new President-Elect. They, like I, welcome your ideas and your active involvement in IAM.

Welcome to the 2024 IAM Seattle Conference!

Paul J. Van Osselaer
2023-24 President, International Academy of Mediators



Paul J. Van Osselaer -
IAM President



Joyce Mitchell -
IAM President-Elect



Jonathan Lloyd-Jones -
IAM Vice President

CLIENT-CENTRIC MEDIATION: NEW CHALLENGES, PERSPECTIVES, AND STRATEGIES

2024 IAM Spring Conference Program

Wednesday, May 29, 2024

2:00 – 5:00 pm IAM Board of Governors Meeting (Senate Room)
General Sessions are in the Metropole ballroom.

Thursday, May 30

Guest/Spouse Tour: **Chihuly Garden & Glass Museum**

7:00 am **Registration desk open**

8:00 – 9:00 am **Breakfast** (registered attendees only - in Metropole)

9:00 – 9:30 am **Welcome and Setting the Stage** – IAM President Paul J. Van Osselaer

9:30 – 11:00 am **Goulash and Brisket: Client-Centric Processes** – Stephanie Blondell, Steve Rottman, and Mike Young

What does it mean to be “client-centric?” or “client-centered?” “Is there a hierarchy of clients?” “How do we see insurers, advocates, or other ‘purchasers’?” More importantly, how do the answers to these questions impact the interventions we, as mediators, make at the table? How do our current assumptions regarding “the client” limit our mediator choices? Starting with the assumption we are never great when we are locked in orthodoxy, this session is intended to catapult our collective “mediator mind.” We will kick off the conference by thinking deeply about the assumptions that impact our process artistry.

11:00 – 11:15 am **Break**

11:15 am – 12:00 pm **Breakout Discussion Groups**

12:00 – 1:00 pm **Lunch** (registered attendees only – in Metropole Room)

1:00 – 2:30 pm **The Art of Mediation: Advanced Client - Centered Strategies** – Nina Meierding

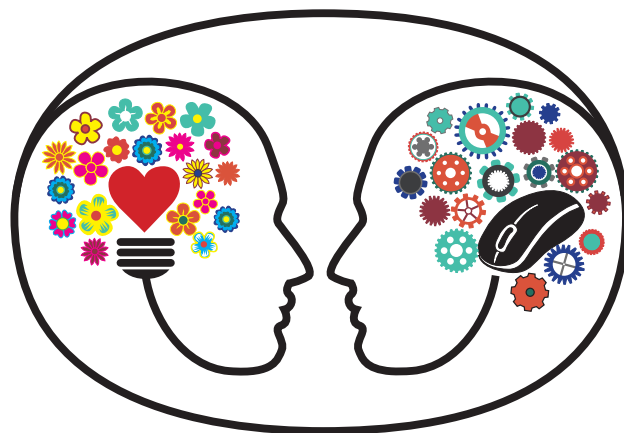
Experienced practitioners know that mediation is both a science (facts, law, technology, etc.) and an art (meeting each client “where they are.”) This session will focus beyond the “what” of a question and explore the “who, when, where, and why” which can impact a result, validate or confront, change tempo, transfer power, and remove or create reactive devaluation. We will strategize how to customize specific types of questions more effectively and become even more aware of our tone and inflection, our body language, and our word choice. In addition, we will examine how different types of empathy (“stepping into someone else’s shoes,” identifying with a party, and validation) can greatly assist the process or create problems if not done in a client-centered, mindful way.

2:30 - 2:45 pm **Break**

2:45 – 3:30 pm **Breakout Discussion Groups**

5:30 – 7:00 pm **Cocktail Reception** (in the Garden)

7:00 pm **Sign and Dine**



Friday, May 31

Guest/Spouse Tour: **Seattle Harbor Cruise and Sky Observatory**

8:00 am **Registration desk open**

8:00 – 9:00 am **Breakfast** (registered attendees only - in Metropole Room)

9:00 – 9:15 am **Gathering and Plan for the Day**

9:15 – 10:45 am **The Future of Mediation in the Emerging Age of AI** – Benjamin Alarie and Allan J. Stitt

In a world where AI is demystifying law's complexities, what's in store for mediators? Across the globe, innovative companies are harnessing the power of generative AI to illuminate the legal landscape, offering unprecedented insights. As AI grows increasingly capable, formerly foggy predictions of legal outcomes are becoming clearer. Benjamin Alarie, founder and CEO of Blue J, a leading legal tech AI firm, has dedicated the past decade to exploring how AI can enhance the efficiency and effectiveness of lawyers and mediators alike. Joined by Allan Stitt, a well-known and respected figure in mediation and current treasurer of IAM, this session confronts how AI's new capabilities are poised to transform mediation. Discover how mediators can leverage AI for more effective reality checks during negotiations, the changing dynamics of lawyer-mediator interactions, and the ethical considerations that arise as AI takes a more prominent role in mediation.

10:45 – 11:00 am **Break**

11:00 am – 12:30 pm **Reimagining Your Mediation Practice with AI** – Niraj Kumar and Michael Dickstein

Artificial intelligence can revolutionize how mediation is taught and conducted. In this session we will examine both. Experience first-hand working with an AI partner that helps you prepare for an upcoming mediation. See examples of generative AI in the classroom and in the field. Brainstorm and discuss how the field of mediation will change and how you can utilize AI in your practice.

12:30 – 1:30 pm **Lunch** (registered attendees only – in Metropole Room)

1:30 – 2:30 pm **Mediating Cases When Food Kills- How to Keep the Parties in Focus** – Bill Marler, Jeff Kravis, and Eric Galton

Bill Marler of Seattle, one of the world's leading food safety experts and attorneys, will discuss foodborne illness and death cases, and ways to keep the parties front and center at mediation. Distinguished Fellows Jeff Kravis and Eric Galton (aka "Your Happy Hour Co-Hosts") have mediated complex cases with Bill Marler, and will direct and facilitate the conversation with the audience. Marler was recently featured in Netflix's documentary *Poisoned: The Dirty Truth About Your Food*.

2:30 - 2:45 pm **Break**

2:45 – 3:30 pm **Breakout Discussion Groups**

6:30 – 9:30 pm **Reception/Banquet at the Seattle Aquarium** (dress is business casual)
*Featuring a Lifetime Achievement Award presentation to **Michel Kallipetis**.*

Saturday June 1

8:00 – 9:00 am **Breakfast** (registered attendees only - in Metropole Room)

9:00 – 9:15 am **Gathering and Plan for the Day**

9:15 – 10:30 am **Back to Basics: Dialogue is What Matters** – Patrick Van Leynseele, Catherine Peulve and Mary McLain

This panel will address how neutrals and parties can make the most of the flexibility offered by mediation to successfully resolve disputes without any fear of joint sessions. It will explore the advantages of the confrontational approach and its limits together with the limits of “only caucus or mostly”; what are the results of the joint session? What is the impact on the process and on the mediation approach as a whole? Does the hijacking of the mediation process by the lawyers change the “mediation mood”?

10:30 – 10:45 am **Break**

10:45 – 11:00 am **Introduction of 2025 Conference on the Gold Coast in Australia** – Doug Murphy

11:00 – 11:30 am **IAM Annual Meeting and Installation of New Officers & Board Members** -
IAM President Paul J. Van Osselaer

11:30 – 11:45 **Open Mic** with Joyce Mitchell, New IAM President

12:50 pm Optional Full Group Excursion: **Bainbridge Island** (Meet at hotel entrance to walk to ferry)

Breakout Discussion Groups

(located in Metropole, Senate, Council, and Parliament)

- 1. What do Settlements Look Like For Diverse Groups and How Do We Plan For Them?** – James Mang’erere, Prachi Mehta, and Afsana Gibson Chowdhury
In this breakout session, participants will engage in in-depth conversations regarding strategies for effectively accommodating diverse groups through appropriate settlement options. The session will explore optimal approaches for fostering dialogue to enhance comprehension of settlement types that align with the needs, cultural nuances, and traditions of the clients involved.
- 2. Deception in Mediation: Does Authenticity Need to be Compromised in the Interest of Reaching a Deal?** – Steve Paul and Michael Dickstein
A cornerstone of our work as mediators is to build and maintain trust and credibility. Yet in order to help reach settlement, or at the request of the parties, are there times that we avoid sharing relevant information or present things in ways that we know might mislead? When can our role of persuasion become manipulation, whether at the fact-finding, analysis, negotiation, and/or decision-making stage? In this interactive breakout, we will explore and share common (and uncommon) scenarios that can challenge authenticity, discuss how we navigate such situations, and how we get cases settled while preserving our integrity and credibility.
- 3. The Problems With Always and Never: A Mediator’s Guide to Flexibility** – Steve Cerveris and Jonathan Andrews
Within the mediation community, there has always been a healthy debate about various mediation “styles,” proper techniques and approaches, etc. What we seldom discuss are the limitless variables that may significantly affect which processes and approaches are best suited for a particular mediation or personalities involved. What works in one mediation may be disastrous in another. The goal in this breakout is to discuss how different practitioners in different parts of the world approach the inevitable thematic variations we encounter each day and to address the importance of “flexibility” as we approach each unique mediation.
- 4. Mediating and Negotiating When Pressed For Time** – Hal Abramson
We have learned how to negotiate and mediate as if there is sufficient time to employ best practices. This session will explore what to do when we do not have the time to do so. The first part will be an open discussion of what mediators do, based on the experiences of the participants. The second part will offer an opportunity to critique suggested shortcuts in Hal Abramson’s draft article on Triaging Negotiations.
- 5. Tried-and-True: Mediator Systems to Guide Parties to Yes** – Rob Daisley and Antone Melton-Meaux
In sports, the systems from championship teams are almost as legendary as the players themselves. One of the most famous examples is the Chicago Bulls and the Triangle offense that led the team (and Michael Jordan) to multiple World Championships. Do we have similar systems that we deploy to guide us and the parties through the gauntlet of mediation to reach a resolution? How do we connect the options we explore in widely varying situations to what we are trying to accomplish at each step of the process? How do we spot the need for and execute audibles? How do we improve our systems to enable us to deal with issues, parties and lawyers that change from case to case and even during a given mediation?
- 6. Cultural Issues and Challenges in International Mediations: A Case of Kungfu Panda vs Captain America?** – Tat Lim, Jody Sin, and Marcelo Perlman
International mediations involve participants from diverse cultural backgrounds, and navigating cultural issues is crucial for a successful resolution. Key cultural issues that may arise in international mediations include communication styles, time orientation, non-verbal cues, decision making processes, attitudes towards agreements, language barriers and cultural sensitivity. Successful international mediations require cultural competence, open-mindedness, and adaptability from all participants, including the mediator. Mediators skilled in navigating cultural issues can foster an environment conducive to productive communication, mutual understanding, and ultimately, successful resolution. This session discusses these issues through the sharing of stories amidst an interactive environment.
- 7. Why Cases Don’t Settle and What We Can (sometimes) Do About That** – Nina Khouri and Kelly Overstreet Johnson
A facilitated discussion taking advantage of the IAM collective brains trust to identify the mediator moves that make a difference to settlement outcomes.
- 8. Getting Personal** – Barry Fisher and Logan Cooper
This discussion will focus on the use of personal stories regarding the mediator, the lawyers and the clients as a tool to use in the mediation. We will also discuss topics such as the use of humor, formality vs informality, the use of first names and references to one’s own family stories.
- 9. Opportunities Beyond The Courthouse** – Lee Jay Berman
Mediators gravitate to litigated cases because, like bank robber Willie Sutton said when asked why he robbed banks, “that’s where the money is”. Courts are where the disputes are. But as the mediation field grows, and as we expand our opportunities beyond litigated cases, what do those other opportunities look like? Where can mediators find work, add value, open new markets, and perhaps move up the pipeline to meet disputes before they become framed as litigated cases with represented parties? And, what kinds of skills might we need to dust off or polish up, if we don’t have the cost of litigation as a tool we can use to settle cases?
- 10. We Mediators “Talk the Talk”, But Can We Participate in Difficult Conversations Ourselves?** - Orit Asnin
As mediators we encourage our clients not to avoid difficult conversations, and we ourselves assist in handling such discussion. What about us? Are we willing to be involved in difficult conversations ourselves? What considerations affect our choices?
- 11. It’s Not Enough to Settle the Dispute... - Mike Young**
...it’s **how** you mediate that will set you apart. You know you can guide parties to settlement ... but so can thousands of other mediators. Good results are simply not enough to distinguish you in a crowded field of neutrals. So, what are the busy mediators doing that allows them to thrive while others scratch to survive? If it’s not just the ability to help parties settle, what else is required to get hired again, to build and grow a successful full-time mediation practice in a crowded mediation community? Looked at another way, if our clients are the lawyers, what are they looking for when they select mediators ... and can we mediate in a way to help the parties resolve their dispute and ease their burdens, while also appealing to the needs and preferences of the lawyers who hire us? And if we figure this out, will this make us better mediators, or are we just pandering? This panel will look at who our clients really are, and discuss how we can and do mediate in ways that address the needs and desires of those clients while always ensuring we keep the ultimate interests of the parties paramount. Can we do both?
- 12. Re-Thinking Mediation Processes** – Vance Cooper
I have been attending mediations for almost 40 years, first as counsel and, for the last 20 years, as a mediator. Things have been done the same way. I identified two primary problems and developed alternatives or solutions. This breakout session will expand on the foregoing and how I was able to bring my solutions to the attention of my market and obtain buy in.

IAM Program Speakers, Panelists, Moderators, and Discussion Leaders



Stephanie Blondell is an Associate Professor of Law and Faculty Director of the Straus Institute for Dispute Resolution and also directs the Straus Mediation Clinic. She teaches Mediation Theory and Practice, Psychology of Conflict, and Ethical Lawyering. Professor Blondell is a lead faculty for the Women's Negotiation Academy and teaches Mediating the Litigated Case in Washington, D.C., domestically, and internationally. Prior to joining the Pepperdine community, Professor Blondell served as the Manager of the King County Alternative Dispute Resolution Program and Interlocal Conflict Resolution Group, a labor-management and public policy mediation program serving a tri-county region in Seattle. Professor Blondell also served as the Alternative Dispute Resolution Coordinator for the City of Seattle where she designed and implemented an employment mediation program for the City government in a joint labor-management context. It was while training and supervising the mediation practicum of over a hundred law students, attorneys, and non-attorneys that she

developed a passion for teaching the practical skills needed at the mediation table and instilling rigorous and ethical professionalism to new lawyers in a classroom and clinical setting. She is the 2021 recipient of the Southern California Mediation Association President's Award.



Steve Rottman is one of California's most respected mediators. An honors graduate of Harvard Law School and a summa cum laude graduate of Duke University, he spent 20 years as a trial lawyer before committing himself full-time to mediation. The Los Angeles Daily Journal named him one of the "top 50 neutrals in the state," and he has been consistently recognized by "Best Lawyers in America" and the "Super Lawyer" publications as a trial lawyer and as a mediator. Steve lectures and trains mediators across the country and serves as an Adjunct Professor at The Straus Institute of Dispute Resolution, where he teaches Advanced Mediation. He is a Distinguished Fellow of the International Academy of Mediators, an avid whitewater kayaker, an aspiring Fender bass player, and the proud father of two strong-willed daughters.



Mike Young is a full-time mediator in California, and former President of the IAM. When not mediating, he's thinking about mediation, much to his wife's chagrin. (Of course, when Mike's wife is not teaching Pilates around the world, she's thinking about Pilates – and strongly encouraging Mike to do it – so he figures they're even.)



Nina Meierding, MS, JD, has been involved in the conflict resolution field for over 35 years, mediating over 4,000 disputes and training thousands of people in almost all 50 states, as well as internationally - including Canada, Sweden, Ireland, England, Scotland, New Zealand, the Netherlands, and India. She has trained court systems, corporations, non-profits, school districts, local, state, and national government agencies, law firms, and multiple other entities in negotiation, mediation, and gender and cultural issues. She taught at Pepperdine University School of Law for almost 30 years, as well as both the National and California Judicial Colleges and other universities. She served on numerous national conflict resolution boards and is a former president of the Academy of Family Mediators. Her many awards include the John Haynes Distinguished Mediator Award by the Association of Conflict Resolution, the Lifetime Achievement Award by the American College of Civil Trial Mediators, and the Distinguished Neutral Award from the National Academy

of Distinguished Neutrals. She has been profiled in the America Bar Association Dispute Resolution Magazine and is an Honorary Fellow with the International Academy of Mediators.



Benjamin Alarie, the Osler Chair in Business Law at the University of Toronto and founder and CEO of Blue J, is a trailblazer at the forefront of applying AI to legal challenges. With a background that includes Yale Law School and the Supreme Court of Canada, Alarie's work sits at the vital nexus of legal academia, AI, and entrepreneurship. He's not only theorized about the potential of AI in law but has actively realized it through Blue J, bringing AI-powered insights to legal professionals. His recent book, *The Legal Singularity: How Artificial Intelligence Can Make Law Radically Better* (2023), is a testament to his vision for a more efficient, transparent legal system.



Allan J. Stitt, C.Med., C.Arb., is a Toronto based mediator, arbitrator, trainer, author, and ADR systems design specialist. He has mediated in numerous contexts including commercial, employment, sports, insurance, tax, real estate, and family business. Allan has designed and taught ADR workshops in North America, South America, Europe, Asia, Australia and Africa. He earned his Master of Laws at Harvard Law School where he first studied ADR. He is a Canadian delegate to UNCITRAL and was one of the negotiators of the Singapore Convention for the enforcement of international mediation agreements. Allan is the current Treasurer of the IAM and in 2023 was named a Who's Who Global Thought Leader in Mediation, one of ten in North America.



Niraj Kumar is the founder of Zenkoder and iDecisionGames. He was formerly a Vice President at Goldman Sachs and has an MBA from MIT Sloan. Niraj leads a remote-first team, converting new ideas into products for enterprise clients like Deloitte, Red Ventures, Virgin Hotels and others, several innovative startups, and for his own startups. In 2017, the Harvard Program on Negotiation published an article describing how iDecisionGames was revolutionizing negotiation teaching. In the last 12 months, he has been working on reimagining how AI can enhance teaching, learning and practice across many domains. Recent AI-driven product launches include Guide.com, Cashflowy.ai, Louisa.ai, and NegotiateUP.com.



Michael Dickstein has been a full-time mediator, arbitrator, and teacher of negotiation and mediation since the mid-1990s. He has extensive experience in mediating and arbitrating disputes across North America involving employment, commercial, class action, contract, real estate, personal injury, tort, discrimination, malpractice, construction defect, franchise, defamation, environmental and other issues. He also teaches negotiation, ADR and mediation to law students and MBA students at Stanford Law School, and worldwide. Michael's teaching and presentations have taken him from Canada and the U.S.A., to Australia, China, France, Germany, Ireland, England, The Bahamas, Bermuda, St. Lucia and Trinidad. Through the Stitt Feld Handy Group, he has taught courses on negotiation and mediation in conjunction with Notre Dame, Melbourne and Windsor Law Schools. He has also taught courses through the U.S. District Court for the Northern District of California and other leading ADR groups. And Michael has been an Adjunct Professor at the University of San Francisco (MBA Program), where he designed and taught courses on "The Art of

Negotiation, Mediation and Conflict Resolution in Business".



Bill Marler An accomplished attorney and national expert in food safety, William (Bill) Marler has become the most prominent foodborne illness lawyer in America and a major force in food policy in the U.S. and around the world. Over the last 30 years, Marler Clark, The Food Safety Law Firm, has represented thousands of individuals in claims against food companies whose contaminated products have caused life altering injury and even death. Bill began litigating foodborne illness cases in 1993, when he represented Brianne Kiner, the most seriously injured survivor of the historic Jack in the Box E. coli O157:H7 outbreak, in her landmark \$15.6 million settlement with the company. The 2011 book *Poisoned: The True Story of the Deadly E. coli Outbreak that Changed the Way Americans Eat*, by best-selling author Jeff Benedict, chronicles the Jack in the Box outbreak and the rise of Bill Marler as a food safety attorney. Bill's advocacy for a safer food supply includes petitioning the United States Department of Agriculture to better regulate pathogenic E. coli, working with nonprofit food safety

and foodborne illness victims' organizations, and helping spur the passage of the 2010-2011 FDA Food Safety Modernization Act. His work has led to invitations to address local, national, and international gatherings on food safety, including testimony before the U.S. House of Representatives Committee on Energy and Commerce. In 2010 Bill was awarded the NSF Food Safety Leadership Award for Education and in 2008 earned the Outstanding Lawyer Award by the King County Bar Association. He also received the Public Justice Award from the Washington State Trial Lawyers Association in 2008.



Jeff Krivis began his mediation practice in 1989, when lawyer-mediators in Southern California were rare, and litigators had to look outside the state for experienced practitioners. Now, later and having resolved thousands of disputes – including mass tort, employment, entertainment, business, complex insurance, catastrophic injury and class action matters – Krivis is recognized not only as a pioneer in the field, but also as one of the most respected neutrals in the state. An adjunct professor at the Straus Institute for Dispute Resolution at Pepperdine University School of Law since 1994, Krivis teaches negotiation and mediation skills to lawyers and judges. His experiences as both a working mediator and academic prompted him to write "Improvisational Negotiation: A Mediators Stories of Conflict About Love, Money and Anger and the Strategies that Resolved Them," as well as "How to Make Money As A Mediator And Create Value For Everyone" (Wiley/Jossey-Bass 2006). Krivis is an IAM past president and a past-president of the Southern California Mediation Association. The Los

Angeles Daily Journal legal newspaper named him one of the top 20 neutrals in the state, and he continues to appear since its inception on the Super Lawyer list published by Los Angeles magazine and Law & Politics Media. He is featured in a recent edition of Best Lawyers in America. Krivis received the highest rating (AV) from Martindale-Hubbell.



Eric Galton, an IAM past-president, has mediated over 7000 cases and arbitrated over 100 disputes. Eric is a founding partner of the Lakeside Mediation Center in Austin, Texas. In 1991, Eric's first book, *Representing Clients at Mediation*, won a CPR best book award. Since that time, Galton has published 4 books about mediation, including his recent ABA collaboration with Professor Lela Love, *Stories Mediators Tell*. Galton's books have been translated into five languages. Galton has been named a "Texas Superlawyer" in ADR for twelve consecutive years and received the Texas Lawyers coveted "Go To" award in mediation. Galton is listed in *Who's Who* for both Commercial Mediation and Thought Leaders, and is a Martindale Hubble Preeminent AV lawyer. Galton served on the board of the Texas Association of Mediators and is a Texas Distinguished Credentialed Mediator. Eric is an adjunct professor at Pepperdine School of Law and served as an adjunct professor at University of Texas School of Law.



Patrick Van Leynseele is a seasoned international arbitrator and mediator of commercial disputes, and his practice is one of the most developed in Belgium. A member of the Brussels and New York Bars, Patrick is a partner in the Brussels and Kinshasa (D.R.C.) law firm Daldewolf. He participated in the drafting of the 2005 Belgian law on mediation, which became a model for the 2008 EU directive that he subsequently worked on. Patrick regularly teaches mediation in Belgium and abroad, and has a long list of publications to his name, one of which he co-authored with Pierre Jung and IAM fellow member Catherine Peulve.



Catherine Peulvé has been a member of the Paris Bar since 1994 and practices mainly in commercial and banking pre-litigation and litigation, both domestic and international. She opened her own law firm CPLAW Catherine Peulvé Avocat in 2007 after extensive experience with Freshfields Bruckhaus Deringer LLP and Cleary Gottlieb Steen & Hamilton LLP. She occasionally acts as an arbitrator and regularly since 2009 as a mediator in inter-company, partner or shareholder disputes, contractual liabilities and breaches and determination of damages, domestic and international. Catherine is registered as a judicial mediator on the list of the Court of Appeal of Paris and on the list of the Ministry of Justice of Luxembourg, and is regularly identified by Who's Who Legal (WWL) France as one of the few high-profile mediators selected for commercial mediation, and is again ranked in 2023 among the top independent mediators in France. She was also admitted as a Distinguished Fellow to the prestigious International Academy of Mediators (IAM). Catherine

Peulvé regularly trains and teaches negotiation and mediation at numerous schools, universities, institutes and professional organizations. She is co-author of the book on the practice of commercial mediation, *MÉDIATION COMMERCIALE Méthode | Stratégies | Outils* (Catherine Peulvé, Pierre Jung, Patrick van Leynseele, Pearson, 2022).



Mary McLain is the founder of McLain Mediation. She holds a LL.M degree in Dispute Resolution from the Straus Institute at Pepperdine University School of Law and practiced as a litigator in major San Francisco law firms before turning fulltime to mediation in 1998. Ms. McLain mediates a wide-range of areas including international commercial/business, employment, real estate, personal injury, insurance, probate, and partnerships. She serves as a Federal Court mediator and provides mediation services for courts and private organizations. As an adjunct professor, she taught at University of California Berkeley School of Law, University of California Law San Francisco Center for Negotiation and Dispute Resolution and HULT International Business School in mediation, negotiation, leadership and the mediation clinic. She lectures throughout the world and has led trainings in mediation for lawyers worldwide for INTA, federal and state courts, and state and local bar associations. In 2014 she co-organized and led the first ever Mediation Round Table for

professionals at the ICC Mediation Competition. She is a Distinguished Fellow of the IAM and was selected by the WWL as a Leader in Commercial Mediation. She is past president of numerous professional and community organizations. In her spare time she enjoys traveling, playing tennis and spending time with her family.

Breakout Sessions



Professor Hal Abramson, Touro Law Center in New York, has been deeply involved in the development and practice of domestic and international dispute resolution for more than twenty-five years. He contributes as a teacher, trainer, author, and participant on professional committees and serves actively as a mediator and facilitator. He also has taught or trained on dispute resolution in twenty-two countries on six continents. Professor Abramson has been selected for the International Who's Who of Commercial Mediation since its inaugural year. He is an award-winning author with three of his numerous publications receiving awards from the CPR International Institute for Conflict Resolution. He served as IAM's inaugural Scholar-in-Residence.



Jonathan D. Andrews became a mediator because he is passionate about the benefits of pre-adjudication conflict resolution and the importance of customized, empathetic, and people-focused mediation strategies in achieving win-win outcomes. As a strong advocate with an authentic presence, Mr. Andrews provides value for all sides with his experience, creativity, compassion, and tenacity. Mr. Andrews' peers have consistently selected him as one of the Top 50 Super Lawyers in San Diego and voted to include him on the lists of San Diego Super Lawyers in the area of labor and employment from 2009 through 2022. He was also selected by his peers for inclusion in The Best Lawyers in America® in the practice area of Employment Law—Management from 2016 to 2023. Connecting with community is important for Mr. Andrews and his family. He has been a proud member of the San Diego County Big Brother/Big Sister program for over 15 years and is a current member of the Big Brothers Big Sisters of San Diego (BBBS) County Board of Directors. In 2020, BBBS

honored Mr. Andrews and his wife, Dawn, as the 2020 Big Champions and, in 2021, BBBS recognized the couple as part of the 60 "Change Makers" who have helped shape the agency's history.



Orit Asnin is one of Israel's most experienced leading mediators. Previously a commercial lawyer, since 1999 she has mediated thousands of local and international conflicts involving public and private entities, government and local authorities, international and multinational corporations, family businesses and individuals. Orit has vast experience in mediating commercial conflicts of multifaceted and highly sensitive situations, some with extreme cross-cultural differences and some with multiple parties. She is deeply involved in promoting the use of mediation globally and she's had numerous invitations to speak at international forums. Orit is one of Israel's pioneers of the field of mediation; her daily mediations since the late 90s, as well as her public volunteering engagements in the Israeli Bar, have greatly contributed to the vast and common use of mediation in Israel.



Lee Jay Berman began as a full-time mediator over 30 years ago, successfully mediating over 2,700 matters. He is a Charter Member of NADN, a Master Mediator and panelist with the American Arbitration Association and ICDR, and an IAM Distinguished Fellow. Chambers USA ranks him Band 1 among the 13 top commercial mediators in the country, Who's Who Legal named him one of 10 global thought leaders in North America, and ADRTimes named him to their Who's Who in ADR. A respected ADR trainer, Lee Jay founded the American Institute of Mediation after retiring as Director of Pepperdine Law School's "Mediating the Litigated Case" program. Lee Jay has lectured at top universities across the United States and abroad, and has trained judges, attorneys and business leaders across North America, Europe, and the Middle East, as well as India, Uzbekistan, Australia, and New Zealand. In 2017, Lee Jay was presented with NADN's inaugural Distinguished Neutral of the Year Award, in recognition of national excellence in the practice of mediation and for his exemplary skills as an ADR trainer.



Steve Cerveris has been a full-time, independent mediator for over 25 years following a 15-year career as a trial attorney in Los Angeles. His practice involves mediating a variety of civil litigation disputes with an emphasis on single Plaintiff and Wage & Hour Class Action employment matters. In addition to his mediation practice, Steve served on several committees developing and refining the Los Angeles Superior Court's Court-Annexed ADR Program, served as the Chair of the California State Bar's ADR Committee, as a Board Member of the Southern California Mediation Association and as an Adjunct Professor of Law at Loyola Law School in Los Angeles. Steve was the recipient of the Volunteer of the Year Award from the Los Angeles County Board of Supervisors for his work with the LA Superior Court's ADR Program, recognized as a California "Top Neutral" by the Los Angeles and San Francisco Daily Journal, a Southern California "Super Lawyer" since 2006, and peer-recognized in "Best Lawyers" of America since 2011. He is an AV Rated Martindale & Hubbell attorney and has been a Distinguished Fellow of the International Academy of Mediators since 2002.



Logan Cooper For over 6 years, Logan Cooper has mediated cases in the areas of personal injury, property damage, long-term disability, and other insurance-related disputes. She initially joined the IAM as a mentee and in 2023, was admitted as an IAM Distinguished Fellow at the Zurich conference. For several years, Logan was on the planning committee for the IAM's Continued Professional Development Series. She remains an active member of the IAM house band – the New Trolls.



Vance Cooper is the principal of Cooper Mediation Inc. Vance devotes 100% of his professional time to mediating everything and anything connected to insurance [though he has also mediated commercial and self-insured matters]. This includes personal injury, property damage and subrogation, professional negligence, hospital and medical negligence, class actions among other things. He serves as an arbitrator in loss transfer and party disputes under the Insurance Act. He is a Distinguished Fellow of the International Academy of Mediators, a Chartered Mediator of the ADR Institute of Canada and a Certified Mediator by the International Mediation Institute. Vance is a member of the Advocates' Society, Ontario Bar Association, Canadian Bar Association. He served as a Deputy Judge of the Toronto Small Claims Court for 10 years. He has been included in Best Lawyers in Canada in the practice area of Insurance Law.



Rob Daisley is a full-time mediator who mediates approximately 250 cases a year in a wide range of subject matters including insurance, construction defect, professional liability, contracts, employment and personal injury. He has mediated over 4,500 cases since becoming certified in 2004 by the Florida state and federal courts. He is a Distinguished Fellow and former Board member/Membership Chair of the IAM. Rob lives in Tampa with his wife Chantal. He also teaches BodyPump at his local YMCA and guides canoe trips in the northern Ontario wilderness for Camp Temagami.



Barry B. Fisher is a mediator and arbitrator in Toronto. He was called to the Ontario Bar in 1979 and has been an ADR practitioner since 1987. His practice focuses on both labour as well as employment law matters. In 2011, Barry was awarded the Ontario Bar Association Award of Excellence in ADR and in 2024 the Randall Echlin Award for Excellence in Labour and Employment. He is the author of the Wrongful Dismissal Database; an on-line database published by WDD Online, designed to assist lawyers and judges in determining reasonable notice periods. In 2016, Barry became a Distinguished Fellow of the International Academy of Mediators. Barry is also a frequent contributor on LinkedIn on employment law matters.



Afsana Gibson-Chowdhury is a lawyer, mediator, and founder of 'Gibson Chowdhury', a Toronto-based mediation boutique specializing in workplace discrimination, human rights, and civil and commercial disputes. Afsana is an Adjudicator and current chair of the Property Standards Committee for the City of Toronto. She is a past Chair of the Ontario Bar Association's ADR Section Executive Board, during which time she co-chaired the 'Neutral Diversity in Ontario' report as part of an OBA Working Group, hoping to increase diversity in the mediation profession. She is a committee member of the Winkler Institute and a member of the International Academy of Mediators' DEI committee. She has written several CLE programs on Equity, Diversity, and Inclusion and intercultural communications. Afsana attends global speaking engagements on issues concerning dispute resolution and Equity, Diversity, and Inclusion in ADR. She is an ADR Institute of Ontario Star Awards recipient.



Nina Khouri is a leading mediator in Aotearoa/New Zealand and a "Global Elite Thought Leader" in the most recent Who's Who rankings for Commercial Mediation. She specializes in civil and commercial disputes with a particular focus on those of construction, insurance, energy/infrastructure, public/private partnership, contract, and tort and trust. She has extensive experience with natural disaster insurance disputes and is currently working with the New Zealand government supervising the settlement of several thousand civil claims arising from the Christchurch earthquakes in 2010/2011. Nina is also an Academic Fellow at the University of Auckland Faculty of Law, where she teaches and researches in dispute resolution theory and practice. She is a barrister sole in New Zealand, holds an LLM from NYU (where she studied as a Fulbright and Vanderbilt scholar in 2005/2006) and received her first mediator accreditation from the Centre for Effective Dispute Resolution in the United Kingdom in 2006.



Tat Lim is a dispute resolution practitioner and international mediator based in Singapore. He has over three decades' experience representing parties as lead counsel in all levels of the Singapore courts and in international arbitrations and mediations. He regularly mediates a wide variety of disputes including construction, engineering and commercial disputes, partnership and joint ventures, employment disputes including racial and sex discrimination claims, solicitors negligence claims, medical negligence claims, and many others. He has mediated for the Singapore Mediation Centre, Singapore International Mediation Centre, Vietnam Mediation Centre, AAA-ICDR, International Chamber of Commerce, CAO (World Bank Group) and Office of the Ombudsman for United Nations Funds and Programmes. He has been ranked for his dispute resolution practice in The Legal500 and is a Who's Who Legal Global Elite Thought Leader. He is a Fellow of the Chartered Institute of Arbitrators, an IAM Distinguished Fellow, and a Weinstein International Fellow.

He serves on the boards of the International Academy of Mediators (IAM), the International Mediation Institute (IMI), the Singapore Mediation Centre, and the IBA's Mediation Committee Advisory Board.



James Mang'erere is a Senior Advocate of the high court of Kenya, The President Mediation Training Institute East Africa. He is a member of the Chartered Institute of Arbitrators London, a member of the law society of Kenya, Institute of certified secretaries of Kenya, and the East Africa law society. He is a Chartered Mediator (ICMC), an accredited Master Professional mediation Trainer, A Certified Conflicts Dynamics Profile User, Patron Society of Mediators of East and Central Africa. Mr. Mangerere is the first mediator from the African continent to be inducted into the prestigious International Academy of Mediators. He is a board member in the International Academy of mediators (IAM), International Mediation Institute (IMI) Netherlands, and the President Africa Mediators Association (AMA). Mr. Mangerere has considerable experience as a commercial and workplace arbitrator, mediator, facilitator, and a master trainer, with emphasis on large and complex cases in East Africa and internationally. He is a sought-after speaker and trainer in Mediation,

and has conducted skills training or educational programs in mediation for many leading companies and international organizations. He is responsible for a series of in-depth interviews on conflict resolution topics.



Prachi Mehta began her career as a New York litigator and quickly evolved into a dispute settlements specialist. In the past 20 years, she has successfully mediated and arbitrated matters in India and the U.S. She is a mediator at the Supreme Court of India and a resource person for both the Ministry of Corporate Affairs, Government of India and the Delhi Dispute Resolution Society, Government of National Capital Territory, New Delhi, India. She founded TAG (The ADR Group) in Delhi to realise her passion for Alternate Dispute Resolution and works with organizations like Art of Living to introduce and enhance the use of mediations at grass-root level across various cities in India. Ms. Mehta has been awarded the prestigious title of "Weinstein JAMS Fellow", in recognition of her commitment to Alternative Dispute Resolution and to the constructive resolution of conflict internationally. Apart from her many publications, she has also co-authored and published with the International Task Force funded by the United Nations on the topic of switching hats in ADR - Med-

Arb, Arb-Med, Arb-Med-Arb. She is a IAM Distinguished Fellow and plays an active part on IAM's Diversity, Equality & Inclusion Committee.



Antone Melton-Meaux is a full-time mediator and founder of Work Resolve Mediation. He is also an Adjunct Professor at the University of Minnesota Law School teaching dispute resolution. Antone is an IAM Distinguished Fellow, a member of the National Academy of Distinguished Neutrals, is rated AV Preeminent® by Martindale-Hubbell, and was selected for Best Lawyers in America®. Antone resides in Minneapolis with his wife, Genevieve.



Kelly Overstreet Johnson is a full-time Florida Supreme Court Certified Circuit-Civil Mediator, Florida Supreme Court Qualified Arbitrator, and AAA arbitrator (commercial; large complex; employment and consumer panels). She is available for both virtual and in-person mediations and arbitrations throughout Florida and elsewhere. Ms. Johnson is a full-time neutral with Overstreet Johnson Mediation & Arbitration. She has mediated and arbitrated disputes for over 15 years and spent 40 years as a litigator in state and federal courts. Her broad experience includes commercial and business disputes, employment-related issues, noncompetition agreements, probate and trust, general civil and tort claims, premises liability, nursing home and health care. Ms. Johnson proudly served as President of The Florida Bar in 2004-2005, the third woman to hold that position. She also served as president of the Tallahassee Bar Association (its first woman president); and the Tallahassee Women Lawyers; in the ABA House of Delegates and on the Executive council of the ABA Litigation Section. She presently serves as co-chair of the Alternative Dispute Resolution Committee for the ABA Section of Litigation (2022-2024), and served two terms on the Executive Council of The Florida Bar's Alternative Dispute Resolution Section.



Steve Paul is a mediator based in Los Angeles, specializing in mediating employment, business, entertainment, real estate and personal injury disputes. Mr. Paul is also an Adjunct Professor at the Straus Institute for Dispute Resolution at Pepperdine Law School, and mentors and trains attorneys and fellow mediators. He has been recognized by the Daily Journal both in 2012 and 2013 as one of 10 Top Neutral "Rising Stars" in California. Prior to becoming a mediator, Mr. Paul was legal and business affairs counsel for over 10 years at Warner Bros., where he provided legal oversight of day-to-day studio operations and advised on labor and employment issues. He has over twenty-five years of practical legal experience representing both plaintiffs and defendants, including representing a wide variety of businesses and industries on negotiation, transactional, and employment matters. Steve also devotes significant time to community service, including serving on several boards and pro bono projects. He is an IAM Distinguished Fellow and the immediate IAM Past-President.



Marcelo Perlman is a commercial mediator based in Sao Paulo, Brazil. He is an IAM Distinguished Fellow, a Fellow of the Chartered Institute of Arbitrators (FCI Arb), and has been included on the Panels of Distinguished Neutrals of The International Institute for Conflict Prevention & Resolution (CPR) and Mediators of the International Centre for Dispute Resolution (ICDR). He is a member of the Brazilian Advisory Board (BAB) of the International Institute for Conflict Prevention & Resolution (CPR), the Mediation Advisory Committee of Centro de Arbitragem e Mediação da Câmara de Comércio Brasil-Canadá (CAM-CCBC), the Mediation Thought Leadership Group of the Chartered Institute of Arbitrators (CI Arb), as well as other mediation-related initiatives. Having been included in the ranking Commercial Mediation | WWL Thought Leaders: Global Elite 2024, Marcelo's mediation practice has been recognized on a yearly basis in the international rankings Who's Who Legal and Leaders League.



Jody Sin was a dispute resolution lawyer for almost 20 years before she started a full-time mediation practice in 2011. Her mediation expertise spans a broad spectrum of commercial fields, including employment, discrimination and workplace issues, shareholders disputes, professional indemnity claims, defamation, and probate disputes. Jody received her mediation accreditation from local and international institutions, including the Hong Kong International Arbitration Centre, Hong Kong Mediation Accreditation Association Limited and International Mediation Institute (IMI). She is currently a mediation consultant of the Mediation Services Team of the World Bank Group, a Workplace Mediator for Asia Development Bank, and a member of the global mediation panel of the Office of the Ombudsman for the United Nations Funds and Programmes. In addition, she has been a CINERGY-certified conflict management coach since 2015 and provides conflict coaching services to parties who encounter workplace issues and disputes. Jody is an IAM Distinguished Fellow and a Weinstein JAMS international fellow. Jody teaches mediation in the Faculty of Law of the Chinese University of Hong Kong. She is currently a member of the Steering Committee on Mediation of the Department of Justice under the Secretary For Justice, Hong Kong and sits on the Mediation Committee and the Mediator Admissions Committee of the Law Society of Hong Kong.

Spouse/Guest Optional Tours

Thursday, May 30, 2024 (morning)

Chihuly Garden and Glass (\$38/person, located 1.5 miles from the Fairmont, transportation not provided)

Providing a look at the inspiration and influences that inform the career of artist Dale Chihuly, the Exhibition includes eight Galleries, the centerpiece Glasshouse and a lush Garden.

The centerpiece of Chihuly Garden and Glass is the Glasshouse. A 40-foot tall, glass and steel structure covering 4,500 square feet of light-filled space, the Glasshouse is the result of Chihuly's lifelong appreciation for conservatories. The installation in the Glasshouse is an expansive 100-foot-long sculpture in a color palette of reds, oranges, yellows, and amber. Made of many individual elements, it is one of Chihuly's largest suspended sculptures.



Chihuly has shown his artwork in botanical gardens all over the world, but this was his first time working with a landscape designer to create a space unlike that of any garden or exhibition elsewhere. The unique plant collection is specially chosen to complement Chihuly's work and the striking colors and forms of the trees, plants, and flowers create a rich backdrop for the art.

Friday, May 31, 2024 (morning)

Seattle Harbor Cruise and Sky View Observatory (\$58/person, departure point is .5 miles from the Fairmont, transportation not provided)

Seattle's Original Harbor Cruise™, departing from Pier 55, is a 1 hour, fully narrated tour around Elliott Bay and offers fun, unique facts about the Emerald City. You'll enjoy ever-changing views of the Emerald City skyline as well as the surrounding Olympic and Cascade mountain ranges, including Mt. Rainier.

Then take in the glory of the Pacific Northwest from the city's highest "peak" – the Sky View Observatory. Get whisked up 73 stories in only 70 seconds and enjoy stunning views of the mountains, the San Juan islands, and Seattle in its entirety.



Full Group Optional Tour

Saturday, June 1, 2024

(12:45 pm – hotel departure on foot to ferry landing, .4 miles from the Fairmont Hotel)

Bainbridge Island (ferry departs from Pier 52 at 1:20 pm, arrives at Bainbridge as 1:55 pm)

With a remarkable collection of people, deep and informative history, wooded retreats, a variety of shops and restaurants, a farming community, artistic culture, and a unique location, Bainbridge Island has much to offer. We will take the 1:20 pm ferry from Pier 52 and arrive at Bainbridge at 1:55 pm. From there, you can either explore on your own, or choose one of the options below:

Rolling Bay Winery – Tour and Tasting (2:30 – 4:00 pm)

Rolling Bay is a small, artisan winery located in the Rolling Bay area of the island. They specialize in creating limited quantities of hand-crafted premium wine from grapes grown on Snipes Mountain, one of Washington State's newer AVAs and oldest vineyards. Alphonse de Klerk, winemaker for the winery, is offering IAM members a private wine tasting experience that includes a tasting bar with a lineup of six award-winning wines. You'll be able to tour the winery and try an exclusive barrel pour of the 2022 Graciano wine.

Bloedel Reserve – Explore on your own (2:30 pm – 4:30)

Bloedel Reserve is a 140-acre wonder of nature, created by the imagination, vision, and a passionate love of the natural world shared by our founders, Prentice and Virginia Bloedel. Working with the rugged geography of the land, they artfully transformed a rough-hewn Northwest forest into a harmonious series of curated gardens, structural features, and distinctive landscapes, with nature as canvas and paint.

Ferry only: \$10/person • Ferry + Winery: \$38/person • Ferry + Bloedel Reserve: \$38/person