

IAM CONFERENCE 27<sup>TH</sup> – 30<sup>TH</sup> MAY  
2025 GOLD COAST AUSTRALIA

~ *The Shifting Sands of Mediation* ~

*The Venue:* Sheraton Grand Mirage Resort, Gold Coast

Conference Program

**Monday, May 26**

2.00 – 5.00 pm Board of Governors Meeting (*Mirage Board Room, lower level*)

**Tuesday, May 27**    *All general sessions will be held in Grand Ballroom #1.*

- 7.00 am Registration Desk Open (*Grand Terrace*)
- 7.00 am **Breakfast** in *Grand Ballroom #2* (*Attendees AND guests welcome at no charge*)
- 9.00 am **Conference Welcome & Preliminary Notes** – Doug Murphy, Conference Chair
- 9.15 am **Welcome to Country** by local indigenous elder, Uncle John Graham, a Traditional Custodian of the Gold Coast region, a Kombumerri man, a saltwater man of the Gold Coast part of the wider Yugambeh Language Group with assistance of indigenous musicians and dancers. *Guests welcome!*
- 9.35 am **Welcome to the Gold Coast** - Cr Tom Tate, Mayor of the City of Gold Coast
- 9.45 am **Address by the Chief Justice of Queensland**, the Honourable Helen Bowskill
- 10.45 am **Thanks and Welcome to Attendees and Guests**  
IAM Distinguished Fellow and President-Elect Jonathan Lloyd-Jones
- 11.00 am **Break** (Morning Tea)
- 11.30 am **Session: The Road to Negotiated Settlement in the Context of Class Actions Between Aboriginal and Torres Strait Islander People and Government in Australia.**  
Speakers: Distinguished Fellow Andrew Crowe KC and Joshua Creamer  
*Chaired by Distinguished Fellow Doug Murphy KC*

A conversational discourse between the speakers with first-hand experience explaining the stepped and lengthy mediation process – including the cultural issues, political issues and dealing with the complexities of government decision-making and decision-making by lead applicants, the drivers to settlement and the healing effects of settlements reached.

1.00 pm **Lunch** *Grand Terrace* (*Attendees AND guests welcome at no charge*)

2.00 pm **Session: A Masterclass: Multi-Party Environmental Dispute Resolution and Cultural Integration and Local Innovation**  
Speaker: Mary Walker OAM

Mary will share her insights from the forefront of her experience as mediator, arbitrator, negotiator, and facilitator in Australian and International disputes over a period of 30 years.

**Tuesday, May 27** continued...

3.15 pm    **Break** (Afternoon tea)

3.45 pm    **Session:**        **Rural Debt: Mediating in a Perfect Storm of Contributing Factors.**  
Speaker: Distinguished Fellow Lee Nevison

Farm Debt mediation often takes place in the context of circumstances beyond the farmers control (e.g. droughts, floods etc).

4.30 pm    Free Time

6.00 – 8.00 pm        **Cocktail Reception - *Grand Terrace*, Sheraton Grand Mirage** (**Attendees and Guests**)

..... Wednesday, May 28

6.30 am    **Breakfast** in Grand Ballroom #2 (**Attendees AND guests welcome at no charge**)

7.00 am    Registration Desk Open

7.30 am    **Currumbin Wildlife Sanctuary** Those registered for this World Heritage Site outing will gather at the hotel's front entrance for a 7.45 am departure. Return coach will depart at 12 noon.

Discover how Australia's weird and wacky native animals - kangaroos, koalas, dingos, emus, echidnas, wombats, and Tassie devils mediate their own disputes, up close and in person. The tour may also include a distinctly Aussie morning tea with some 'yarning' with insight into local First Nations culture.

1.00 pm    **Lunch** *Grand Terrace* (**Attendees AND guests welcome at no charge**)

2.00 pm    **Session:**        **Mediation as a Process of Transition**  
Speaker: Greg Rooney

In this session, Greg will discuss a process that moves away from seeing a dispute as a static event where mediators are dealmakers or dispute resolvers and sees mediation as a pivotal step in the continuous flow of the parties' lives, working with, not against, change - a process that shifts the focus from mediating the problem to mediating the moment. Such an approach is underpinned by an acceptance of the primacy of change that requires a different way of thinking by the mediator to allow the new and unexpected to emerge out of human interaction rather than through objective analysis.

3.00 pm    **Break** (Afternoon tea)

3.30 pm    **Breakout Discussion Groups**

4.30 pm    *Free Time*

6.15 pm    **Broadwater Dinner Cruise** (Must be pre-registered)

Step aboard for a memorable evening on serene Gold Coast waterways savouring a meal crafted from fine local seasonal produce, perfectly paired with locally brewed beer, wine, or a signature cocktail, all while enjoying the stunning Surfers Paradise skyline. Admire the stars and city lights, capturing unforgettable moments of members' and guests' congeniality.

Walk (12-min walk) or ride on your own to the Sea World Boat Terminal for pre-cruise drinks.

**BOAT DEPARTS PROMPTLY AT 7 PM!**

**Alternative: Land Based Moments of Congeniality:** Your own dining arrangements.

## Thursday, May 29

7.00 am **Breakfast** in Grand Ballroom #2 (**Attendees AND guests welcome at no charge**)

8.30 am Registration desk open

9.00 am **Session: Changing Reference Points in Dispute Resolution**  
Speaker: Dr Laurence Boulle AM

The presentation begins with an outline of prospect theory and its relevance in dispute resolution. It then considers the relevance of comparators in decision-making and ways in which negotiators and dispute resolvers can change comparators to make proposals more attractive. This leads to a discussion of how dispute issues can be framed and reframed by negotiators and dispute resolvers to promote settlement, with practical examples illustrating relevant issues. It concludes with critical reflections on comparators in dispute resolution.

10.00 am **Session: It's All Your Fault! Dealing with the Difficult!**  
Speaker: Dr Anne Purcell

An overview of working with clients with difficult, high-conflict or borderline personalities. Managing disputes and negotiating outcomes is something mediators do every day but identifying those with personality disorders or high conflict personalities can be a bit more challenging. This presentation references inter-disciplinary literature at the nexus of psychology, neuroscience and law and provides practical applications for the practice of mediation. It offers a solution-focused, client-centred approach to resolve conflicts or disputes for difficult clients in difficult circumstances. Learn how to identify the just plain difficult, be alert to their behavioural traits or personality disorders, de-escalate a distressed or angry client or colleague, identify when to cease interactions or change the mediation process and help difficult people to feel 'heard' and 'stop complaining'!

11.00 am **Break** (Morning tea)

11.30 am **Session: Shifting Sands: Regressing from Getting to Yes: The Return of Zero Sum?**  
Speaker: Distinguished Fellow John Sturrock KC

Recent research indicates that, in contrast with older generations who grew up with high growth and developed positive-sum beliefs that everyone can gain, younger people believe that people can only get rich at the expense of others. Winners and losers. Global political trends tend to reinforce this view. Are we seeing the decline of Getting to Yes - and all that so many mediators have sought to achieve - and, if so, what can we do about it? Join John (and **William Ury** in a pre-recorded segment) to discuss the implications...

12.30 pm **"Churchill" and all that comes with it, from it, on top of it and without it.**  
Facilitators: Distinguished Fellows Michel Kallipetis KC and Phillip Howell-Richardson.

The UK Court of Appeal's decision in *Churchill v Merthyr Tydfil* in November 2023 confirmed the integral role ADR and mediation plays in effectively resolving disputes. The Court found that parties to a dispute can be ordered by the court to engage in alternative dispute resolution (ADR). The Master of the Rolls stated in his judgement that 'as a matter of law, the court can lawfully stay existing proceedings for, or order, the parties to engage in a non-court-based dispute resolution process'. This will be congenial interactive discussion for all.

1.00 pm **Lunch** *Grand Terrace* (**Attendees AND guests welcome at no charge**)

2.00 pm **Presentation by Scholar-in-Residence**, Professor Sarah Cole  
Chair: Distinguished Fellow Nina Khouri (NZ)

**Thursday, May 29** continued...

2.30 pm     **The Seriously Great Debate: ““*That AI Could Become an ADR Practitioner Effective on the Same Level as a Human*”**

*Fresh perspectives from ADR thought leaders, to take you on an intellectual journey exploring the nuances of ADR as it adapts to technological change.*

**Speakers:**     For the Affirmative:  
                    **Ana Sambold, Esq (USA) Guest Delegate**  
                    **Allan Stitt (Canada) IAM Distinguished Fellow**  
                    **Hon John Byrne (Australia) Guest Delegate**

                    For the Negative:  
                    **Deborah Lockhart (Australia) Guest Delegate**  
                    **Tim Connard (Australia) IAM Distinguished Fellow**  
                    **Hon Martin Daubney (Australia) Guest Delegate**

**Judges:** A surprise!

3.30 pm     **Break** (Afternoon tea)

4.00 pm     **Breakout Discussion Groups**

4.45 pm     *Free time*

6.30 pm     **Conference Banquet - *Grand Ballroom 1*, Sheraton Grand Mirage - Delegates and Guests**

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**Friday, May 30**

7.00 am     **Breakfast** in Grand Ballroom #2 (**Attendees *AND* guests welcome at no charge**)

8.30 am     Registration desk open

9.15 am     **Session: “The Trusted Mediator”**  
                    **How to Build Trust and Improve Outcomes in Conflict Situations**  
                    Speaker: Gary Edwards

10.30 am     **A Prelude to the 2026 IAM Conference in Boston, MA**

10.45 am     **Break** (Morning tea)

11.15 am     **IAM AGM and Installation of New Officers and Board Members.**

11.45 am     **Open Mic** with the new IAM President Jonathan Lloyd-Jones.

12.30 pm     **Special Interest Lunch: *Grand Ballroom #1* (**Attendees *AND* guests welcome at no charge**)**

**“World Leading Research & Treatments for Sufferers of Acquired Brain and Spinal Cord Injuries”** – *with very special guest speakers Tom Ray, Perry Cross AM, and Prof James St. John*

Gold Coast-based and globally recognized, the Perry Cross Spinal Research Foundation, established in 2010, has joint-ventured with Griffith University to result in the **world’s first nerve bridge and rehabilitation human clinical trial for 15 people living with paralysis.** Once it was a dream.

Now there is evidence that spinal cords can regenerate following severe injuries. That means new hope for an estimated 250,000 to 500,000 people globally who suffer a spinal cord injury.

At the Gold Coast's Griffith University's Institute for Drug Discovery, the Clem Jones Centre for Neurobiology and Stem Cell Research aims to develop therapies to treat acquired brain and spinal cord injury. Led by Professor James St John, researchers follow an approach that transplants cells from the nose into injured spinal cords to form a cellular bridge, enabling the regeneration of nerve cells to make functional motor and sensory connections. As their work progresses, they never lose sight of the long-term prospect that people suffering quadriplegia or paraplegia may walk and feel again. *This is a must-listen-to story!*

2.00 pm **Closing Remarks** by Conference Chair

5.30 pm **Australian Outback Spectacular** (must be pre-registered)

Meet at the hotel front entrance to embark on a journey to the 'Heartland' of Australia through an extraordinary show featuring true Australian characters, a transformative arena with immersive technology and mesmerising animals, all whilst enjoying a three-course dinner and drinks.

Return transport will be 10.00 pm for the 25-minute trip from the Sheraton Mirage to the Outback Spectacular Indoor Theatre Arena at Helensvale.

**Alternative:** Your own Dining Arrangements

### **Breakout Sessions – Hot Topics and Hot Facilitators**

1. **The Edinburgh Declaration of International Mediators.** In 2018, over 100 signed the Edinburgh Declaration that set out the principles of mediation and our aspirations as mediators. Do we need to revisit this now? How could it help us to address the difficult issues faced by mediators – and IAM Fellows - in 2025?  
Facilitator: Distinguished Fellow **John Sturrock** (Scotland), including a recording by **Ken Cloke** (USA)
2. **Use of Experts in Commercial Mediations**  
Facilitator: Distinguished Fellow **Hayden Wilson** (NZ)
3. **Slowing Down Without Stepping Away** What does the next phase look like if I don't want to keep working at this pace? Can I scale back without stepping away? How do I move toward fewer, better mediations, the kind that really light me up, without losing touch with the work I value most?  
Facilitator: Distinguished Fellow **Geoff Sharp KC** (NZ)
4. **Missing the Forest for Trees** A case study of lessons to be learned. A discussion about multiple levels of communication, i.e., how to understand and deal with the reality that people frequently mean something different from, or deeper than, what they actually say and the importance of listening which goes well beyond words spoken.  
Facilitator: Distinguished Fellow **Rob Daisley** (US)
5. **What's Hope Got to Do with It?**  
A macro and micro discussion as to the role of hope within mediation and in handling crises in general.  
Facilitator: Distinguished Fellow **Orit Asnin** (ISRL)