

# Perfecting the Practice of Mediation

2023 AMM Conference  
Friday September 22, 2023

Kansas City Metropolitan Bar Offices  
2300 Main Street, Suite 100  
and online

recording access until Aug 1, 2024 included

Registration opens August 1st:

<https://momediators.org/2023-conference.html>



## Conference Schedule

- 8:30 – 9:30 am Registration Desk open
- 9:00 – 10:30 am **Managing Apology in Mediation: Whether, When and How** (hybrid) 1.5 hr CE  
**Anne Bachle Fifer, JD**  
A party to mediation may request an apology or the mediator may suspect it may move the parties beyond impasse. This presentation will discuss the timing, wording, the delivery and receipt of an apology managed by the mediator to ensure healing and resolution. Skills will be practiced in a brief role play.
- 10:45 – 12:15 pm **Workshop: Why Do You Mediate the Way You Do?** 1.5 hr. CE  
**Professor John Lande**  
Mediators' procedures vary widely based on many factors, such a personal history, values, goals, motivation, knowledge and skills, as well as the parties and the case. Mediator procedure may become second nature so that mediators are no longer conscious of the design and strategies. This workshop will guide you through an exercise to help become more aware of your own mediation practice system. Please bring a laptop or pad of paper.
- 12:15 – 1:45 pm **Lunch buffet followed by AMM Annual Members Meeting**
- 1:45 – 2:35 pm **The Mediator Ethics Game** 1.0 hr CE including ethics  
**Anne Bachle Fifer**  
Using scenarios from actual cases, teams of attendees will discuss applicable Mediator Standards of Conduct and select one that provides the best guidance. The choices will be compared to what the mediator in the case actually did. Astute teams may be rewarded!
- 2:50 – 3:45 pm **Your Choice of presentations in this time slot** (both recorded for later viewing)
- Negotiation 101** 1.0 hr CE  
**Dawn Kuhlman**  
The nine key principles advocated by FBI negotiator Chriss Voss in his book *Never Split the Difference* will be discussed and how they apply to our emotion-driven brains.
- Changing the Culture of Conflict to Optimize Outcomes** 1.0 hr CE  
**Valorie French** including implicit bias  
Personal orientation to "right" and "wrong" can perpetuate a culture of violence or avoidance. This presentation will discuss how to change the cultural orientations to engage conflict positively and make constructive communication and accountability more attractive.
- 4:00 – 5:00 pm **Post-conference reception**



Anne Bachle Fifer

## Presenters

**Anne Bachle Fifer** is an attorney, mediator, arbitrator, and civil mediation trainer based in Grand Rapids, Michigan. She has experience in mediating business contracts, workplace disputes in commercial, educational, and non-profit settings, estates, employment discrimination; child protective cases, divorce and custody, and church-based conflict.

**John Lande** is the Isidor Loeb Professor Emeritus at the University of Missouri School of Law and former director of its LLM Program in Dispute Resolution. He is the author of *Lawyering with Planned Early Negotiation* and *Litigation Interest and Risk Assessment* published to the American Bar Association. He regularly posts on the *Indisputably* blog.



John Lande

**Dawn Kuhlman, MA** is Executive Director of M.A.R.C.H., a Missouri non-profit providing mediation, supervised visitation and limited scope legal representation to eligible families. She is the creator of a Trauma informed Mediation Model feature in a 2018 TEDxTalk.

**Valorie Baul French** has an M.A. in Conflict Management and Dispute Resolution from Baker and paralegal certification. She currently works as a bilingual immigration case management legal assistant. Her education, experience and passion for organizing underlies her goal to foster attitudes to help people develop construction communications and create options for optimal outcomes.

Continuing education hours approved by the Missouri Bar Association and will be applied for with the Kansas Bar and Office of Judicial Administration.

## REGISTRATION OPENS ON AUGUST 1, 2023

### Early Bird Rate thru August 31st

Sign up online using this link. <https://www.momediators.org/2023-conference.html>

In-person attendance includes lunch. Please register by Sep. 15 if lunch buffet desired.

Member Early Bird rate:	\$ 75.00
Member fee after Aug. 31st:	\$ 90.00
Non-member early bird:	\$ 150.00 (includes comp. 2024 AMM membership)
After August 31st:	\$ 175.00 (includes comp. 2024 AMM membership)
Full time Post-Secondary Students:	\$ 35.00 early bird, \$ 50.00 after Aug 31st.
Community mediation organization staff:	\$ 35.00 early bird, \$ 50.00 after Aug 31st.

Registrants will receive links to recordings of the conference presentations shortly after the event; accessible for one year.

All registrants and AMM members are invited to attend a reception at the conference site from 4:00 to 5:00 pm.

**CONFERENCE HOTEL:** Sheraton Kansas City Hotel at Crown Center. \$202 plus taxes for the night of Thursday, Sept. 21st. The number of rooms is limited. Reservation must be made by August 31, 2023 to qualify for conference rate. **Reservation link:** <https://www.marriott.com/event-reservations/reservation-link.mi?id=1686587989635&key=GRP&app=resvlink>

