

OCTOBER 4-6, 2018  
CLEVELAND, OH



# FINDING TRUST IN THE ROCK AND ROLL WORLD OF CONFLICT: BACK TO THE BASICS



[www.iamed.org](http://www.iamed.org)

## Welcome to Cleveland

As host of the Cleveland conference it is my privilege to welcome you to the birthplace of “Rock and Roll” and home of the Rock and Roll Hall of fame. I hope that after spending a few days here amid the cultural institutions and intimacy of the conference venue you will agree that it is “The Best Location in the Nation” (recently recognized by Travel and Leisure as one of America’s favorite places and National Geographic as one of it’s Best of the World destinations).

We have worked hard to make this a most provocative and invigorating program. *Finding Trust in the Rock and Roll World of Conflict; Back to the Basics* will feature leaders in the academic, business and neutral communities who will speak to and engage us on that topic that lies at the root of the resolution of conflict and disputes; Trust and its essential elements.

This will be a memorable event not to be missed and we look forward to you joining us.

All best,

Jerry Weiss,  
Conference Chair



### THANK YOU TO OUR SPONSORS



**CONTACT INFORMATION:** Renee Levine, IAM Executive Director Tel: 1-416-494-1440 x227 or email [rlevine@iamed.org](mailto:rlevine@iamed.org)  
or Cristina Ramos-Tziamouranis Tel: 1-416-494-1440 x258 or email [cramos@iamed.org](mailto:cramos@iamed.org)

PRE-CONFERENCE—WEDNESDAY, OCTOBER 3

2:00-5:00PM **BOARD OF GOVERNORS MEETING**  
*(Members only. Pre-registration required)*  
 Case Western Reserve University Law School



DAY ONE: THURSDAY, OCTOBER 4

8:00-9:00AM **REGISTRATION | BREAKFAST | NETWORKING**

9:00-9:30AM **WELCOME and CONFERENCE OVERVIEW**  
*President Lee Jacobson, \*IAM Distinguished Fellow, Fresno, CA*  
*Jerry Weiss, Conference Chair, \*IAM Distinguished Fellow, Cleveland, OH*  
*Jessica Berg and Michael Scharf, Co-Deans of Case Western Reserve University School of Law*

9:30-11:00AM **Understanding Trust and Trust Biases and Their Place in Human Relations and Conflict:**  
*Dr. Tanya Menon, Fisher School of Business, Ohio State University*

Including its firm attachment to human behavior:

- understanding what we don't understand and how we get it wrong;
- elements of how people decide when there is and isn't trust;
- notions of fairness and where they come in;
- the heuristics method;
- importance of psychological elements beyond argument and position that bear upon trust;
- interactive segment with testing of audience.

11:00-11:15AM **COFFEE | NETWORKING**

11:15-12:15PM **Challenges to Trust:** *Bill Marsh, \*IAM Distinguished Fellow, London, UK*  
 The challenges to trust of binary processes will be explored—all being at the core of barriers to trust and trust building:

- force and might,
- velocity,
- technology,
- self interest,
- positional bargaining,
- the adjudicative model

12:15-1:30PM **LUNCH | NETWORKING**

1:00PM **SPOUSE & COMPANION TOUR:**  
 The Cleveland Museum of Art, led by a docent.  
 Minimum number and pre-registration is required.

1:30-2:30PM **Applying Essential Elements of Trust to Build Deeper Trust-Based Relationships:** *Martin Pollock, Managing Partner WIT Group, Senior Advisor, Dix and Eaton*  
 This highly interactive session explores essential elements of trust, particularly those at the core of trustworthiness - building deeper intimacy, lowering self orientation, and balancing content and caring, among others. Moreover, the goal is to translate some of these elements into practical, helpful tools and prepare for interactions more effectively in order to accelerate trust building.

**BREAKOUT SESSIONS:** Delegates will have an opportunity to participate in each breakout session.

**Remarkable Moments of Trust in Mediation:**  
 \* Bennett Picker, Philadelphia, PA;  
 \* Harrie Samaras, West Chester, PA  
 and \* Eric Galton, Austin, TX

**The Ethics of Trust:**  
 Bill Leahy, Mediator, Legal Ethics Consultant and Adjunct Professor, Cleveland, OH ; \*  
 Mark Rudy, San Francisco, CA and \*  
 Karin Hobbs, Salt Lake City, UT

**The Mediator's Instruments of Trust Building:**  
 \*Allan Stitt, Toronto, ON; \*\*\*  
 Hal Abramson, New York, NY and \*  
 Greg Derin, Los Angeles, CA

\* IAM Distinguished Fellow \*\* IAM Fellow \*\*\* IAM Honorary Fellow or Scholar in Residence

2:30-2:45PM COFFEE | NETWORKING

2:45: 3:45PM **Trust in the Boardroom:** A view from Apex players in top institutions as to the multi-faceted issues they face with trust with respect to all people they deal with including mediator, opponents, outside counsel and their own constituents.

**MODERATOR:** Jeff Kichaven, \*IAM Distinguished Fellow, Los Angeles, CA

**PANELISTS:** Bruce P. Batista, Litigation Counsel, The Sherwin-Williams Company, Cleveland, OH; Lisa Khoury Leszynski, Senior Vice President and Senior Counsel, KeyBank National Association; Matthew J. Donnelly, Esq., Deputy Chief Legal Officer, Law Department, Cleveland Clinic Foundation, Cleveland, OH

3:45-4:45PM BREAKOUT SESSIONS

5:00-7:00PM COCKTAIL RECEPTION

7:30PM **The CLEVELAND ORCHESTRA**, Mahler Symphony No. 2  
*Limited number of tickets available. Preregistration required. Additional fee is applicable.*

EXPLORE CLEVELAND—ENJOY CLEVELAND ON YOUR OWN!



Severance Hall, home of the Cleveland Orchestra



Progressive Field, home of the Cleveland Indians



West Side Market



Cleveland Museum of Art



Peter B. Lewis Building



Cleveland Skyline—Pier

**CONTACT INFORMATION:** Renee Levine, IAM Executive Director Call 416-494-1440 x227 or email [rlevine@iamed.org](mailto:rlevine@iamed.org) or Cristina Ramos-Tziamouranis Call 416-494-1440 x258 or email [cramos@iamed.org](mailto:cramos@iamed.org)

- 8:00-9:00AM      **REGISTRATION | BREAKFAST | NETWORKING**
- 9:00-10:00AM    **Trust and its relationship to Well Being and Positive Self:** *Louise Phipps Senft, \*\* IAM Fellow, Baltimore, MD*  
Touching on Clarity, Honesty, Transparency and Relational Reciprocity, Louise will take us on this journey of the potential of human virtue that lies within both mediator and disputants.
- 10:15-11:15AM    **Mediation and Trust in the Community: Mediators as Stewards of Trust:** *Nancy Hardin Rogers, Professor Emeritus of Law; Director, Program on Law and Leadership, Ohio State University Moritz College of Law; Doug Noll, IAM Distinguished Fellow, Clovis, CA and Stephen Ruttle, IAM Distinguished Fellow, London, UK*  
Each presenter has had extensive experience in building programs from the bottom up in their respective personal, community and professional lives and have much to share in terms of our possible roles, responsibilities and possibilities.
- 11:15-11:30AM    **COFFEE | NETWORKING**
- 11:30-12:30PM    **BREAKOUT SESSIONS**
- 12:30-1:30PM     **LUNCH | NETWORKING**
- 1:30-2:45PM      **BREAKOUT SESSIONS**
- 2:45-3:00PM      **COFFEE | NETWORKING**
- 3:00-4:00PM      **From Theory to Practice: “Putting the Rubber to the Road”: Lessons on How Mediators Make the Trust Shift More Likely:** *Ms. Lela Love, Professor of Law, Director, Kucin Program for Conflict Resolution Director, Cardozo Mediation Clinic, \*\*\* IAM Scholar in Residence (SIR), New York, NY*  
This capstone plenary examines the qualities mediators bring to the process to promote the possibility of a party shift towards trusting one another and what mediator moves can be made to create fertile ground for moving parties towards trusting their counterpart . IAM members will reflect in small groups on scenarios from real cases to brainstorm about possible mediator strategies and tactics for promoting possibilities for trust.
- 7:00PM            **RECEPTION & BANQUET:**



DAY THREE: SATURDAY, OCTOBER 6

- 8:00-9:15AM      Western Reserve Historical Society & Auto Aviation Museum  
**BREAKFAST | NETWORKING**
- 9:15-10:15PM    **FIRESIDE CHAT:** Bringing Policy Issues Into the Mainstream with a Robe, Gavel and Trust.  
*Honorable Dan Aaron Polster, U.S. District Court, Northern District of Ohio and Presiding Judge in National Opioid Litigation, interviewed by Jerry Weiss, IAM Distinguished Fellow, Cleveland, OH*  
A free ranging discussion including. His Honor’s background and motivation for choosing the direction of this litigation. Building trust among traditionally diverse and complex interests. Balancing of and tensions within the restorative virtue of trust with the needs to get a highly complex policy dispute across a finish line in durable fashion.
- 10:15-10:45AM    **COFFEE | NETWORKING**
- 10:45-11:00AM    **OPEN MIC TIME!** *Lee Jacobson, IAM President, IAM Board of Governors, IAM Fellows and Delegates.*
- 11:00-11:15AM    **2019 Spring Conference in Banff, Alberta (PREVIEW)**
- 11:30AM            **Wrap-up and End of Conference**
- 11:45AM            **OPTIONAL TOUR: ROCK AND ROLL HALL OF FAME**  
*(Transportation will be provided from the Veale Center).*

Rock and Roll Hall of Fame



Register online at [www.iamed.org](http://www.iamed.org) or mail completed registration form with payment to International Academy of Mediators, 250 Consumers Road, Suite 301, Toronto, Ontario M2J 4V6 CANADA

**International Academy of Mediators**  
Lifetime Achievement Award  
presented to

**Nancy Hardin Rogers**



*Nancy Hardin Rogers, Professor Emeritus of Law; Director, Program on Law and Leadership,  
Ohio State University Moritz College of Law*

*Nancy Hardin Rogers' impact on mediation as we currently know it places her among the living legends of ADR. From her work on the initial drafting of the Uniform Mediation Act to her foundational efforts as a Chair of the ABA Standing Committee on Dispute Resolution to her being Co-Chair with Frank Sander of the Dispute Resolution Magazine's Editorial Board, she has been a pioneer who has made the path for the rest of us clearer....better*

Professor Rogers teaches and writes primarily in the dispute resolution area. Her co-authored treatise on mediation received the CPR legal Program Book Prize in 1989 and her co-authored short text on mediation received the same national prize in 1987. The Emeritus Michael E. Moritz Chair in Alternative Dispute Resolution, she also has coauthored a leading law school textbook in dispute resolution, now in the sixth edition, and in 2013 coauthored a textbook on dispute system and process design.

Since joining the Moritz faculty, she has served as Ohio Attorney General, Dean of the Moritz College of Law, Vice Provost for Academic Administration of The Ohio State University, Visiting Professor of Law at Harvard Law School, and Associate Dean for Academic Affairs for Moritz. Prior to joining the faculty, she was a law clerk for U.S. District Judge Thomas D. Lambros in Cleveland and practiced in the Glenville-area office of the Cleveland Legal Aid Society.

2018 Fall Conference—Cleveland, OH  
October 2018

**CONTACT INFORMATION:** Renee Levine, IAM Executive Director Tel: 1-416-494-1440 x227 or email [rlevine@iamed.org](mailto:rlevine@iamed.org)  
or Cristina Ramos-Tziamouranis Tel: 1-416-494-1440 x258 or email [cramos@iamed.org](mailto:cramos@iamed.org)

## MEET THE SPEAKERS &amp; BREAKOUT LEADERS

**Hal Abramson, Professor of Law, Touro Law Center, New York, NY, IAM Honorary Member**

Professor Abramson is a full-time faculty member at Touro Law Center, New York, where he teaches, trains, and writes on negotiation, mediation, mediation advocacy, and resolving intercultural disputes. He served as the first Scholar-in-Residence for IAM. Based on this past year teaching negotiations at the U.S. Air Force Academy, he is currently researching how to repair trust or negotiate independent of trust.

Hal has taught or trained in nineteen countries on five continents. As an experienced domestic and international commercial mediator, he also has been selected for the *International Who's Who of Commercial Mediation* since its inaugural year.

He served as Chair of the ABA Committee that drafted its mediation representation competition rules and assisted the ICC in Paris in launching its international mediation representation competition. For IMI (International Mediation Institute) in The Hague, he co-chaired the task force that designed the first ever program for certifying intercultural mediators. He is currently assisting IMI, IAM and the U.S. State Department with a UN-UNCITRAL initiative to draft a treaty to enforce cross-border mediated settlement agreements. In addition to participating in drafting sessions, he served as an expert advisor to UNCITRAL when he designed and moderated three mediation education programs for UN Delegates.

**Bruce P. Batista, Litigation Counsel, The Sherwin-Williams Company, Cleveland, OH**

Mr. Batista graduated from Miami University and Case Western Reserve University School of Law. He has been Litigation Counsel with The Sherwin-Williams Company since 2007 where he is responsible for commercial, product liability, personal injury and employment litigation across the United States, Canada and the Caribbean. Prior to that he was a Claims Attorney for a Berkshire-Hathaway insurance company and an associate in the Cleveland office of Vorys Sater Seymour and Pease.

**Greg Derin, IAM Distinguished Fellow, Los Angeles, CA**

Greg is a mediator and arbitrator in Los Angeles specializing in civil and commercial disputes, with an emphasis on entertainment and intellectual property matters. From 2004-2012 he assisted in teaching the Mediation Workshop at Harvard Law School's Program on Negotiation. In addition to being a Distinguished Fellow of IAM, he is a Fellow of the Chartered Institute of Arbitrators, has been recognized as a Power Mediator by the Hollywood Reporter, and since 2006 has been selected as a SuperLawyer in ADR, Intellectual Property and Entertainment and Sports. Greg received his A.B and J.D. from the University of California at Berkeley where he was a member of the Editorial Board of the Law Review.

**Matthew J. Donnelly, Esq., Deputy Chief Legal Officer Law Department, Cleveland Clinic Foundation, Cleveland, OH**

Mr. Donnelly joined Cleveland Clinic as Associate Counsel in August of 2006 and was appointed Director of Litigation in January of 2009. Two years later, he was promoted to Deputy Chief Legal Officer. Mr. Donnelly's primary responsibilities include assisting with the supervision of Cleveland Clinic's Law Department, as well as directing and managing claims and litigation involving professional, healthcare, commercial, and general liability throughout the Cleveland Clinic Health System. Mr. Donnelly was also instrumental in establishing the litigation and risk management departments at Cleveland Clinic Abu Dhabi. Finally, Mr. Donnelly provides legal counseling to the Cleveland Clinic's physicians, nurses and business units on a daily basis.

Prior to joining Cleveland Clinic, Mr. Donnelly was an associate at a defense litigation firm in Cincinnati, Ohio where he represented clients in a wide variety of civil and criminal litigation matters.

Mr. Donnelly received his undergraduate degree from the State University of New York at Fredonia and his law degree from the University of Dayton School of Law.

**Karin S. Hobbs, IAM Distinguished Fellow, Salt Lake City, UT**

Karin joined the International Academy of Mediators 17 years ago, served on the Board of the IAM for many years and is a Past President. Although her roots are New England, she lives and skis in Utah and mediates in the Intermountain West. She has mediated for over 20 years, initially as the Chief Appellate Mediator for the Utah Court of Appeals for 4 years and then as a private mediator. She has mediated over 5,000 cases including complex insurance, property, personal injury, construction, employment and general commercial litigation. She has also mediated hundreds of multi-party personal injury, construction defect and employment cases.

Ms. Hobbs graduated from the University of Utah S.J. Quinney School of Law in 1985. Upon passing the bar exam, she was promptly sworn in by the Utah Supreme Court to enable her to serve as Acting Bar Counsel and conduct a disbarment trial. In 1987, she was hired as the Honorable Pamela T. Greenwood's first law clerk at the Utah Court of Appeals. She later became a Staff Attorney for the Utah Court of Appeals, working for 7 appellate court judges. In 1995, Ms. Hobbs assisted in creating the Appellate Mediation Office at the Utah Court of Appeals, and was later selected as the Chief Appellate Mediator for the Utah Court of Appeals in 1998. Hobbs mediated for the Utah Court of Appeals for 4 years, and, in 2001, opened her private mediation practice.

Ms. Hobbs is the Past President of the International Academy of Mediators, has served on the Board of Bar Commissioners at the Utah State Bar, and was the founding chair of the Section of Dispute Resolution of the Utah State Bar. In 2004, she received the Peter W. Billings, Sr. award for Excellence in

Alternative Dispute Resolution. Ms. Hobbs co-authored an article entitled "Individualized Mediation Design" in the October 2007 issue of "For the Defense." She also published an article entitled "How to Achieve the Best Results in Mediation" in the first and second edition of the American Arbitration Association's Handbook on Mediation. Ms. Hobbs has taught hundreds of negotiation, mediation and mediation advocacy seminars to audiences such as the Utah State Bar, the Portland Oregon Bar Association, the American Bar Association's Dispute Resolution Section, the International Academy of Mediators, Pepperdine University, and Masaryk University in Brno, Czech Republic. Ms. Hobbs has been named Best Lawyers in America, Mountain States Super Lawyers and Utah Legal Elite in the specialty of Alternative Dispute Resolution for many years.

***Eric Galton, IAM Distinguished Fellow, Austin, TX***

Eric is considered by many to be a pioneer and defining force in the field of Alternative Dispute Resolution. Since 1989 he has mediated over seven thousand cases, employing a variety of mediation styles. Eric is highly versatile; he mediates disputes ranging from a half day to two weeks in length, in cities all over Texas and elsewhere in the country, involving anywhere from two to 125 parties from a broad spectrum of ethnic, socioeconomic, political, and business backgrounds. He mediates disputes in over 17 areas of law. In addition to his wealth of practical experience, Eric inspires and motivates participants through his uncompromising ethics, incisiveness, compassion, and genuine love of the mediation process.

Eric has mediated in excess of two thousand employment disputes, with over two hundred FLSA in that group. Eric has also served as an Arbitrator in over a hundred cases, with thirty of those cases being employment disputes. Mr. Galton has been named a Texas Superlawyer in ADR from 2005 to the present and is a Past President of the International Academy of Mediators. Eric is one of four members of the 200 member IAM who received Knight's Status, the organization's highest designation.

***Bill Leahy, Mediator, Legal Ethics Consultant and Adjunct Professor, Cleveland, OH***

Bill Leahy has been a career litigator, spending four years as a Captain in the US Army JAGC, trying criminal cases during the Vietnam era; 30 years at Thompson Hine (Cleveland); and six years at Buckingham, Doolittle & Burroughs (Cleveland). During that time, he litigated cases in 24 states and represented clients in ADR proceedings in nine states. The Tort Litigation Group of a Fortune 100 company named Bill its "National Attorney of the Year".

Bill began serving as a mediator in 1998, contemporaneous with his career as a litigator, and continues in that role. He teaches Alternative Dispute Resolution and Litigation Ethics as

an Adjunct Professor at Case Western Reserve School of Law, receiving the Judge Richard M. Markus Prize as the outstanding adjunct faculty member.

Bill served as the principal ethics/professionalism advisor at his two law firms for many years, counseling his partners and associates on a wide variety of ethical issues. For nine years and currently, Bill has served as an outside expert consultant on ethical and professional issues. He has served as a presenter at numerous programs dealing with ethical/professional issues, as well as alternative dispute resolution."

***Jeff Kichaven, IAM Distinguished Fellow, Los Angeles, CA***

Jeff is one of California's leading mediators of insurance coverage and bad faith cases. He practiced business litigation for over 15 years before he began his full-time mediation practice in 1996. Today, Jeff mediates approximately 200 cases per year.

Jeff also has a distinguished record of service to the bar and the larger community. He is the first full-time mediator to serve as a trustee of the Los Angeles County Bar Association, and also serves as chair-elect of the ADR Committee in the ABA's Tort Trial and Insurance Practice Section (TIPS), and as a director of the Southern California Mediation Association. He has previously served on the Council of the ABA's Section of Dispute Resolution and as chair of the Los Angeles County Bar's ADR Section.

In addition, Jeff is an adjunct professor at Pepperdine University School of Law and has conducted Advanced as well as Beginning Mediation Training for the ABA, the Los Angeles County Bar, the California Court of Appeals, the U.S. District Court (CD Cal) and many other state and local bar and mediation associations. He is also a Fellow of the International Academy of Mediators. Jeff also serves on the Board of Directors of Sinai Temple in Los Angeles and on the National Legal Committee of the American Jewish Committee.

***Lisa Khoury Leszynski, Senior Vice President and Senior Counsel, KeyBank National Association***

Lisa is a member of the litigation and employee relations section of KeyBank National Association's legal department in Cleveland. She focuses on employment-related matters, including day to day counseling, policy issues, litigation, claim and administrative charge defense, and trade secrets issues.

Cleveland based KeyCorp is one of the nation's largest bank-based financial service companies. Ms. Leszynski is a member of the Ohio State Bar Association and the Cleveland Metropolitan Bar Association. She has also served as the corporate counsel representative to the DRI Employment and Labor Law Committee.



***Lela Love, Professor of Law, Director, Kukin Program for Conflict Resolution Director, Cardozo Mediation Clinic, IAM Scholar in Residence (SIR), New York, NY***

In addition to two decades of teaching, training, consulting and writing in the dispute resolution field, Professor Love serves as a mediator, arbitrator and dispute resolution consultant in a wide range of cases. Since 1985, with Cardozo students, she has mediated hundreds of community, civil court and employment discrimination cases. Independently, she has served as the mediator of family, human rights, civilian and police-officer, school-based and commercial cases. She has arbitrated numerous cases in NYC Civil Court, Small Claims Court and Attorney-Client Fee Disputes. Her mediation of a public policy dispute in Glen Cove, NY, brought widespread publicity to the use of mediation in resolving complex litigation.

***Bill Marsh, IAM Distinguished Fellow, London, UK***

William ("Bill") is one of the UK's most experienced commercial mediators. Involved full-time in mediation since 1991, and independently rated by Chambers Directory as "... one of the greats...", he has successfully mediated a wide cross-section of commercial disputes. International recognition has led Bill to be featured at the top of the most highly regarded individuals in the World list in The International Who's Who of Commercial Mediation 2014. Operating both in the UK and internationally, his mediation practice has included disputes and parties from numerous countries including UK, Ireland, India, Cayman Islands, France, Switzerland, Belgium, Spain, Italy, Greece, Lebanon, Tunisia, Nigeria, Ghana, USA, Canada, Australia, Japan, China, Russia, Ukraine, Uzbekistan, Bahrain, Qatar, Saudi Arabia, Egypt and South Africa. Parties have included individuals, private companies and firms, public companies, public bodies/authorities, and national governments. His mediations cover a broad cross-section of commercial disputes, and range from relatively modest to multi-billion pound in value.

***Dr. Tanya Menon, Fisher School of Business, Ohio State University***

Tanya is Associate Professor at Fisher College of Business, Ohio State University. Her research on decision making, influence, culture, teams, and networks has been cited in various media outlets including the Wall Street Journal, Boston Globe, The Economist Intelligence Unit, The Times of London (UK), The Guardian (UK), and The Times of India. She has taught courses on Persuasion, Negotiations, Power, and Organizational Behavior and was the winner of the 2013 Best Elective Award at the Ohio State University's Fisher School of Business.

Tanya formerly was Associate Professor at the University of Chicago Booth School of Business in Behavioral Science, where she was a member of the Center for Decision Research, and an affiliated faculty member in the Psychology department. At the University of Chicago, she won the 2006

Faculty Excellence Award for exceptional commitment to teaching, and the 2007 Phoenix Award, for enriching the experience of students inside and outside the classroom. She has additionally been a visiting professor at Northwestern University's Kellogg School of Management, Cornell University's School of Industrial and Labor Relations, Indian School of Business, London Business School, and INSEAD.

***Doug Noll, IAM Distinguished Fellow, Clovis, CA***

Doug is a full time peacemaker and mediator specializing in difficult and intractable conflicts. In addition to being a lawyer, Mr. Noll holds a Masters Degree in Peacemaking and Conflict Studies. He has mediated and arbitrated over 1,200 cases, including a large number of construction, construction defect, and real estate matters involving tens of millions of dollars. He is a nationally recognized author, speaker, and lecturer on advanced peacemaking and mediation theory and practice. Mr. Noll is a Fellow of the International Academy of Mediators, a Fellow of the American College of Civil Trial Mediators, and on numerous national arbitration panels.

***Martin Pollock, Managing Partner, WIT Group, Senior Advisor, Dix and Eaton, Cleveland, OH***

Marty offers more than 25 years of experience as a senior manager and consultant in leadership/professional development, coaching, human resources, organizational communications and facilitation. He often focuses on help in structured thinking, presenting with impact and executive presence. After 15 years at McKinsey & Company, he became an independent consultant and now serves as Managing Director of The WIT Group. He is also a senior consultant to Dix & Eaton; and he serves as faculty and facilitator for several McKinsey-wide programs.

***Honorable Dan Aaron Polster, U.S. District Court, Northern District of Ohio and Presiding Judge in National Opioid Litigation***

Dan Polster was appointed a federal judge by President Clinton on August 3, 1998. Judge Polster assumed the vacancy created by the assumption of senior status by United States District Judge David D. Dowd, Jr. Judge Polster is stationed in Cleveland, OH. Prior to his appointment, he served as a federal prosecutor in Cleveland for 22 years, first as a trial attorney with the Department of Justice, Antitrust Division, and then for 16 years as an Assistant U.S. Attorney, handling a wide variety of fraud and corruption cases. Judge Polster is a graduate of Harvard College (A.B. cum laude, 1972) and Harvard Law School (J.D. cum laude, 1976). He and his wife, attorney Deborah Coleman, have three children.

**Bennett Picker, IAM Distinguished Fellow, Philadelphia, PA**

Ben has an active ADR practice, serving both as a mediator and arbitrator in business disputes and as a trainer in mediation and negotiations. He has successfully resolved several hundred domestic and international disputes with a cumulative value of several billion dollars. He has served as a mediator and arbitrator in complex business disputes in corporate and commercial transactions, asset/stock purchase agreements, securities, employment, environmental, ERISA, intellectual property, health care, real estate, products liability, bankruptcy, construction, class actions, professional liability, and shareholder and partnership disputes.

In 2010, Ben received the American Bar Association's "Lawyer as Problem Solver Award." He was recognized for his unprecedented insight into new avenues of dispute resolution. The award is presented annually to an individual or institution demonstrating profound creativity in problem solving.

Ben is a member of the National Panel of Distinguished Neutrals and the Employment Panel of the CPR International Institute for Conflict Prevention & Resolution; a member of the Commercial Mediation, Arbitration, International and National Class Action Panels of the American Arbitration Association; a fellow of both the American College of Civil Trial Mediators and the International Academy of Mediators and is certified by the International Mediation Institute. He is the author of *Mediation Practice Guide – A Handbook for Resolving Business Disputes (Second Edition)* published by the American Bar Association Section on Dispute Resolution, and has written numerous books and articles on mediation and arbitration.

**Mark Rudy, IAM Distinguished Fellow, San Francisco, CA**

Mark has been serving as a mediator in employment and business-related matters since July 1988. He has mediated approximately 4,000 matters with a high degree of success.

Mr. Rudy has been honored as one of the top 500 judges and mediators in America by *Lawdragon* in 2006, one of the top mediators in the State of California by the *Daily Journal* for each year in which neutrals were rated, and one of the top five plaintiff employment lawyers in Northern California by the *San Francisco Recorder*, Summer 2004. Mr. Rudy has been recognized by *Best Lawyers in America* continuously throughout its publication, recognized by *Chambers* as one of the five best employment lawyers in California, and ranked as one of the top 100 SuperLawyers in Northern California for 11 consecutive years.

Mr. Rudy was ranked as one of the top 10 SuperLawyers in Northern California in September 2007 and in September 2010, and as one of the top employment lawyers in Northern California in *The Recorder* in Spring, 2004. Mr. Rudy is a Distinguished Fellow of the International Academy of Mediators.

**Stephen Ruttle, IAM Distinguished Fellow, London, UK**

Stephen has been in practice at Brick Court Chambers since 1978. He stopped practising as a barrister and QC in 2002 and since then has worked full time as a Commercial Mediator. By October 2017 he had mediated over 1250 cases of nearly every legal type from both public and private sectors. Most of these disputes have involved seven or eight figure sums; but Stephen regularly mediates larger cases where hundreds of millions and occasionally billions are at stake. He practises mainly in London, but mediates regularly in other parts of the UK and Ireland and in many jurisdictions abroad. From about 2011 until 2015 he was one of Who's Who Legal's Top 10 most respected Commercial Mediators in the world. In 2017 he featured in a new list, Who's Who Legal "Thought Leaders: Mediation" as one of only five in Europe and 16 in the world. "The Thought Leaders are those individuals who received the highest number of nominations from peers, corporate counsel and other market sources this year. Our research has identified them as being truly outstanding practitioners and the very best in their field".

**Nancy Hardin Rogers, Professor Emeritus of Law; Director, Program on Law and Leadership, Ohio State University Moritz College of Law**

Professor Rogers teaches and writes primarily in the dispute resolution area. Her co-authored treatise on mediation received the CPR legal Program Book Prize in 1989 and her co-authored short text on mediation received the same national prize in 1987. The Emeritus Michael E. Moritz Chair in Alternative Dispute Resolution, she also has coauthored a leading law school textbook in dispute resolution, now in the sixth edition, and in 2013 coauthored a textbook on dispute system and process design.

Since joining the Moritz faculty, she has served as Ohio Attorney General, Dean of the Moritz College of Law, Vice Provost for Academic Administration of The Ohio State University, Visiting Professor of Law at Harvard Law School, and Associate Dean for Academic Affairs for Moritz. Prior to joining the faculty, she was a law clerk for U.S. District Judge Thomas D. Lambros in Cleveland and practiced in the Glenville-area office of the Cleveland Legal Aid Society.

**Harrie Samaras, IAM Distinguished Fellow, West Chester, PA**

Harrie mediates and arbitrates U.S. and international commercial cases focusing on intellectual property and contractual disputes involving business and technology issues.

She is a Distinguished Fellow of the International Academy of Mediators, a Fellow of the College of Commercial Arbitrators, and a Fellow of the Chartered Institute of Arbitrators. She serves as a neutral on an ad hoc basis and for organizations including: the AAA/ICDR, CPR, WIPO, and the ICC.

In her legal career, Harrie represented clients in private practice at the trial and appellate levels in IP cases and early on she worked as a staff attorney and law clerk (for Chief Judge Helen W. Nies) at the U.S. Court of Appeals for the Federal Circuit, and as a Patent Examiner at the U.S. Patent and Trademark Office. In the corporate sector she served as Director of Intellectual Property Litigation for a telecommunications company and as Vice President Intellectual Property, Legal, for a business unit of a multi-national pharmaceutical company.

Harrie is the Chair-elect of the ABA Section of Dispute Resolution and she serves on the Board of the College of Commercial Arbitrators. She is a frequent speaker and writer about ADR topics including serving as the editor and an author of the book, *ADR Advocacy, Strategies, and Practices for Intellectual Property and Technology Cases (Second Edition)*, which the ABA Section of Intellectual Property Law published in 2017.

**Allan Stitt, IAM Distinguished Fellow, Toronto, ON**

Allan is the President and Chief Executive Officer of ADR Chambers and the Stitt Feld Handy Group. ADR Chambers is the largest, private alternative dispute resolution service provider in the world and has administered over 25,000 mediations and over 25,000 arbitrations since 2012. The Stitt Feld Handy Group, the ADR training division of ADR Chambers, has trained over 33,000 people world-wide in alternative dispute resolution skills since its inception in 1994.

Allan is a Toronto-based mediator, arbitrator, negotiation consultant, facilitator, trainer, and Alternative Dispute Resolution (ADR) systems design specialist. Allan is both a Chartered Mediator (C.Med.) and a Chartered Arbitrator (C.Arb.). He has mediated two-party and multi-party disputes in numerous contexts, including commercial, employment, corporate governance, workplace, banking, personal injury, sports, and breach of contract. He has arbitrated numerous commercial cases including cases for the National Transportation Agency and the Ontario Farm Products Marketing Board and is on the International Panel of Arbitrators for the International Centre for Dispute Resolution (ICDR). He has designed ADR systems for such organizations as the Canadian Bankers Association, the Law Society of Upper Canada, and Canadian Tire Corporation. His books, *ADR For Organizations*, and *Mediating Commercial Disputes*, were both business books bestsellers. He also wrote *Mediation: A Practical Guide* and is the Editor-in-Chief of the LexisNexis ADR Practice Manual.

He has been an Adjunct Professor at the University of Toronto Law School and a Lecturer at the University of Windsor Law School, the University of Notre Dame Law School, the University of Lisbon (Portugal), and the University of the Philippines. He has taught ADR and Negotiation courses throughout North America and also in South America, Europe, Asia, Africa and Australia.

**Louise Phipps Senft, IAM Fellow, Baltimore, MD**

Entrepreneur, Trail Blazer, Author, Trainer, Mother, Wife and Attorney Mediator, Louise Phipps Senft founded the Baltimore Mediation Center in 1993, the first mediation and training firm in Maryland with a focus on relational approaches to capacity. For 21 years Louise and her team have been sought after to facilitate difficult and sensitive interactions.

Ms. Senft, voted "Baltimore's Best" Mediator by Baltimore Magazine 2002, named one of "Maryland's Top 100 Women" for the years 2004, 2007 and 2009 by The Daily Record, inducted into Maryland's "Circle of Excellence" for outstanding leadership in Maryland in 2009, and honored by Smart CEO Magazine with a Brava Award as a top CEO in Maryland in 2012, has mediated over 4000 such dialogues in the last two negotiation and conflict resolution. The firm is founded on a belief that people experiencing differences with each other have the capacity to engage in quality dialogue to breakthrough barriers when given a quality face to face dialogue process with a proactive neutral who believes in their decades of mediation work. In 2006, BMC was expanded and renamed Louise Phipps Senft and Associates/Baltimore Mediation.

**Jerry Weiss, Conference Chair, IAM Distinguished Fellow, Cleveland, OH**

Jerry is the founder of MediationInc. (an Ohio corporation). He received his B.A. from Syracuse University and his J.D. from Case Western Reserve University and has mediated a broad range of complex disputes that often involve a significant emotional component.

Jerry is an Adjunct Professor at Case Western Reserve University, where he designed and teaches the seminar in "Mediation Representation: Theory, Principle & Practice". He is recognized as AV Preeminent (Martindale's highest rating) and is listed in Best Lawyers in America - featured as its 2013 mediation "Cleveland Lawyer of the Year" - and Super Lawyers and he has been consistently listed as First Tier in ADR in U.S. News and World Report from its inaugural edition to the present.

Jerry is a Governor of IAM. He has spoken on topics dealing with conflict and people and institutions in conflict both in the U.S. and abroad. He holds a dual U.S. and German citizenship. He was inducted as a member of Case Western Reserve University's Society of Benchers, one of the highest honors bestowed by that law school.

Jerry is well known as a mediator who looks for the human beings behind the conflict.

# REGISTRATION FORM

Delegate Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_

Zip/Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_

Tel: \_\_\_\_\_ Email: \_\_\_\_\_

**Delegate Friday Night Banquet:** ONE option only  Meat  Fish  Vegetarian

**Allergies:**  Gluten & Wheat  Lactose  Vegan  Nuts  Pork  Seafood

Shellfish  Pescetarian Other \_\_\_\_\_

Guest Name: \_\_\_\_\_

**Guest Friday Night Banquet:** ONE option only  Meat  Fish  Vegetarian

**Allergies:**  Gluten & Wheat  Lactose  Vegan  Nuts  Pork  Seafood

Shellfish  Pescetarian Other \_\_\_\_\_

**Accessibility Requirements:** \_\_\_\_\_

*In order to make the necessary arrangements, please provide all/any allergies for yourself and guest(s).*

## HOTELS

### GLIDDEN HOUSE

1901 Ford Drive, Cleveland, OH. Book for the special rate of \$185 per night plus tax. This rate cannot be guaranteed past September 10, 2018. If booking by phone, call **1-800-759-8358** and reference the Group name: **IAM**  
Book online—[CLICK HERE](#)

### Courtyard Cleveland

2021 Cornell Road, Cleveland, OH. Book for the special rate of \$185 per night plus tax. This rate cannot be guaranteed past September 3, 2018. If booking by phone, call **1-800-MARRIOTT** and reference Group name: **International Academy of Mediators**

Conference Fee—are per person in US\$		Per person	# of people	Subtotal
Early Bird Member—Valid until August 31, 2018		\$825.00		
Member—After September 1, 2018		\$950.00		
Non-Member		\$950.00		
<b>Wednesday:</b> Board of Governors Meeting ( <i>Members Only Preregistration is required</i> )		NA		
<b>Thursday Afternoon:</b> Cleveland Museum of Art ( <i>Maximum Number &amp; Preregistration is required</i> )		\$5.00		
<b>Thursday Night:</b> Welcome Reception		NA		
<b>Thursday Night:</b> The Cleveland Orchestra ( <i>Preregistration is required</i> )		\$50.00		
<b>Friday Night:</b> Cocktail Reception & Banquet (Delegate)		NA		
<b>Friday Night:</b> Cocktail Reception & Banquet (Guest)		\$150.00		
<b>Saturday Afternoon:</b> Rock and Roll Hall of Fame Tour ( <i>Transportation will be provided</i> )		\$40.00		

**Total Payment:** \_\_\_\_\_

### PAYMENT METHOD: Select a payment option

Cheque US\$ payable to International Academy of Mediators  MasterCard  Visa  Wire Transfer

Name of Cardholder: \_\_\_\_\_

Credit Card Number: \_\_\_\_\_ | \_\_\_\_\_ | \_\_\_\_\_ | \_\_\_\_\_ Expiry Date: \_\_\_\_\_ CSV#: \_\_\_\_\_

Cardholder Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_

Telephone : \_\_\_\_\_ Signature: \_\_\_\_\_

**CANCELLATION POLICY:** Full refund before September 3. **50%** refund until September 28. No refund after September 29.