

Contributors

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Zoe I. Barsness is an associate professor of management in the Milgard School of Business at the University of Washington, Tacoma. She earned her Ph.D. in organizational behavior from the Kellogg Graduate School of Management at Northwestern University. Her research focuses on the influence of culture and technologically mediated communication on negotiation processes as well as the impact of recent developments in communications technology, organization structure, and work arrangements on individuals and groups in organizations more generally. Her work has appeared in publications such as *The Academy of Manage-*

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Howard S. Bellman, over the years since 1965, has mediated in nearly every category of dispute. His work has ranged from the most ordinary civil and labor matters to international diplomacy. A significant portion of his practice has included high-profile, multi-party cases of public concern such as controversial land-use determinations, large-scale environmental remediations, school district desegregation, state-wide education financing litigation, and Indian land claims. Mr. Bellman received B.A. (1959) and Law (1962) degrees from the University of Cincinnati, and an LL.M. (Labor Law, 1963) from New York University. He is a Distinguished Adjunct Professor at Marquette University's Center for Dispute Resolution Education.

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Anita D. Bhappu is Assistant Professor of Management and Organizations in the Cox School of Business at Southern Methodist University. She received her Ph.D. in Management from the University of Arizona. Anita studies conflict and communication in diverse work teams, as well as service design and delivery. She is an active member of the Academy of Management and the International Association of Conflict Management. She was recently appointed to the advisory panel of the Innovation and Organizational Change program at the National Science Foundation. Prior to her academic career, Anita was a chemical engineer for the Procter & Gamble Company.

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Gabriella Blum is Learned Hand Visiting Assistant Professor at Harvard Law School, teaching and researching International Law and International Negotiations. Blum studied law and economics at Tel-Aviv University, and then served for five years as a Senior Legal Advisor in the International Law Dept., Military Advocate General's Corps, Israel Defense Forces, advising military and other government branches on international legal issues and working on the peace negotiations between Israel and its Arab neighbors. Subsequently, she studied at Harvard for LL.M. and SJ.D. degrees, served another year in the IDF, specializing in counter-terrorism, and was then appointed as Strategic Advisor to the Israeli National Security Council. While at the NSC, she taught negotiation at the College of Management and Tel-Aviv University.

Wayne Brazil has been a United States Magistrate Judge in northern California since 1984. Before joining the court, Judge Brazil was a law professor and a civil litigator. As a magistrate judge, he has handled a wide range of assignments

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Marcia Caton Campbell is an assistant professor of urban and regional planning at the University of Wisconsin-Madison. She holds an M.C.R.P. and a Ph.D. in city and regional planning from The Ohio State University, and a B.A. in linguistics from the University of Illinois at Urbana-Champaign. Her research interests include resolution of intractable land use, environmental and public policy disputes; participatory action research directed toward neighborhood- and community-level social change; community-based development planning; and planning for community food systems.

Peter T. Coleman holds a Ph.D. in Social/Organizational Psychology from Teachers College, Columbia University and is Associate Professor of Psychology and Education at Teachers College, where he teaches courses in Conflict Resolution, Social Psychology, and Social Science Research. Dr. Coleman is Director of the International Center for Cooperation and Conflict Resolution (ICCCR) at Teachers College, Columbia University, an innovative Center dedicated to advancing the study and practice of conflict resolution. In 2003, he became the first recipient of the Early Career Award from the American Psychological Association, Division 48: Society for the Study of Peace, Conflict, and Violence. Dr. Coleman co-edited *The Handbook of Conflict Resolution: Theory and Practice* (2000; 2nd edition in press), and has also authored over forty journal articles and chapters.

Morton Deutsch is Professor Emeritus and Director Emeritus of the International Center for Cooperation and Conflict Resolution at Teachers College, Columbia University. He studied with Kurt Lewin at MIT's Research Center for Group Dynamics, where he obtained his Ph.D. in 1948. He is well-known and has been much honored for his pioneering studies in intergroup relations, cooperation-competition, conflict resolution, social conformity, and the social psychology of justice. His 10 books include *The Resolution of Conflict* (1973); *Distributive Justice* (1985); and *The Handbook of Conflict Resolution* (2000, 2006). He has been president of: the Society for the Psychological Study of Social Issues; the International Society of Political Psychology; the Eastern Psychological Association; the New York

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Jayne Seminare Docherty is associate professor of conflict studies at Eastern Mennonite University. She is the author of *Learning Lessons from Waco: When the Parties Bring Their Gods to the Negotiation Table* and *The Little Book of Strategic Negotiation: Negotiating During Turbulent Times* and articles on negotiation and conflict transformation. She has worked with numerous partner organizations to help communities strengthen their capacity to harness the positive energy and minimize the negative consequences of conflict. She is particularly interested in the challenges facing communities and organizations experiencing sudden changes that demand rapid adaptation to new realities, such as a changing population, economic restructuring, changes in laws or regulations, or the losses associated with natural disasters or catastrophic events.

William A. Donohue is Distinguished Professor of Communication at Michigan State University. He received his Ph.D. in 1976 from The Ohio State University in Communication. Bill's work lies primarily in the areas of mediation and crisis negotiation. He has worked extensively with several state and federal agencies in both training and research activities related to violence prevention and hostage negotiation. He has over 70 publications dealing with various communication and conflict issues and has won several awards for his scholarship from national and international professional associations. He is on the editorial board of several journals in the areas of conflict management and communication. Bill also maintains an extensive professional practice in conflict and communication training and intervention.

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Howard Gadlin has been Ombudsman, and Director of the Center for Cooperative Resolution, at the National Institutes of Health since 1999. Previously he was University Ombudsperson and Adjunct Professor of Education at UCLA, director of the UCLA Conflict Mediation Program and co-director of the Center for the Study and Resolution of Interethnic/Interracial Conflict. Before that Dr. Gadlin was Ombudsperson and Professor of Psychology at the University of Massachusetts, Amherst. Dr. Gadlin is past President of the University and College Ombuds Association and of The Ombudsman Association (TOA), and past Chair of the Coalition of Federal Ombudsmen. He has many years' experience as mediator, trainer and consultant in conflicts related to race, ethnicity and gender, and writes and publishes regularly about these issues.

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Alexander Hawkins is on the verge of completing his Ph.D. at Cambridge University, where he has also taught criminal justice. His research interests include plea bargaining, and, more generally, the concept of discretionary justice. Now based in Oxford (England), he works as a professional jazz musician.

Sheila Heen is a Managing Partner at Triad Consulting, a Lecturer on Law at Harvard Law School, and a co-author of the *New York Times* Business Bestseller, *Difficult Conversations: How to Discuss What Matters Most* (Penguin 1999). In private practice she helps executives navigate strong disagreement to make tough decisions while preserving relationships with each other, with employees, and with clients. Her public sector work has included work in Barrow, Alaska with the Inupiat Eskimos who own the North Slope, in Cyprus with Greek and Turkish Cypriots, and at The Citadel, as they transition to co-education. She continues to be schooled in negotiation by her six-year-old. She can be reached at heen@post.harvard.edu.

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Chris Stern Hyman is a health care lawyer and a mediator. In 1998 she formed Medical Mediation Group LLC with Marc Fleisher, J.D., which provides mediation services and conducts trainings. Chris Hyman has written on state medical boards' pain management policies and on mediation and health care. She received her undergraduate degree from the University of Chicago and her law degree from Brooklyn Law School. Chris Hyman was a co-principal investigator for the Demonstration Mediation and ADR Project of the Project on Medical Liability in Pennsylvania and principal investigator of the New York City Pilot Project for Mediation of Medical Malpractice Claims funded by a grant to Columbia Law School. She can be reached at cshyman@aol.com.

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Loretta Kelly is a Gumbaynggirr and Dainggadi woman from the mid-north coast of New South Wales. Loretta was appointed as a lecturer at Southern Cross University in 1999, where she became the first tenured Goori (Aborigine) in an Australian law school. Since completing her B.A. and LL.B. in 1996, she has worked for a number of community and government organizations in dispute resolution and restorative justice. Her passion lies in the development of alternatives to the criminal, civil and family justice systems for her people. Loretta received a Young Australian of the Year Award in Community Service (2000), and has published extensively, trained many Gooris, and mediated countless disputes. But she found her own mediation with *Yuludarra* (the Father) through Christ.

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Michelle LeBaron is Director of the Program on Dispute Resolution and Professor of Law at the University of British Columbia in Vancouver, Canada. Previously, she served as a faculty member at George Mason University in Fairfax, Virginia in Conflict Analysis and Resolution and Women's Studies. She has worked internationally to design and implement culturally fluent conflict management systems in commercial, organizational and family settings. Professor LeBaron's current passion is exploring connections between the arts and cross-cultural conflict resolution. She is the author of *Bridging Troubled Waters: Conflict Resolution from the Heart*, *Bridging Cultural Conflicts: A New Approach for a Changing World*, and, most recently, *Cross-Cultural Conflict Resolution* (forthcoming from Intercultural Press).

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Lela Porter Love is a professor of law and director of the Kukin Program for Conflict Resolution at Cardozo School of Law. She founded and directs Cardozo's Mediation Clinic, which was among the first clinical programs in the country to train law students to serve as mediators. She serves as a mediator, arbitrator and dispute resolution consultant in community, employment, family, human rights, school-based and commercial cases. Her mediation of a public policy dispute in Glen Cove, NY, brought widespread publicity to the use of mediation in resolving complex litigation. She regularly conducts training programs for mediators and arbitrators in the U.S. and abroad and has authored numerous textbooks, training manuals and articles on dispute resolution.

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Hugh McGowan retired in 2001 from the NYPD after 35 years of service. In his last 13 years with the Department, Lt. McGowan was Commanding Officer and Chief Negotiator of the Hostage Negotiation Team (HNT). He personally responded to and coordinated negotiations at over 1,500 hostage, barricade and

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Gale Miller is Professor of Sociology and Research Professor of Social and Cultural Sciences, Marquette University. He has longstanding research interests in studying the practical uses of language in social life, particularly how personal troubles and social problems are socially constructed in diverse organizational contexts. He has also worked with practitioners (particularly therapists) in developing the applied aspects of his research findings. Miller's recent research focuses on how families define and cope with divorce and separation, the imprisonment of a family member and other such crises.

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Michael Moffitt is an Associate Professor of Law and the Associate Director of the Appropriate Dispute Resolution Program at the University of Oregon. He was formerly a Lecturer on Law at Harvard Law School and served as the Clinical Supervisor of the Harvard Mediation Program. As a mediator, negotiator, and consultant, Professor Moffitt has had clients around the world ranging from senior judges to tribal leaders, from unionized prison guards to accountants, from railroad officials to diplomatic academy trainees. He is the lead editor of *The Handbook of Dispute Resolution*, (Jossey-Bass 2005), and has authored numerous scholarly works. A graduate of Marietta College and Harvard Law School, he served as a law clerk to United States District Judge Ann Aldrich. He is a devoted but mediocre snowboarder and an avid wine taster.

Susan Morash has been a nurse in a variety of settings for 30 years. She currently is Nurse Manager of a general medical unit at Massachusetts General Hospital in Boston, Mass. Previously, Susan worked as a Clinical Nursing Supervisor at MGH for 22 years. In addition to providing administrative and clinical support to the Department of Nursing, she frequently assumed the role of advocate for both patients and staff in the mediation of disputes, customer service issues, and concerns regarding patient care. Susan is also a member of the Massachusetts Victim and Family Support Team in Mass Disasters. She holds an M.A. in Dispute Resolution from the University of Massachusetts, Boston and a B.S. Degree in nursing from the University of Massachusetts, Amherst.

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