Bringing People Together

29th Annual Conference
Florida Dispute Resolution Center
August 11 – 13, 2021 | Virtual

Conference Brochure

Welcome!

Dear Colleagues:

Welcome to the DRC's 29th Annual Conference, Bringing People Together. Although we miss seeing you in person, we are excited to provide you with our second annual virtual conference. Since the advent of the COVID-19 pandemic, we have all experienced a myriad of opportunities to engage in bringing people together – from figuring out how to work remotely to mastering mediation, arbitration, parenting coordination, and eldercaring coordination by telephone or video conferencing – so this year's theme is timely.

During normal and pandemic times, ADR professionals play a major part in enhancing access to justice by offering parties an opportunity to minimize the time and money they spend interacting with the court system and by modernizing the administration of justice by using technology. You also promote public trust and confidence in the court system by maintaining high standards of professionalism and ethical behavior when assisting parties in settling their disputes.

We are pleased to provide a forum for enhancing your skills and knowledge regarding alternative dispute resolution, especially as our world continues to demonstrate a need for professionals who can promote civil discourse and peaceful options to resolve disputes in all aspects of life.

We appreciate your contribution in serving the people of Florida by encouraging and facilitating the nonadversarial resolution of disputes.

Regards,

Thomas A. (Tad) David, Chief of Alternative Dispute Resolution

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Conference Schedule

Wednesday, August 11

1:00 – 5:00 PM Pre-Conference Training: A to Z: Mediating Online

1:00 – 5:45 PM Pre-Conference Training: Elder Mediation & Shared Family Decision-Making

7:00 – 8:00 PM Awards Ceremony

Thursday, August 12

7:15 – 8:15 AM Virtual Yoga

8:30 – 9:30 AM Opening Keynote Session: De-Escalating Angry, Upset Parties & Lawyers

9:30 - 10:00 AM Break

10:00 – 11:00 AM Workshop Session A1: Creating Safer Communities: Understanding Family Violence and the Effects on Communities and Organizations

Workshop Session A2: Voices of the Vulnerable in Mediation: Ethics and Practice

Workshop Session A3: Multilingual Mediation: Scenarios and Solutions

Workshop Session A4: Is Your Agreement to Mediate up to the Zoom Challenge?

Conference Schedule

Workshop Session A5: Using Questioning Techniques to Move Mediation Forward

Workshop Session A6: Cultural Diversity and Gestures in Mediation

Workshop Session A7: ADR for Cryptocurrencies

11:00 – 11:30 AM Break

11:30 AM - 12:30 PM Workshop Session B1: Abuse, Neglect & Exploitation of a Vulnerable Adult

Workshop Session B2: Hey, I Know You

Workshop Session B3: Multilingual Mediation: Scenarios and Solutions

Workshop Session B4: Understanding ESI, E-Discovery & Other Technology Issues Which Litigators Are Fighting Over in Your Mediation

Workshop Session B5: Mindfulness Mediation Techniques

Workshop Session B6: Probability for Mediators

Workshop Session B7: The Craft of Mediation: Effective Strategies That Also Support Diversity and Inclusion

12:30 – 1:30 PM Lunch Break

1:30 – 2:30 PM Plenary Session: XYZ: Communicating Across Generations at Mediation

Conference Schedule

2:30 – 3:00 PM Break

3:00 – 4:00 PM Workshop Session C1: Abuse Is Not Just Physical: Learn the Other 11 Types

Workshop Session C2: Ethics & Technology in Age of Zoom

Workshop Session C3: Hey, I Know You

Workshop Session C4: Remote Consensus: Virtual Resolution

Workshop Session C5: Pre-Conference Powerfully, Peacefully, Prepare Parties

Workshop Session C6: Mastering Mediations: Experts Discuss

Workshop Session C7: What Every Mediator Needs to Know About Credit and Divorce

4:00 – 5:00 PM Social Hour

5:00 – 6:00 PM Virtual Yoga

Friday, August 13

7:15 – 8:15 AM Virtual Yoga

8:30 – 9:30 AM Plenary Session: Excellence in Ethics: Mediating Online with Integrity

9:30 – 10:00 AM Break

Conference Schedule

10:00 – 11:00 AM Workshop Session D1: Abuse Is Not Just Physical: Learn the Other 11 Types

Workshop Session D2: Ethics & Technology in Age of Zoom

Workshop Session D3: Re-Envisioning Mediation in Pandemic and Beyond

Workshop Session D4: Personal Evolution of the Experienced Mediator

Workshop Session D5: Skillful Communication as a Tool in Mediation

Workshop Session D6: Mastering Mediations: Experts Discuss

Workshop Session D7: Mental Health 101

11:00 – 11:30 AM Break

11:30 AM – 12:30 PM Closing Plenary Session - The Human Touch in ODR

How to Have a Great Virtual Experience

How to login / how to access the conference?

Please visit DRCconference.com. This is the virtual "lobby" of the conference from which all sessions will be streamed.

To login: your username is the email address you used to register for the conference. Your password is what you choose during your registration process. Please click here if you can't remember your password and need to reset it.

Once logged in, you do not have to re-enter it again, unless you clear your cookies. Please note that your login can only be used on one device at a time.

To attend a session, click on "Schedule of Events" and then click on the red button labeled "Enter Session" located at the bottom of the session description. Note: this button will only become available shortly before the start of each session.

To ensure you have a great experience, please make sure you have a few things ready *prior* to the start of the conference:

- Have a strong internet connection! Make sure you have a strong WiFi signal or are connected to a hard line.
- Make sure your computer is fully updated and has all the latest updates installed.
- Visit the conference website and test the technology to familiarize yourself with its major features, the schedule of events, etc.
- During the conference, we will have an email address available where you can report any issues. *However, any technology issues, such as being unable to login, no audio, no video, etc. are more than likely due to your equipment and cannot be fixed by our help desk.*

Conference Recordings

Did you miss a plenary session or workshop you really wanted to attend?

All plenary sessions and workshops will be recorded. These recordings, together with the session's presentation materials, will be available complimentary on the conference website (DRCconference.com) until Friday, October 15, 2021. All registered attendees can access and stream them on the website.

After October 15, 2021, the recordings will be moved to www.cmerecordings.com, where they will be available for purchase. The fee to access them there will be $5 per recording or $75 for all recordings.

Workshop Schedule–At–A–Glance

(click on session headers for more information)

Thursday, August 12 10:00 – 11:00 AM	Thursday, August 12 11:30 AM – 12:30 PM
Workshop Session A1: Creating Safer Communities: Understanding Family Violence and the Effects on Communities and Organizations CME: IPV	**Workshop Session B1:** Abuse, Neglect and Exploitation of a Vulnerable Adult CME: IPV
Workshop Session A2: Voices of the Vulnerable in Mediation: Ethics and Practice CME: Ethics & CD	**Workshop Session B2:** Hey, I Know You CME: Ethics
Workshop Session A3: Multilingual Mediation: Scenarios and Solutions CME: Ethics & CD	**Workshop Session B3:** Multilingual Mediation: Scenarios and Solutions CME: Ethics & CD
Workshop Session A4: Is Your Agreement to Mediate up to the Zoom Challenge? CME: General	**Workshop Session B4:** Understanding ESI, E-Discovery & Other Technology Issues Which Litigators Are Fighting Over in Your Mediation CME: General
Workshop Session A5: Using Questioning Techniques to Move Mediation Forward CME: General	**Workshop Session B5:** Mindfulness Mediation Techniques CME: General
Workshop Session A6: Cultural Diversity and Gestures in Mediation CME: CD	**Workshop Session B6:** Probability for Mediators CME: General
Workshop Session A7: ADR for Cryptocurrencies CME: General	**Workshop Session B7:** The Craft of Mediation: Effective Strategies That Also Support Diversity and Inclusion CME: CD

Workshop Schedule–At–A–Glance

(click on session headers for more information)

Thursday, August 12 3:00 – 4:00 PM	Friday, August 13 10:00 – 11:00 AM
Workshop Session C1: Abuse is Not Just Physical: Learn the Other 11 Types CME: IPV	**Workshop Session D1:** Abuse is Not Just Physical: Learn the Other 11 Types CME: IPV
Workshop Session C2: Ethics & Technology in Age of Zoom CME: Ethics	**Workshop Session D2:** Ethics & Technology in Age of Zoom CME: Ethics
Workshop Session C3: Hey, I Know You CME: Ethics	**Workshop Session D3:** Re-Envisioning Mediation in Pandemic and Beyond CME: General
Workshop Session C4: Remote Consensus: Virtual Resolution CME: General	**Workshop Session D4:** Personal Evolution of The Experienced Mediator CME: General
Workshop Session C5: Pre-Conference Powerfully, Peacefully, Prepare Parties CME: General	**Workshop Session D5:** Skillful Communication as a Tool in Mediation CME: General
Workshop Session C6: Mastering Mediations: Experts Discuss CME: General	**Workshop Session D6:** Mastering Mediations: Experts Discuss CME: General
Workshop Session C7: What Every Mediator Needs to Know About Credit and Divorce CME: Family	**Workshop Session D7:** Mental Health 101 CME: General

Thank You Sponsors!

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Mediation Management Made Easy.

STANLEY LEGAL SERVICES LLC

Alternative ADR
Dispute Resolution Section
of The Florida Bar

www.cmerecordings.com

THE ACADEMY
Florida Academy
PROFESSIONAL MEDIATORS, INC

MEDIATION TRAINING NETWORK

AAA Mediation.org℠

Wednesday, August 11

1:00 – 5:00 PM
Pre-Conference Training: A to Z: Mediating Online

Nancy Yeend
Founder
The End Strategy

CME: Eligible for up to 4.0 hours including 1.0 hour of mediator ethics.

CLE: The Florida Bar has approved this pre-conference training for 4.0 general hours including 1.0 hour of legal ethics (E).

This interactive webcast will not only address fundamental considerations regarding the use of online mediation, but also will cover how to prevent problems from occurring, which may impede settlement. In addition to types of distance mediation, equipment and necessary technology, issues addressing how to prevent stalemate, enhance communication, reduce emotional outbursts, and produce viable options will provide the foundation for exploring the impact of online mediation on confidentiality, engagement, caucusing, settlement rates, ethics, and related topics.

1:00 – 1:50 PM Education
1:50 – 2:00 PM Break
2:00 – 2:50 PM Education
2:50 – 3:00 PM Break
3:00 – 3:50 PM Education
3:50 – 4:00 PM Break
4:00 – 4:50 PM Education
4:50 – 5:00 PM Wrap Up & Adjourn

1:00 – 5:45 PM
Pre-Conference Training: Elder Mediation & Shared Family Decision-Making

Elinor Robin Ph.D.
Mediator and Mediation Trainer
Mediation Training Network

CME: Eligible for up to 4.8 hours including 4.8 hours of cultural diversity (CD), 1.0 hour of mediator ethics (E), and 0.50 hour of interpersonal violence (IPV).

CLE: The Florida Bar has approved this pre-conference training for 5.0 general hours.

As the population grows older the demand for mediators who specialize in Elder Law Mediation and Shared Family Decision Making should continue to increase. This workshop will introduce you to an Elder Mediation model and some best practices for this mediation specialty. We will also discuss the rewards and challenges of this practice area so that you can determine if expanding your practice into this area of practice is right for you. This program is considered continuing mediator education. In Florida, there is no Elder Mediation Certification and as such this program is not a certification program.

1:00 - 2:00 PM Session: Welcome! Housekeeping. What is Elder Mediation?
2:00 - 2:15 PM Break
2:15 - 3:15 PM Session: Elder Mediation: Exploring A Different Mediation Model
3:15 - 3:30 PM Break
3:30 - 4:30 PM Session
4:30 - 4:45 PM Break
4:45 - 5:45 PM Session

Wednesday / Thursday

7:00 – 8:00 PM
Awards Ceremony

The DRC Annual Awards of Appreciation and the Sharon Press Excellence in ADR Award will be presented during the Wednesday, August 11th Awards Ceremony.

The Sharon Press Excellence in ADR Award is bestowed to an individual who demonstrates the qualities of visionary leadership, professional integrity, and unwavering devotion to the field of alternative dispute resolution.

The Dispute Resolution Center Appreciation Award was inaugurated in 1997 to formally recognize individuals who make outstanding contributions to the field of ADR in Florida over a significant period of time.

7:15 – 8:15 AM
Virtual Yoga

Hosted by Kristen Mory
Certified fitness instructor, attorney, Florida Supreme Court Certified Circuit Mediator, and Florida Bar certified diversity trainer

Login and enjoy a slow-moving yoga session – virtually!

Take a deep breath and let it all go in this Hatha / Vinyasa flow class. This class combines flow (synchronizing breath and 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 including those that have not tried yoga before. All you will need is comfortable clothing, a mat or towel, and a positive attitude!

8:30 – 9:30 AM
Opening Keynote Session: Welcome Remarks by Chief Justice Canady and Keynote Presentation

Charles T. Canady
Chief Justice
Florida Supreme Court

Tad David
Chief of Alternative Dispute Resolution, Florida Dispute Resolution Center, Office of the State Courts Administrator

Doug Noll, J.D., M.A.
Mediator, Author, Speaker, Visionary

CME: General

Welcome remarks will be provided by the Chief of Alternative Dispute Resolution, Florida Dispute Resolution Center, Office of the State Courts Administrator and Florida Supreme Court Chief Justice Charles T. Canady, followed by a keynote session featuring Doug Noll, Esquire.

Emotions play a critical role in every dispute and every mediation. In the opening keynote session, Mr. Noll will introduce you to emotional de-escalation strategies. He will explain why "active listening" techniques are ineffective, and he will introduce the skillful approach of emotional reflective listening.

Thursday, August 12

9:30 - 10:00 AM
Break

10:00 – 11:00 AM
Workshop Session A1: Creating Safer Communities: Understanding Family Violence and the Effects on Communities and Organizations

Judith McKay
Director of Doctoral Program and Faculty Deptartment of Conflict Resolution Studies
Nova Southeastern University

CME: IPV

The need to create safer communities has never been more urgent than in our present day. Communities are struggling with violence, social injustice, and racism. This workshop will explore the relationship between violence in the home, and violence in neighborhoods and organizations. This impact includes the transgenerational transmission of trauma and extends far beyond family cases.

It includes recent research related to Covid-19, the increase in family violence, the effects on underserved communities, and the effects on parties and clients.

10:00 – 11:00 AM
Workshop Session A2: Voices of the Vulnerable in Mediation: Ethics and Practice

Linda Fieldstone
Co-Chair
Elder Justice Initiative on Eldercaring Coordination

Fran Tetunic
Professor of Law, Director Dispute Resolution Clinic
Nova Southeastern University Center for the Study of Law

CME: Ethics & CD

Dispute resolution practitioners have the obligation to have all voices in the process be meaningfully heard, which may be challenging when working with some of the most vulnerable among us: children, elders, and individuals with disabilities. How do we keep the voices of the vulnerable prominent while respecting all at the table? This workshop will help family and elder mediators, as well as parenting and eldercaring coordinators, consider ethical obligations and practical techniques that guide us in strengthening the voices of those who might otherwise be silenced or disregarded.

Thursday, August 12

10:00 – 11:00 AM
Workshop Session A3: Multilingual Mediation: Scenarios and Solutions

Ana Cristina Maldonado
Mediator and Arbitrator
Upchurch Watson White & Max

CME: Ethics & CD

This session will be repeated during Workshop Series B.

English is the language of our court system, but this is Florida, and many people in our state speak another language and no English, prefer another language to English, or are multilingual. This workshop reviews various scenarios where multiple languages come into play during mediation. How can a mediator - either monolingual or multilingual - approach them and not run afoul of ethical rules and opinions or court rules?

10:00 – 11:00 AM
Workshop Session A4: Is Your Agreement to Mediate Up to the Zoom Challenge?

Robin Caral Shaw
Attorney, Mediator, and Primary Trainer
Law Office of Robin Caral Shaw, P.A.

CME: General

Our Agreements to Mediate have not been updated much over the last 20 years or so.
Now, with Zoom mediations, every mediator should take a good look at his or her agreement to make sure it incorporates the current realities of online mediation.

There is a second issue that has received a spotlight lately as well: the challenge of more mediation participants -- including mediators -- bringing weapons into mediation. Have people been modifying their Agreements to Mediate to address safety concerns?

10:00 – 11:00 AM
Workshop Session A5: Using Questioning Techniques to Move Mediation Forward

Dr. Mary Bruck
Mediator
Bruck Mediations LLC

CME: General

This workshop focuses on "Creative and Critical Thinking Approaches to Questioning" in mediation. Asking the questions in a way to open and continue the dialogue during mediation can help reach an agreement. Types of questions, probing questions, and questions to get to the interest of the parties are discussed. Creating a positive environment through questioning is also practiced.

Thursday, August 12

10:00 – 11:00 AM
Workshop Session A6: Cultural Diversity and Gestures in Mediation

Sonya Nasser
Mediator
Ocala Mediation

Peter Spanos
ADR Director
Mediation Services Department, Citrus, Hernando, Lake, Marion and Sumter Counties

CME: CD

This presentation will discuss how to handle mediating with people who are from various cultural backgrounds. Various cultures have different approaches as to how they handle conflict. Communication styles vary and awareness of the styles makes for an easier flow of the mediation process. Knowing the gestures and communication styles amongst various cultures makes it easier for a mediator to be able to facilitate the discussion necessary for the parties to come up with a settlement agreement.

10:00 – 11:00 AM
Workshop Session A7: ADR for Cryptocurrencies

Alberto Saravia
Certified Civil Court Mediator

CME: General

Cryptocurrencies are going mainstream and future disputes will most surely arise and encompass many issues affecting and shaping commercial relationships between multiple counterparts, a clear trend that will require highly specialized mediation that will have to be conducted and resolved with consumer protection and business compliance parameters in mind. There will be a need to solve multiple operational and transactional issues and problems, as well as potential valuation discrepancies between the contracting parties as all these quasi monies are in their infant stage of general acceptance.

11:00 – 11:30 AM
Break

Thursday, August 12

11:30 AM - 12:30 PM
Workshop Session B1: Abuse, Neglect, and Exploitation of a Vulnerable Adult

Twyla Sketchley
Attorney, Florida Bar Board Certified In Elder Law
The Sketchley Law Firm, P.A.

CME: IPV

By 2030, one-third of Florida's population will be over 60 years of age. Individuals over age 60 are targets for abuse and exploitation. Exploitation causes approximately $20 billion in damages each year and often is accompanied by physical abuse or neglect. This presentation will provide mediators with information for identifying vulnerable adults in mediation; the signs of abuse, neglect, & exploitation; and the obligations of a mediator and other parties with regard to vulnerable adults in Florida.

11:30 AM - 12:30 PM
Workshop Session B2: Hey, I Know You

Chester Wilson
Executive Director
CW Consulting Firm

CME: Ethics

This session will be repeated during Workshop Series C.

This workshop will focus on mediating parties known to the mediator. It will highlight disclosing to parties relationship history and the ability to remain neutral. Mediators will learn how to assess themselves for appropriateness and examine their ability to remain neutral or recuse themselves.

11:30 AM - 12:30 PM
Workshop Session B3: Multilingual Mediation: Scenarios and Solutions

Ana Cristina Maldonado
Mediator and Arbitrator
Upchurch Watson White & Max

CME: Ethics & CD

This session is a repeat from Session A3.

English is the language of our court system, but this is Florida, and many people in our state speak another language and no English, prefer another language to English, or are multilingual. This workshop reviews various scenarios where multiple languages come into play during mediation. How can a mediator - either monolingual or multilingual - approach them and not run afoul of ethical rules and opinions or court rules?

Thursday, August 12

11:30 AM - 12:30 PM
Workshop Session B4: Understanding ESI, E-Discovery & Other Technology Issues Which Litigators Are Fighting Over in Your Mediation

Christopher Hopkins
Lawyer, Mediator
McDonald Hopkins LLC

CME: General

Disputes between parties -- and even discovery disputes between lawyers -- have become increasingly more technologically complicated. These issues can arise in even non-tech related cases (e.g., phone and social media records sought in accident cases; metadata sought in commercial cases; social media info sought in family cases). Make sure you understand the basic concepts of e-discovery, ESI, production of emails vs. PDFs, preservation requirements, social media discovery, subpoenas to internet providers, etc. before you mediate your next case.

11:30 AM - 12:30 PM
Workshop Session B5: Mindfulness Mediation Techniques

Patrick Russell, Esq.
Florida Supreme Court Certified Circuit Mediator
Salmon & Dulberg

Jeanne Potthoff
Title
Company

CME: General

Introduction to mindfulness and how it can impact mediation and lead to more positive and ethical outcomes. This is not your typical interest-based negotiation technique or how to identify and utilize leverage. Rather, this is about adjusting and fine-tuning your own perspective as a mediator and the perspective of those around you during mediation to facilitate better outcomes.

11:30 AM - 12:30 PM
Workshop Session B6: Probability for Mediators

Judith Starr
Principal
Starr ADR

CME: General

The accurate estimation of alternative outcomes by the parties is an important driver of a successful mediation. When parties make unrealistic predictions using flawed analytical methods, they can get stuck in impasse or reach suboptimal agreements out of sheer exhaustion. Mediators need analytical tools that help them identify flawed analyses and engage with parties in objectively assessing potential outcomes of their dispute. The goal of this workshop is to provide such tools by fostering an understanding of basic probability principles and their application to the mediation process.

Thursday, August 12

11:30 AM - 12:30 PM
Workshop Session B7: The Craft of Mediation: Effective Strategies that Also Support Diversity and Inclusion

Rebecca Storrow
Commercial Vice President, Miami Regional Office
American Arbitration Association

Harold Coleman
Senior Vice President
AAAMediation.org

Alexia Georgakopoulos
Director
Institute of Conflict Resolution & Communication

CME: CD

It is important for experienced, practicing mediators to expand their toolboxes of techniques. Developing core skill sets, questioning entrenched systems, and appreciating the complex nature of human relationships can help mediators advance their practice. Exploring mediation as a craft can lead to incorporating multidisciplinary approaches, including appreciative inquiry, which ultimately support diversity of practice and cultural diversity.

12:30 – 1:30 PM
Lunch Break

1:30 – 2:30 PM
Plenary Session: XYZ: Communicating Across Generations at Mediation

Kristen Foltz
Professor
The University of Tampa

James Ratcliff
Principal Planner
Hillborough County

CME: CD

This plenary will explore communication barriers and issues relating to generational differences in the mediation process. Special attention will be given to how to improve communication in mediation to ensure all participants understand and feel included in the process regardless of age. Theories regarding communication styles and conflict will be addressed followed by a brainstorming session on best practices to avoid communication pitfalls during the process. This will include a review of relevant mediation rules, statutes, and MEAC opinions.

2:30 – 3:00 PM
Break

Thursday, August 12

3:00 – 4:00 PM
Workshop Session C1: Abuse Is Not Just Physical: Learn the Other 11 Types

Christine Hammond
Therapist
Psychological Affiliates

CME: IPV

This session will be repeated during Workshop Series D.

Abuse is like a virus that spreads in overt, covert, and even unintentional ways, breeding dysfunction within families, relationships, and the next generation of society. Whether the abuse happens to a child, adult, or senior, it's time to stop the spread. This can only happen when as professionals we begin to recognize the various types of abuse. We can be the change that positively impacts the next generation by identifying, confronting and inspiring healing from abuse.

3:00 – 4:00 PM
Workshop Session C2: Ethics & Technology in Age of Zoom

Anthony Garcia
Title
Company

CME: Ethics

This session will be repeated during Workshop Series D.

After providing a brief update in Zoom mediation, this workshop will discuss expectations of lawyers at mediation and what challenges are faced by the virtual platform as well as the benefits. Next, helpful hints on preparation as well as effective techniques to consider will be discussed. The workshop will provide business tips as well as demonstrating what can be gained from using mediation as a proper tool. Finally, the session will conclude with a review of the Rules of Professional Conduct and confidentiality.

Thursday, August 12

3:00 – 4:00 PM
Workshop Session C3: Hey, I Know You

Chester Wilson
Executive Director
CW Consulting Firm

CME: Ethics

This session is a repeat from Session B2.

This workshop will focus on mediating parties known to the mediator. it will highlight disclosing to parties relationship history and the ability to remain neutral. Mediators will learn how to assess themselves for appropriateness and examine their ability to remain neutral or recuse themselves.

3:00 – 4:00 PM
Workshop Session C4: Remote Consensus: The Psychology of Virtual Resolution

Jeffrey Kleeger, Ph.D.
Justice Studies Professor
Florida Gulf Coast University

Victoria J. Krouch, Ph.D.
Florida Supreme Court Certified County, Family, Circuit, and Dependency and Appellate Mediator

CME: General

How do we bring people together to promote consensus in an increasingly virtual environment? This presentation will discuss and explore what techniques are most effectively used to promote consensus on legal issues and how we experience the psychological aspects of conflict resolution in a remote environment. Knowing this, conflict resolution professionals can utilize highly effective legal consensus professional strategies to help the parties in decision making.

3:00 – 4:00 PM
Workshop Session C5: Pre-Conference Powerfully, Peacefully, Prepare Parties

Kelly McGrath
Peacebuilding Mediator and Lawyer
Kelly McGrath Law

CME: General

One of the most successful strategies a mediator can implement is taking the time to pre-conference with each party prior to bringing the parties together for mediation. This session not only gives the mediator valuable information about the tender spots and areas of agreement or concern, but allows the mediator to encourage and facilitate the resolution by reducing the flight, fight, or freeze trauma response, aligning values with action, and seeing the vision each party has of their life after the resolution. Mediation preparation creates powerful and peaceful resolutions.

Thursday, August 12

3:00 – 4:00 PM
Workshop Session C6: Mastering Mediations: Experts Discuss

Christina Magee
Principal/Managing Member
Brevard Mediation Services, LLC

Michelle Jernigan
Principal
Upchurch Watson White & Max

Shari Elessar
Founder
Back on Track Mediation

CME: General

This session will be repeated during Workshop Series D.

In this panel, a facilitator and two experienced mediators take on questions submitted in advance about difficult situations that arise in mediations and ways to address these situations while still moving forward to resolution. In addition to the questions submitted in advance, the panelists will discuss topics related to virtual vs. in-person mediations such as neutrality concerns; confidentiality issues related to video-conferencing mediations; strategies to begin mediations; favorite momentum generators and successful ways to bring people together and achieve resolution.

3:00 – 4:00 PM
Workshop Session C7: What Every Mediator Needs to Know About Credit and Divorce

Deborah Beylus
Certified Florida Family Law Mediator
South Florida Mediation Services

CME: Family

Most divorcing couples
believe that a divorce decree can relieve a spouse of a joint financial obligation. Court orders and divorce decrees can't save divorcing couples from financial peril if one or both spouses act irresponsibly. People have a naive expectation toward court orders, like they're magic. Court orders are not magic. People have to learn to take responsibility for their own finances and their own lives.

4:00 – 5:00 PM
Social Hour

Join the conversation and introduce yourself. We will have four "local" rooms set up, especially for North Florida based attendees, Central Florida based attendees, Southwest Florida based attendees and Southeast Florida based attendees. Feel free to use your microphone and camera or the chat function to introduce yourself and have a conversation with your fellow attendees!

Thursday / Friday

5:00 – 6:00 PM
Virtual Yoga

Hosted by Kristen Mory
Certified fitness instructor, attorney, Florida Supreme Court Certified Circuit Mediator, and Florida Bar certified diversity trainer

Login and enjoy a slow-moving yoga session – virtually! Take a deep breath and let it all go in this Hatha / Vinyasa flow class. This class combines flow (synchronizing breath and 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 including those that have not tried yoga before. All you will need is comfortable clothing, a mat or towel, and a positive attitude!

7:15 – 8:15 AM
Virtual Yoga

Hosted by Kristen Mory
Certified fitness instructor, attorney, Florida Supreme Court Certified Circuit Mediator, and Florida Bar certified diversity trainer

Login and enjoy a slow-moving yoga session – virtually! Take a deep breath and let it all go in this Hatha / Vinyasa flow class. This class combines flow (synchronizing breath and 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 including those that have not tried yoga before. All you will need is comfortable clothing, a mat or towel, and a positive attitude!

8:30 - 9:30 AM
Plenary Session: Excellence in Ethics: Mediating Online with Integrity

Christy Foley
Attorney-Mediator
E-Mediation Services

CME: Ethics

This session will discuss how the ethical rules and MEAC opinions apply to e-mediations so that mediators know how to best comply with the rules when conducting mediations through virtual conferencing platforms. Specifically, the session will address how to preserve confidentiality, address party attendance, and sign settlement agreements electronically. The session will also discuss e-mediation etiquette that can improve your virtual mediation conference and make you look like a skilled e-mediator.

9:30 – 10:00 AM
Break

Friday, August 13

10:00 – 11:00 AM
Workshop Session D1: Abuse Is Not Just Physical: Learn the Other 11 Types

Christine Hammond
Therapist
Psychological Affiliates

CME: IPV

This session is a repeat from Workshop Session C1.

Abuse is like a virus that spreads in overt, covert, and even unintentional ways, breeding dysfunction within families, relationships, and the next generation of society. Whether the abuse happens to a child, adult, or senior, it's time to stop the spread. This can only happen when as professionals we begin to recognize the various types of abuse. We can be the change that positively impacts the next generation by identifying, confronting and inspiring healing from abuse.

ADR NOTABLE
MEDIATION MANAGEMENT MADE EASY.

ADR Notable is a platform built explicitly for managing the dispute resolution process. Inspired by the unique skills of mediators, ADR Notable helps dispute resolution professionals be better organized and more productive at every step: before, during, and after a session.

From new client intake to taking notes in-session, requesting and storing documents, to calendar and email integration, all the way to creating a term sheet with a click of a button, ADR Notable manages it all.

As the first-of-its-kind secure, cloud-based platform — ADR Notable is mediation management made easy.

TRY IT OUT!
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Friday, August 13

10:00 – 11:00 AM
Workshop Session D2: Ethics & Technology in Age of Zoom

Anthony Garcia
Certified Mediator/ Arbitrator - Circuit Civil, Family, Federal (Middle District of FL) and County
Garcia Mediation

CME: Ethics

This session is a repeat from Workshop Session C2.

After providing a brief update in Zoom mediation, this workshop will discuss expectations of lawyers at mediation and what challenges are faced by the virtual platform as well as the benefits. Next, helpful hints on preparation as well as effective techniques to consider will be discussed. The workshop will provide business tips as well as demonstrating what can be gained from using mediation as a proper tool. Finally, the session will conclude with a review of the Rules of Professional Conduct and confidentiality.

10:00 – 11:00 AM
Workshop Session D3: Re-Envisioning Mediation in Pandemic and Beyond

J. Forrest Young, M.Ed.
ADR Director
10th Judicial Circuit of Florida

Renee Danser, Esq.
Associate Director of Research and Strategic Partnerships
Harvard Law School

Amanda Horton, Esq.
Law Library Director
Stephen H. Grimes Law Library, 10th Judicial Circuit

CME: General

The 10th Judicial Circuit is developing innovative services for pro-se litigants. Focusing on divorce cases, they are learning how their clients engage with the court and the efficacy of their online processes. Partnering with the Access to Justice Lab at Harvard Law School, they will conduct a rigorous evaluation. They'll learn the impact of their procedures and the participants' perceptions of justice. Uniquely, in the data obtained will be the impact of their process on the well-being of both the participants and the mediator. We will discuss technology solutions and rigorous evaluation.

Friday, August 13

10:00 – 11:00 AM
Workshop Session D4: Personal Evolution of the Experienced Mediator

Gregory Firestone, Ph.D.
President
My Florida Mediator

CME: General

Gregory Firestone will discuss personal lessons learned as he evolved as a mediator and attempted to integrate conflict resolution methods into his personal life. Specific experiences will be used to exemplify basic negotiation, mediation and conflict resolution skills, and the transformative effect of engaging the world in a more collaborative manner.

10:00 – 11:00 AM
Workshop Session D5: Skillful Communication as a Tool in Mediation

Howard Marsee
Mediator/Arbitrator/ Special Magistrate
Upchurch Watson White and Max

CME: General

This presentation is designed to increase each participant's sensitivity to the positive and negative potential of both verbal and non-verbal communications in resolving conflict. One goal is to aid in the recognition of destructive speech and patterns of communication. The workshop offers concrete, positive alternatives to some commonly occurring, counter-productive, communication errors during the mediation process--including those arising from a lack of cultural and diversity awareness.

10:00 – 11:00 AM
Workshop Session D6: Mastering Mediations: Experts Discuss

Christina Magee
Principal/Managing Member
Brevard Mediation Services, LLC

Michelle Jernigan
Principal
Upchurch Watson White & Max

Shari Elessar
Founder
Back on Track Mediation

CME: General

This session is a repeat from Workshop Session C6.

In this panel, a facllitator and two experienced mediators take on questions submitted in advance about difficult situations that arise in mediations and ways to address these situations while still moving forward to resolution. In addition to the questions submitted in advance, the panelists will discuss topics related to virtual vs. in-person mediations such as neutrality concerns; confidentiality issues related to video-conferencing mediations; strategies to begin mediations; favorite momentum generators and successful ways to bring people together and achieve resolution.

Friday, August 13

10:00 – 11:00 AM
Workshop Session D7: Mental Health 101

Stephanie Byrd
Licensed Marriage & Family Therapist, Mediator & Parenting Coordinator
Ascend Counseling & Wellness, LLC

CME: General

This workshop covers the basics of mental health, reduces stigma, identifies factors contributing to distress & disease, identifies signs of stress, distress, and disease, introduces treatment options, and provides considerations for clients and resources to support them. Resources for referring out of your area of expertise will be provided.

11:00 – 11:30 AM
Break

11:30 AM – 12:30 PM
Closing Plenary Session - The Human Touch in ODR

Noam Ebner
Professor of Negotiation and Conflict Resolution
Creighton University Department of Interdisciplinary Studies

CME: General

Technology has been available to support conducting mediation online for the past two decades. However, in practice, most mediators avoided conducting processes online. One oft-voiced concern was the loss of the "human touch," upon which mediation relies, in the online environment. The pandemic era generated an unprecedented shift in the field of mediation, with most practitioners simultaneously experimenting with a new mode of process conduct. In shifting their practices online, many discovered that their initial and continuing experiences with online mediation and the human touch did not live up to their trepidation. This remarkable natural experiment offers the field a unique opportunity. Now that preconceptions are in the rearview mirror, the time is ripe for deep exploration into the human touch in mediation, its specific functions in the process, and pathways for mindfully bring it to bear in online mediation processes. Technology presents challenges as well as opportunities to a mediator's capacity for generating trust, building rapport, and expressing empathy, to note but a few human-touch domains. As our experience with online processes grows, what might we learn about enhancing our abilities in those domains? Along the way, there is much to learn about working with the human touch in our in-presence processes as well.

THE ACADEMY

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The FAPM facilitates the exchange of knowledge regarding mediation techniques and trends.

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The FAPM promotes mediation and ADR as an effective and efficient process.

The FAPM provides input and assistance to the Supreme Court of Florida in regulating the ADR profession.

The Academy is Committed to

- Providing quality continuing education opportunities. The online library hosts hundreds of approved CME's available to members at a reasonable cost. The FAPM hosts ongoing free monthly live CME on current issues.
- Promoting adherence to the highest standards of professional competence and ethics.
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- Providing a representative voice for mediators statewide on issues affecting the future of the profession.

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Special Thanks!

The Florida Dispute Resolution Center thanks all partners that helped make the 29th Annual Florida Dispute Resolution Center Conference a success.

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- Mediation Training Network
- Office of the State Courts Administrator
- Stanley Law
- And all attendees, presenters, sponsors, and staff of course!

Continuing Education Information

Pre-Conference Training: Elder Mediation & Shared Family Decision-Making

CME: Eligible for up to 4.8 hours including 4.8 hours of cultural diversity (CD), 1.0 hour of mediator ethics (E), and 0.50 hour of interpersonal violence (IPV).

CLE: The Florida Bar has approved this pre-conference training for 5.0 general hours. Course No. 2103810N.

Please note: There is no Florida Supreme Court elder mediator certification.

Pre-Conference Training: A to Z: Mediating Online

CME: Eligible for up to 4.0 hours including 1.0 hour of mediator ethics.

CLE: The Florida Bar has approved this pre-conference training for 4.0 general hours including 1.0 hour of legal ethics. Course No. 2103812N.

Main Conference

CME: All of the main conference workshops and plenaries are 1.2 CME hours each.

The conference is eligible for up to 9.6 hours including 1.2 hours of mediator ethics (E) and 1.2 hours of cultural diversity (CD). Additional mediator ethics (E), interpersonal violence (IPV), and cultural diversity hours (CD) are available via individual workshops.

CLE: The Florida Bar has approved this Conference for 9.5 general hours, including 1.0 hour bias elimination, 1.0 hour ethics and 1.0 hour technology. Course No. 2103813N.

Miscellaneous

A Certificate of Attendance can be found on Page 31 of this conference brochure.

A downloadable version of the Certificate of Attendance can be found on www.flcourts.org (please select Alternative Dispute Resolution).

Florida Bar members can post their CLE hours at www.floridabar.org.

CME Legend

CD: Cultural Diversity
E: Ethics
F: Family
G: General
IPV: Interpersonal Violence

Florida Dispute Resolution Conference Certificate of Attendance

This is to recognize that

_____
(your name)

attended the 29th Annual Dispute Resolution Center Conference, sponsored by the Florida Dispute Resolution Center, Office of the State Courts Administrator, Florida Supreme Court, held virtually on August 12 – 13, 2021.

Conference CME: The conference is eligible for up to 9.6 hours including 1.2 hours of mediator ethics (E), and 1.2 hours of cultural diversity (CD). Additional mediator ethics (E), interpersonal violence (IPV), and cultural diversity hours (CD) are available via individual workshops.

Thomas A. David, Chief of Alternative Dispute Resolution

Individual Attendance Record
(Please write in the title of each workshop attended in the spaces provided below)

Thursday, August 12, 2021
Opening Plenary Session with Doug Noll_____1.2 General CME
Workshop Session A: _____ 1.2 CME
Workshop Session B: _____1.2 CME
Plenary Session with Kristen Foltz & James Ratliff _____1.2 CD CME
Workshop Session C:_____1.2 CME

Friday, August 13, 2021
Plenary Session with Christy Foley _____1.2 Ethics CME
Workshop Session D: _____1.2 CME
Closing Plenary Session with Noam Ebner _____1.2 General CME

THANK YOU
FOR ATTENDING THE
29TH ANNUAL
DRC CONFERENCE!