



ASSOCIATION OF MISSOURI
MEDIATORS PRESENTS:

2021

ANNUAL CONFERENCE

"THE MULTI-DIMENSIONAL FUTURE OF MEDIATION"
ENGAGING VIRTUAL PRESENTATIONS FOR ALL MEDIATORS

FEATURING ONLINE EXPERTS JIM MELAMED, COLIN RULE
& CLARE FOWLER OF MEDIATE.COM

01

OCT
2021

9AM CST

\$75: MEMBER FEE

\$150: NON-MEMBER FEE
(INCLUDES 1-YR MEMBERSHIP)

\$10: STUDENT FEE



»» MOMEDIATORS.ORG FOR SPEAKERS, REGISTRATION & MATERIALS

Friday, October 1, 2021



6.50 hrs MCLE applied for from The Missouri Bar, including 1.0 hr ethics and 1.0 hr elimination of bias

This year's conference will be held online and, if COVID precautions permit, at local viewing sites around the state.

REGISTER ONLINE: <http://www.momediators.org/2021conference.html>

8:30 am **Local viewing sites open**

9:00 am **Welcome – Jason Rugo, AMM President**

9:05 am -
9:55 am

FRAMING DISCUSSIONS and QUESTIONING IN MEDIATION

Strategic use of questioning is an essential tool for developing interest-based option development, hypothesis generation and testing, creating resilient choices, and eliciting agreement. Jim will share his popular presentation on how, when, and why to utilize questions to frame discussions for constructive and durable resolutions.

1.0 hr MCLE

Jim Melamed is co-founder of Resourceful Internet Solutions (RIS) and Mediate.com. He has been a mediator since 1983 and served as Executive Director of the national Academy of Family Mediators from 1987 to 1993. Jim is past-Chair of the Oregon Dispute Resolution Commission and is a member of the Oregon State Bar. Jim teaches Mediation at Pepperdine University Straus Institute for Dispute Resolution. He is the 2007 recipient of the John Haynes Distinguished Mediator Award from the Association for Conflict Resolution (ACR), and the 2018 Outstanding Mediator Award from the Academy of Professional Family Mediators (APFM).

PRESENTER:



Jim Melamed, JD

10:10 am -
11:40 am

EARLY DISPUTE RESOLUTION: USE IN LITIGATION AND COMPLEX MULTI-PARTY CIVIL CASES

This presentation will discuss early dispute resolution methods in litigation, including court ADR programs, early mediation, and early neutral evaluation (ENE). Early dispute resolution should be anticipated in complex litigation in federal court, including class and collective actions. Mediators can take practical steps to facilitate productive conversation between the parties when limited discovery and information has occurred in multi-party, complex matters. There will be polling included for attendees, with a discussion of pros and cons and considerations for both attorney advocates and mediators.

1.50 hr MCLE

Virginia Stevens Crimmins JD has substantial experience representing individuals and businesses in state and federal courts. After working for several major law firms, she opened the Crimmins Law Firm

PRESENTERS:



Virginia Crimmins JD

in 2012 where she continues to provide dispute resolution services for businesses and individuals. She is an approved mediator for the U.S. District Court for the Western District of Missouri and the District of Kansas.

Larry Rute JD is partner and co-founder of Associates in Dispute Resolution in Kansas. He previously served as General Counsel and Litigation Director for Kansas Legal Services. He has conducted thousands of mediations and early neutral evaluations. Larry is on the approved list of outside neutrals for the United States District Court for the Western District of Missouri.



Larry Rute JD

Laurel Stevenson JD has been a litigator in private practice and served as a facilitator, mediator, arbitrator, and conducted early neutral evaluations. In 2017, she formed the Strategic Collaboration Group to focus on early assessment and risk management, including the use of multiple ADR techniques. In 2020, she joined the United States District Court for the Western District of Missouri as the Director of the Mediation and Assessment Program.



Laurel Stevenson JD

12:00 pm **Lunch, Networking, and AMM Member Annual Meeting**

12:30 pm **A Special Discussion with Hon. John Grimm, President-elect of The Missouri Bar, on the Post-Pandemic Future of Mediation in Missouri**

12:45 pm -
1:35 pm **DEVELOPING RAPPORT & MOST EFFECTIVELY COMMUNICATING ONLINE**

Building rapport with mediation participants is fundamental to building trust to move forward with negotiations. This presentation will discuss steps for developing rapport and sharing perspectives, especially when mediating online. 1.0 hr MCLE

Dr. Clare Fowler has a Doctorate in designing dispute resolution systems for small businesses and a Master's of Dispute Resolution from Pepperdine University. Claire serves as Managing Editor at Mediate.com and as Director of Caseload Manager. She has worked at Pepperdine Straus Dispute Resolution and UO Law as a workplace mediation professor and career advisor. Clare mediates and trains, focusing on workplace disputes.

PRESENTERS:



Dr. Clare Fowler

Colin Rule is a name synonymous with online mediation. He founded OnlineResolution.com in 2000 and in 2003 became the first Director of online dispute resolution for eBay and PayPal. He is the author of *Online Dispute Resolution for Business* (Jossey-Bass 2002), and *The New Handshake: Online Dispute Resolution and the Future of Consumer Protection*, (ABA 2017). He is currently President and CEO at Mediate.com.



Colin Rule

1:45 pm -
2:35 pm

MEDIATOR TOOLS TO ADDRESS RACE & GENDER DISCRIMINATION AND IMPLICIT BIAS

Mediators should be mindful of biases. This presentation will identify the signs of race and gender discrimination and define and explain the differences between conscious and unconscious (implicit) bias. It will explore techniques mediators can use to neutralize bias in mediation discussions and decision-making.

1.0 hr MCLE in ethics/implicit bias

Amy Coopman JD founded Bridge Mediation, LLC in 2020 and conducts mediations on a wide range of civil disputes, including business, education, employment, personal injury, philanthropy and property matters. She developed a wide range of experience on the employment issues during her 15 years at a prominent Kansas City law firm representing individuals, businesses and insurance companies in complex litigation throughout the United States. Amy is a qualified neutral on the Kansas and Missouri Supreme Court list and the U.S. District Court for the Western District of Missouri and Kansas.

Vickie Harris is the owner of Integrity Consulting Solutions, LLC, a company focused on mediation, investigation, and human resource services. Integrity Consulting Solutions conducts investigations and mediates in the areas of workplace conflict, including but not limited to claims of discrimination, harassment, and bias in Kansas and Missouri. Additionally, Integrity Consulting Solutions partners with its clients on human resources; strategic initiatives, coaching, training, performance measurement, and diversity/equity/inclusion (DEI).

PRESENTERS:



Amy Coopman JD



Vickie Harris

2:45 pm -
3:35 pm

ETHICALLY COMBINING FACILITATIVE & EVALUATIVE MEDIATION TECHNIQUES

Rigid reliance on general theories or models limits mediator effectiveness. This presentation will discuss how mediators can be aware of what is happening in the room and in their own head. "Facilitative" and "evaluative" mediation models can be appropriately and ethically combined and tested in mediation.

1.0 hr MCLE in ethics

John Lande JD, PhD is a retired law professor and former director of the University of Missouri LL.M. Program in Dispute Resolution. He is co-author of the book *Litigation Interest and Risk Assessment: Help Your Clients Make Good Litigation Decisions* (2019).

PRESENTER:



John Lande.JD

3:45 pm -
4:35 pm

DISPUTE RESOLUTION IN THE AGE OF TECHNOLOGY

In 2020 M.A.R.C.H. Mediation, a statewide mediation provider, commissioned a study to assess the effectiveness of virtual, in-person and phone mediation methods. Results from party and mediator surveys, qualitative interviews, and administrative data analysis will be shared. Format preferences vary based on clientele and case characteristics impacting value and limitations of virtual, phone, and in-person mediation.

Dawn Kuhlman, MA is an experienced domestic relations educator and mediator, and serves as the Executive Director of the M.A.R.C.H. Mediation Inc. Co-presenters: Anna duDufour and Karlee Naylor

PRESENTER:



Dawn Kuhlman MA

4:45 pm **Closing Remarks – Jason Rugo, AMM President**

4:50 pm **Virtual Social** – Karen Williamson, mediator and author of *Be Nice To Me.....I May Be Your Funeral Director One Day*, will discuss the value of a sense of humor to regain perspective and the appropriate use of humor in mediation.



Karen Williamson

Planning in-person viewing sites include Cape Girardeau, Columbia, Kansas City, Springfield, and St. Louis. Registrants will be notified of opening of sites in September when COVID precautions are assessed. Please note your interest in participating at a viewing site when you register for the conference.

Thanks to Shook, Hardy & Bacon LLP for hosting our main viewing site in Kansas City and to the Center for Dispute Resolution at Missouri State University for hosting a viewing site in Springfield.

2021 AMM Annual Conference October 1, 2021

**This year's conference is available online.
Local Viewing Sites will be arranged if COVI precautions allow.**

Registration Form

Name	Email
Address	Phone

Access codes for online viewing will be provided by email a week prior to the conference. Registrants will have access to presentation recordings for one year. Recording access links will be provided about a week after the conference.

I am interested in attending in person at a local viewing site if COVID precautions allow.
(We will follow up with you 3 to 4 weeks prior to the conference to identify the site nearest you)

AMM Member Conference Rates	Amount	Fees paid
Member Registration fee	\$ 75.00	
Non-member Registration fee (includes a 2022 AMM membership)	\$150.00	
Full-time Student Registration	\$ 10.00	
Community Mediation Organization (for up to 4 full-time staff. Please include a list of registrants with email addresses and phone numbers below)	\$ 75.00	
Additional Community Mediation Staff and Volunteers (Please include a list of registrants with email addresses and phone numbers below)	\$ 10.00 each	
	Total	\$

Names, email addresses and phone numbers for registered Community Mediation staff and volunteers

Make check payable to "AMM". Send check and registration form to:
AMM, P.O. Box 901373, Kansas City, MO 64190.

I wish to pay by credit card: **VISA** **Master Card** **Discover**

Credit card number _____ - _____ - _____ - _____ Expiration Date: ____/____ 3 Digit Security Code: _____

Your Signature: _____

Mail this registration form to the address above or email it to info@momediators.org