



# *changes and challenges*

18th Annual Conference for Mediators & Arbitrators

*Presented by  
Florida Dispute Resolution Center*

August 20 - 22, 2009  
Rosen Centre Hotel  
Orlando, Florida

Co-sponsored by the  
Florida Academy of  
Professional Mediators





## *Thursday, August 20, 2009*

10:00 am - 5:00 pm Court-Appointed Arbitrator Training

5:00 pm - 7:00 pm Conference Registration & Early Registration

## *Schedule of Events*

## *Friday, August 21, 2009*

7:30 am - 8:30 am Conference Registration & Breakfast

8:30 am - 10:15 am Opening Plenary Session  
and Keynote Presentation  
Rachel Wohl, Esquire (2.1 CME)

10:30 am - 12:15 pm Workshops: Session A (2.1 CME)

12:15 pm - 1:45 pm Lunch - provided

1:45 pm - 3:30 pm Workshops: Session B (2.1 CME)

3:30 pm - 4:00 pm Beverage Break

4:00 pm - 5:00 pm Plenary Session: Violence Against Women:  
Become Part of the Solution  
Anthony Porter (1.2 DV and CD CME)

5:15 pm - 6:00 pm Facilitated Discussions (0.9 DV and CD CME)

## *Saturday, August 22, 2009*



7:30 am - 8:00 am Breakfast

8:00 am - 9:45 am Workshops: Session C (2.1 CME)

10:10 am - 12:00 pm Ethics Plenary: MEAC Opinions - A  
Year in Review moderated by  
Professor Sharon Press (2.2 CME/2.0 Ethics CME)



On August 20-22, 2009, the Dispute Resolution Center presents the 18th Annual Conference for Mediators and Arbitrators in Orlando, Florida.

# *changes and challenges*

*Presented by*

The Dispute Resolution Center was established in 1986 as Florida's statewide center for education, training and research in the field of alternative dispute resolution. The DRC provides staff assistance to four Florida Supreme Court mediation boards and committees; certifies mediators and mediation training programs; provides basic and advanced county mediation training to volunteers; and assists the courts throughout Florida with dispute resolution programs.

*Co-sponsored by*

The Florida Academy of Professional Mediators mission is to facilitate the exchange of knowledge and ideas between professionals in the field of mediation and to promote the process of mediation as an effective and efficient tool for dispute resolution.

*collaborating organizations*

Association of South Florida Mediators & Arbitrators  
DivorceWithoutWar.com  
Florida Chapter of AFCC  
Mediation Training Group  
Christopher M. Shulman, P.A.  
USF Conflict Resolution Collaborative





## *Keynote Speaker*

**Rachel Wohl** is the Executive Director of MACRO, Maryland's nationally acclaimed Mediation and Conflict Resolution Office. Rachel was a litigator in private practice for many years and served as one of Maryland's Assistant Attorneys General. She has published articles and led workshops across the country on a variety of legal and dispute resolution topics. Rachel is a mediator and collaborative process designer who has practiced mediation for over a decade and received the Association for Conflict Resolution's 2001 Award for Innovation.

## *Featured Guests*

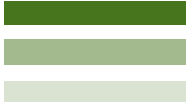
**Anthony Porter** is an educator, activist and lecturer. Tony is a gifted public speaker working the social justice arena for over twenty years. He is nationally recognized for his effort to end men's violence against women and is a co-founder behind A Call to Men: The National Association of Men and Women Committed to Ending Violence Against Women. He is currently working with numerous domestic violence programs, the national football league, and colleges and universities across the country.

**Sharon Press** is an associate professor of law and Director of the Hamline University School of Law Dispute Resolution Institute. Sharon became director of the nationally recognized Dispute Resolution Institute in July 2009 after previously serving as the Director of the Florida Dispute Resolution Center for almost twenty years. Sharon is a Florida Supreme Court certified county and family mediator and co-author of two ADR textbooks.



**Mark Your Calendars  
for the DRC's 19th Annual Conference  
August 26 - 28, 2010  
Rosen Centre Hotel, Orlando**





*Court-Appointed Arbitrator Training*  
*Thursday, August 20, 2009*  
*10:00 am - 5:00 pm*



This training meets the requirements of rule 11.020, Florida Rules for Court-Appointed Arbitrators. Arbitrators for court-ordered cases must be members of The Florida Bar. Individuals who are not members may serve only on an arbitration panel and only upon the written agreement of all parties. The training is conducted by Cary R. Singletary, Esquire. Cary has been practicing as an attorney for over 30 years, is an arbitrator, trainer and a Florida Supreme Court Certified Circuit Mediator.

Training materials, lunch and a refreshment break are included in the registration fee. Please note, the Florida Supreme Court does not certify arbitrators; and attendance at the Arbitrator Training does not qualify for CME credit hours. Seating is limited to 100 persons.

*Florida Academy of Professional Mediators*

**Celebrate!** The Florida Academy of Professional Mediators invites you to join them in the celebration of the Academy's 20-year Anniversary. Check event schedule at the Conference for details.

**Canned Food Drive.** The Academy will be collecting cans of food to distribute to local agencies at the Conference. Bring a can to the Conference if you would like to donate.





## *Fee Schedule*

### Pre-Conference: Court-Appointed Arbitrator Training (August 20)

postmarked by July 22, 2009	\$125
postmarked July 23 - August 12, 2009	\$150
onsite registration (after August 12)	\$200

### Conference (August 21 - 22)

postmarked by July 22, 2009	\$125
postmarked July 23 - August 12, 2009	\$150
onsite registration (after August 12)	\$200

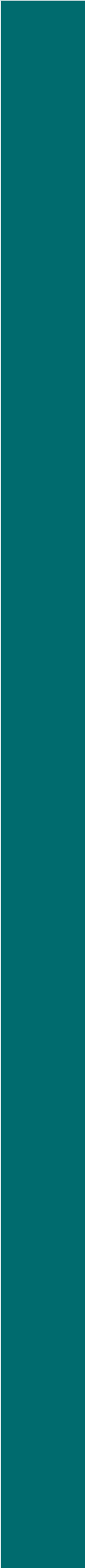

Registrations postmarked after August 12, 2009, will not be accepted and participants will be required to register onsite.


Registration fees must be paid by check or money order. **Checks should be made payable to the ROSEN CENTRE and mailed to the Dispute Resolution Center.** The registration fee includes an evening reception, two breakfasts, lunch and all program materials. Registration fees do not include hotel accommodations which must be booked and paid for separately.

## *Registration*

This year we are continuing with our simplified registration process. Simply complete the registration form and indicate if you are attending the Arbitrator Training, the Conference or both. Workshop selections will be made on site.

**Guest Meal Tickets.** The registration fee includes the Thursday evening reception, Friday breakfast and lunch, and Saturday breakfast. If you have a guest that will be joining you for any of the banquet functions, please purchase guest meal tickets in advance.





## *Hotel Accommodations*

Sleeping rooms have been reserved at the special rate of \$103 per night. To make reservations contact the Rosen Centre at (800) 204-7234 and request the special Dispute Resolution Center Conference Rate. To receive this rate, reservations must be made no later than July 22, 2009. Reservations made after that date are subject to availability.



The Rosen Centre is located at 9840 International Drive in Orlando. The self-parking fee is waived for Conference attendees. Please advise the hotel you are attending the DRC Conference.


## *ADA Accommodations*

As defined by the Americans with Disabilities Act (ADA), reasonable accommodations will be made for persons with disabilities. Please call the DRC at (850) 921-2910 or email at [DRCmail@flcourts.org](mailto:DRCmail@flcourts.org) if you require an accommodation.

## *Cancellation Policy*

**Please read carefully.** Due to the financial arrangements of the Conference, monetary refunds for cancellations are not available. However, your fee may be used as a credit toward the 2010 DRC Conference. Please send your written request via email at [DRCmail@flcourts.org](mailto:DRCmail@flcourts.org) or via fax at (850) 922-9290. All requests must be received no later than August 19, 2009.





**Workshops Session A**  
**Friday, August 21 from 10:30 am - 12:15 pm**

*Featured Workshop*

**A1 Breaking Impasse & the Martial Arts: Advancing as a Kick-#\$\$% Mediator!**

This highly interactive session trains mediators in conflict resolution from the perspective of an experienced mediator and martial artist. Learn how to defend yourself from declaring the dreaded "impasse." Presenter: John W. Salmon, Esquire, BlackBelt, Cuong Nhu Oriental Martial Arts Association and Past President of the Florida Academy of Professional Mediators. Format: Highly interactive. Recommended for: All mediators.

**A2 Building a Better Business**

This workshop offers both new and seasoned professionals helpful hints for building a successful family mediation practice including tips for relating to potential clients (and their secretaries). Presenter: Stuart W. Umbarger, Esquire, Certified Family Mediator. Format: Lecture with audience interaction. Recommended for: Family mediators.

**A3 The Mediation Within The Mediation: Sources of Intra Party and Inter Party Conflict**

This workshop offers an opportunity to address disputes between attorney and client on the same side of the case or between the attorneys. Presenters: Jerome Tabas, Principal, Tabas Mediation Services and Vice President, Association of South Florida Mediators and Arbitrators; and David Lichter, Esquire, Certified Circuit Civil Mediator. Format: Lecture with audience interaction Recommended for: All mediators.

**A4 Florida ADR Case Law Update**

This session examines Florida appellate court decisions related to ADR statutes and rules and their importance to ADR practitioners. Presenter: Michael J. Gelfand, Esquire, Board Certified Real Estate Attorney/Principal ARC Mediation Format: Lecture with little or no audience participation. Recommended for: All mediators.

**A5 Mediation: The Dance and the Deal**

This interactive workshop offers an analysis of the circuit mediation process from pre-mediation preparation, opening statements, private caucuses, techniques for avoiding impasse and documenting and finalizing a settlement agreement. Presenter: Stephen C. Sawicki, Esquire, Executive Director, American College of Civil Trial Mediators. Format: Lecture with audience interaction. Recommended for: Circuit civil mediators.

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**Workshops Session A (continued)**  
**Friday, August 21 from 10:30 am - 12:15 pm**

**A6 Conflict Resolution Procedures Under Florida's Governmental Conflict Resolution Act and Land Use and Environmental Dispute Reconciliation Act**

This session examines the ADR provisions in the Governmental Conflict Resolution Act and Land Use and Environmental Dispute Reconciliation Act in an organized and simplified frame. Presenter: Sandra C. Upchurch, Esquire, Mediation Counsel, Upchurch, Watson, White & Max. Format: Lecture with audience interaction. Recommended for: Public Sector Mediators.

**A7 Diversity in Living Color**

This session offers the audience "real life" examples highlighting the dynamics of cultural issues in mediation and their impact on the process, the parties and the mediator. Presenter: Dr. Oscar Franco, J.D., Venezuela, Certified County, Family and Circuit Mediator. Format: Moderated panel with audience interaction. Recommended for: All mediators.

**A8 What Are Acceptable Limits of Deception in Mediation?**


This workshop explores ethical questions surrounding the use, and degrees, of deception and truthfulness employed by mediators. Presenters: Robin Caral Shaw, Esquire, Certified Family and Circuit Mediator and Amy S. Wolsky, Esquire, Certified Family Mediator. Format: Lecture with audience interaction. Recommended for: All mediators.

**A9 Game Theory and the Strategy of Conflict in Mediation**

Oscar Award movie, *A Beautiful Mind*, introduces the public to Professor Nash's Mathematical Theory of Games as a strategic method for resolving conflicts. This session provides practical application of Nash's theories to the mediation process. Presenter: John A. Henneberger, Esquire, Certified Circuit Civil Mediator and Federal Mediator in the Southern District of Florida. Format: Lecture with audience interaction. Recommended for: All mediators.

**A10 Train the Mediation Trainer: Training with Panache**

This workshop offers mediation trainers an opportunity to sharpen and refresh their skills and add panache to their training delivery methods. Presenters: Melvin A. Rubin, Esquire, President, American Colleague of Civil Trial Mediators; and Stephanie McHardy, Certified County Mediator and Primary County Mediation Trainer. Format: Lecture with audience interaction and group activities. Recommended for: Mediation trainers.





**Workshops Session A (continued)**  
**Friday, August 21 from 10:30 am - 12:15 pm**

**A11 Family Violence: A Typology and the Implications for Mediation**

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This session presents recent research and perspectives on family violence and explores and defines the typology of family violence and its impact on the mediation process. Presenter: Judith McKay, J.D., Ph.D., Chair, Department of Multidisciplinary Studies, Nova Southeastern University. Format: Lecture with audience interaction. Recommended for: All mediators.

**A12 Mediator's Tool Box**

This presentation discusses a variety of tools and techniques mediators can use to expand their repertoire and develops strategies for successful mediations. Presenter: Peter O. Brick, Esquire, Certified County, Family, Circuit and Dependency Mediator. Format: Lecture with audience interaction. Recommended for: Family and Circuit Mediators.

**A13 Diversity: Our Changing World**

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This session provides an overview of the concepts of diversity and discusses how attitudes drive our perceptions and behaviors. Presenter: Janelle Walkley, M.S., Co-Founder, The Settlement Center. Format: Lecture and group activities. Recommended for: All mediators.

**A14 The Role of County Mediation: You Think You Know It All!**

This workshop examines the role of county mediation in county court and the mediator's role in the process including unique approaches to routine matters. Presenters: Arve A. Wikstrom, J.D., Alternate Dispute Resolution, LLC, Rosemary Fansher, Parent Coordination Director, Ninth Judicial Circuit, and The Honorable Theodore Haynes, Federal Administrative Law Judge, retired. Format: Lecture with audience interaction. Recommended for: County mediators.

**A15 Beyond Small Claims: Mediating Interpersonal Disputes That Do Not Involve Monetary Issues**


This workshop introduces participants to the mediation skills necessary to mediate disputes centered on intangible issues that are relationship based. Presenter: Andrew Thomas, President, ALT Associates Conflict Management Consultants. Format: Lecture with audience interaction. Recommended for: County mediators.





**Workshops Session B**  
**Friday, August 21 from 1:45 pm - 3:30 pm**

*Featured Workshop*

**B1 Reflections on Florida Mediator Grievances: Enforcing Ethics** 

After serving as staff to the Mediator Qualifications Board (MQB) for 17 years, Sharon will discuss some of the more interesting grievances and decisions and offer some thoughts for the future. Presenter: Professor Sharon Press, Esquire, Director, Institute for Dispute Resolution, Hamline University School of Law. Format: Lecture. Recommended for: All mediators.

**B2 Improving Mediation through People Skills**

This presentation introduces mediators to leadership negotiation and communication skills that assist them in managing their own behavior and the behaviors of the parties during the dispute resolution process. Presenter: Gregory Hoffman, Esquire, Hoffman Mediation. Format: Lecture with audience interaction. Recommended for: All mediators.

**B3 Essential Financial Concepts for Family Mediators and Practitioners**


This highly interactive presentation gives participants a working knowledge of the five different financial areas within the divorce process. Presenter: Darryll R. Bauchert, Sr., MBA, CFP, CDFA. Format: Lecture with audience interaction. Recommended for: Family mediators.

**B4 Understanding Cultural Frameworks: Techniques for Mediators** 

This workshop combines lecture, discussion and group activities to enhance the understanding of different cultural frameworks and offers effective techniques to work with a culturally diverse practice. Presenters: Tina Jaeckle, Ph.D., Assistant Professor, Flagler College; and Alexia Georgakopoulos, Ph.D., Director, Institute for Conflict Resolution Communication. Format: Lecture with group activities. Recommended for: All mediators.

**B5 Is Incorporating Your Mediation Practice All It's Cracked Up to Be?**

This presentation explores various forms of business entity formation, including tax consequences of expenses, deductions, and payroll issues. Presenters: Linda Smith, Enrolled Agent, ATA, ABA and Ed Alexander, Esquire, Principal, FitzGibbon Alexander, Inc. Format: Lecture with audience interaction. Recommended for: Private mediators.





**Workshops Session B (continued)**  
**Friday, August 21 from 1:45 pm - 3:30 pm**

**B6 “I Don’t Do That!” Bad Habits of Good Mediators**

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Through the use of real life examples, a humorous skit and audience interaction, this presentation addresses the subtle poor habits that experienced mediators may have adopted over time and common complaints against mediators. Presenters: Kim W. Torres, Torres Mediation Services; and Ollie M. Lyons, Mediation Services Coordinator, 18<sup>th</sup> Judicial Circuit. Format: Lecture, audience interaction and skit. Recommended for: All mediators.

**B7 The Role of Public Agencies Offering Mediation Services – Part Deux**

This panel presentation offers attendees information on federal, state, county, and city that provide mediation services in the areas of discrimination and best practices for doing so. Presenters: Bob Jett, Marvin Frazier, Kimberley Reynolds, Federal Mediators, US Equal Employment Opportunity Commission, Shirley James, Director, City of Orlando Office of Human Relations, and Charlene Taylor Hill, Executive Director, Jacksonville Human Rights Commission. Format: Panel with audience interaction. Recommended for: Public sector mediators.

**B8 Religion and Domestic Violence: Intimate Partner Violence in Specific Religious Groups**



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This session explores intimate partner violence within Christian, Jewish and Muslim faith communities and discusses current and historical responses to this societal problem from religious institutions. Presenter: Earnestine Reshard, Senior Court Analyst II, Dispute Resolution Center. Format: Lecture with audience interaction. Recommended for: All mediators.

**B9 Angels and Demons: How Mediations Rise and Fall through Narrative**

In mediation parties typically see and present themselves as the “angel” and the other party as the “demon.” This workshop examines the role of narrative in mediation from interdisciplinary perspectives and explores the ways it can be used as part of the transformative process. Presenters: Judith McKay, J.D., Ph.D., Chair, Department of Multidisciplinary Studies; and Richard Toumey, M.F.A., Writer and Adjunct, DMS/Nova Southeastern University. Format: Lecture and group activities. Recommended for: All mediators.





**Workshops Session B (continued)**  
**Friday, August 21 from 1:45 pm - 3:30 pm**

**B10 Tapping into the Energy Cues: How Emotional Awareness Supports Mediation Success**

This presentation focuses on the direct connection between emotions and personal perceptions and how acute awareness of this dynamic supports the mediation process. Presenter: Coach Nagy, Certified County Mediator, Business and Life Coach, Coaching for Success, Inc. Format: Lecture with audience interaction. Recommended for: All mediators.

**B11 ABC's of Diversity Mediation: Attitudes, Behaviors and Cultural Challenges**

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This interactive session focuses on attitudinal, behavioral and cultural elements of diversity through the use of exercises that enhance communication skills when dealing with diverse participants. Presenters: Robert Shearer, J.D., Professor of Management & Executive Assistant to the President, University of South Alabama; and Jeanne Maes, Ph.D., Professor of Management, Mitchell College of Business, University of South Alabama. Format: Lecture with audience interaction. Recommended for: All mediators.


**B12 The Nuts and Bolts of Running Your Mediation Practice**

This session provides an overview of the Mediation Practice Management cycle from attracting clients, scheduling mediations, engaging clients, collecting payments to follow-up marketing strategies. Presenters: Ellen Kaslow Shulman, ADR Case and Business Manager, Christopher M. Shulman, P.A. and Christopher M. Shulman, Esquire, Mediator, Arbitrator & Trainer. Format: Lecture with audience interaction. Recommended for: Private mediators.

**B13 Ethical Challenges in Mediation: Deal or No Deal?**



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This interactive workshop focuses on challenging ethical issues that mediators confront in family and dependency mediation and the interplay of the code of conduct for mediators, relevant Florida Statutes and the mediator's own personal ethics. Presenter: Gregory Firestone, Ph.D., Director, University of South Florida Conflict Resolution Consortium, Format: Lecture with Audience/Interaction Recommended for: Family & Dependency Mediators





**Workshops Session B (continued)**  
**Friday, August 21 from 1:45 pm - 3:30 pm**

**B14 Purpose Drives Practice:  **  
**What's Your Purpose?**

Highlighting concepts of diversity and self-determination, this workshop challenges participants to think about how they practice mediation, why they are in this field and how their practice is shaped by their worldview of people and conflict. Presenter: Andrew Thomas, President, ALT Associates Conflict Management Consultants. Format: Lecture with audience interaction. Recommended for: All mediators.

**B15 Domestic Violence: What **  
**Mediators Need To Know**

This workshop taps into the trainees' wisdom and offers them an opportunity to create and collaborate on the creation of a "Mediators Guide to Domestic Violence." Presenters: Elinor Robin, Ph.D., President, A Friendly Divorce; and Susan Dubow, President, Mediation Training Group, Inc. Format: Lecture and group activities. Recommended for: All mediators.

*Convention Recordings*

Stop by the Convention Recordings table for more information on ordering audio CDs from the available workshops being recorded.

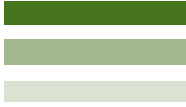


 **Mediator Ethics**

 **Domestic Violence Education**


 **Cultural/Diversity Awareness**





**Workshops Session C**  
**Saturday, August 22 from 8:00 am - 9:45 am**

*Featured Workshop*

**C1 Chemical Dependency and Domestic Violence** 

This workshop focuses on the interconnection of chemical drug dependency and acts of domestic violence. Presenter: Anthony Porter, Co-Founder, A Call to Men: The National Association of Men and Women Committed to Ending Violence Against Women. Format: Lecture with audience interaction. Recommended for: All mediators.

**C2 Steak and Sizzle: Pro Se Family Mediation and Attracting Clients**

This workshop provides attendees with model practices and marketing approaches for building a pro-se family mediation practice. Presenter: Gerald S. Deutsch, Esquire, Certified Family Mediator, Founder, Divorce Without War. Format: Lecture with little audience participation. Recommended for: Family mediators.

**C3 Interpersonal Skills**


In this workshop, participants are introduced to the mechanics of interpersonal skills including behavioral styles, value systems and conflict management. Presenter: Daniel Baldwin, Managing Director, Baldwin & Associates. Format: Lecture with little or no audience participation. Recommended for: All mediators.

**C4 Expanding Access to Justice Globally Through Court-Related Mediation** 

This presentation explores court-based mediation in several regions of the world and examines the cultural and historical influences that affects the type of court-based mediation model utilized. Presenter: Lynn H. Cole, Esquire, Certified Circuit Mediator and International Trainer. Format: Lecture and group activities. Recommended for: All mediators.

**C5 Mediation in Afghanistan** 

Captain Arve Wikstrom, US Army, shares his experiences mediating between a warlord and a group of women over voting rights in a parliamentary election in Afghanistan in 2005. Presenter: Arve A. Wikstrom, J.D., Alternate Dispute Resolution, LLC. Format: Lecture with audience interaction. Recommended for: All mediators.





## Workshops Session C

### Saturday, August 22 from 8:00 am - 9:45 am

#### **C6 Selling the Process: Winning Tactics to Engage Mediation Participants**

This workshop is designed to help mediators inject new life into their processes by encouraging creative and engaging opening statements that will grab participate attention and interest and explores creative techniques to “close the deal” while protecting rights of self determination. Presenter: Rodney Romano, Esquire, Mediator, Matrix Mediation. Format: Lecture with audience interaction and group activities. Recommended for: All mediators.

#### **C7 Workers’ Compensation**

This sessions provides the basic understanding of Workers’ Compensation law, issues routinely encountered and reviews the “new” Medicare Set Aside Allocations. Presenter: Jonathan Conant, Esquire, President, Conant Mediation Center. Format: Lecture with audience interaction. Recommended for: Workers’ Compensation mediators.

#### **C8 Multiculturalism and Mediation: Where Are We Now?**

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This presentation focuses on diversity within generational differences and offers a wide range of contemporary societal issues for discussion. Presenter: Kirk Rascoe, Director, Equal Opportunity and Compliance, University of South Florida. Format: Lecture with audience interaction. Recommended for: All mediators.

#### **C9 The Peacemakers of Institutionalized Mediation: Theories to Reveal the Influences of Power in Family Mediation**

Based on a doctoral dissertation study about court-based family mediation in South Florida, this interactive presentation identifies the complexity of institutionalized mediation and the experiential learning that influences court-based mediation. Presenter(s): Rebecca Storrow, ADR Director, 15<sup>th</sup> Judicial Circuit and Alexia Georgakopoulos, Ph.D., Director, Institute for Conflict Resolution Communication. Format: Lecture and group activities. Recommended for: Family mediators.





**Workshops Session C**  
**Saturday, August 22 from 8:00 am - 9:45 am**

**C10 Circle Process and Creative Problem Solving in Mediation**

This interactive workshop demonstrates how to use the dispute resolution techniques of Circle Process and Creative Problem Solving, a group based method that encourages discussion and exploration of an issue between the parties, mediator and may also include other members of the group, in the mediation process.

Presenters: Professor Susan Daicoff, Esquire, Florida Coastal Law School; and Elizabeth Roach, Esquire, Dispute Resolution Center. Format: Lecture with audience interaction and role plays. Recommended for: All mediators.

**C11 God as Mediation Participant**

This interactive workshop explores the manner in which religion and religious world views impact the mediation process and offers practical ways of addressing religious issues and the ethical issues that apply. Presenter: Alexandra Hedrick, J.D., M. Div, Mediator and Arbitrator. Format: Lecture with audience interaction. Recommended for: All mediators.

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**C12 Mindfulness for Conflict Resolvers**

This workshop focuses on *Mindfulness*, which is a systematic method of paying attention, deliberately, in the moment, without judgment, that can help us lower our stress levels and follow through on our intentions. Mindfulness helps us gain awareness of our thoughts, body sensations and emotions, and makes it possible for us to have a measure of freedom from distractions, reactivity, and habitual patterns of thought and behavior. By being mindful, we can be “present” to listen deeply to those with whom we work, and respond to them skillfully and effectively. Rachel Wohl and Professor Len Riskin have developed a new mindfulness technique that helps mediators and other conflict resolvers integrate mindfulness into their conflict resolution work.

Presenter: Rachel Wohl, Esq., Keynote Presenter, Executive Director, Maryland Mediation and Conflict Resolution Office. Format: Lecture with audience participation/interaction. Recommended for: All mediators.



**Workshops Session C (continued)**  
**Saturday, August 22 from 8:00 am - 9:45 am**

**C13 Tips for Non-Attorney Mediators: Working with Attorneys**

This session provides awareness of attorneys' roles and responsibilities in the mediation process as well as discusses varying styles of advocacy practice and how that impacts the mediation process. Presenter: Salvatore Gardino, MSW, Certified County, Family, Circuit and Dependency Mediator. Format: Lecture with audience interaction. Recommended for: Family mediators.

**C14 Residential Foreclosure Mediation: A Tsunami Wave?**

This workshop provides information on the Collins Center for Public Policy's Residential Mortgage Foreclosure Mediation Programs it is managing for the 1st, 11th and 19th judicial circuits, as well as consideration of the practical and ethical issues when mediating these cases. Presenter: Thomas H. Bateman III, Certified Circuit Civil Mediator, and ADR Rules and Policy Committee member. Format: Lecture with audience interaction. Recommended for: Circuit Civil mediators.

*Saturday only Attendance*

**Saturday Only Attendance.** Up to 4.3 hours of CME (including a minimum of 2.0 in mediator ethics) can be earned by attendance on Saturday only. If you are interested in this option call the DRC at (850) 921-2910 or email at [DRCmail@flcourts.org](mailto:DRCmail@flcourts.org) for more information.

*Continuing Education*

Full attendance is eligible for up to 12.7 CME hours which includes a minimum of 2.0 mediator ethics, 2.1 domestic violence education and 2.1 in diversity/cultural awareness education.

Florida Bar Credits for the Arbitrator Training and Conference have been applied for.

