

PEPPERDINE | School of Law

A WORLD-CLASS VIEW  
OF DISPUTE RESOLUTION

# PROFESSIONAL SKILLS PROGRAMS

- ▶ TWENTY-ONE COURSES
- ▶ TWENTY-EIGHT FACULTY
- ▶ OVER 350 PARTICIPANTS FROM AROUND THE WORLD
- ▶ TWO-AND-A-HALF DAYS OF INTERACTIVE DIALOGUE
- ▶ EIGHTEEN MCLE CREDITS\*

LIMITED ENROLLMENT

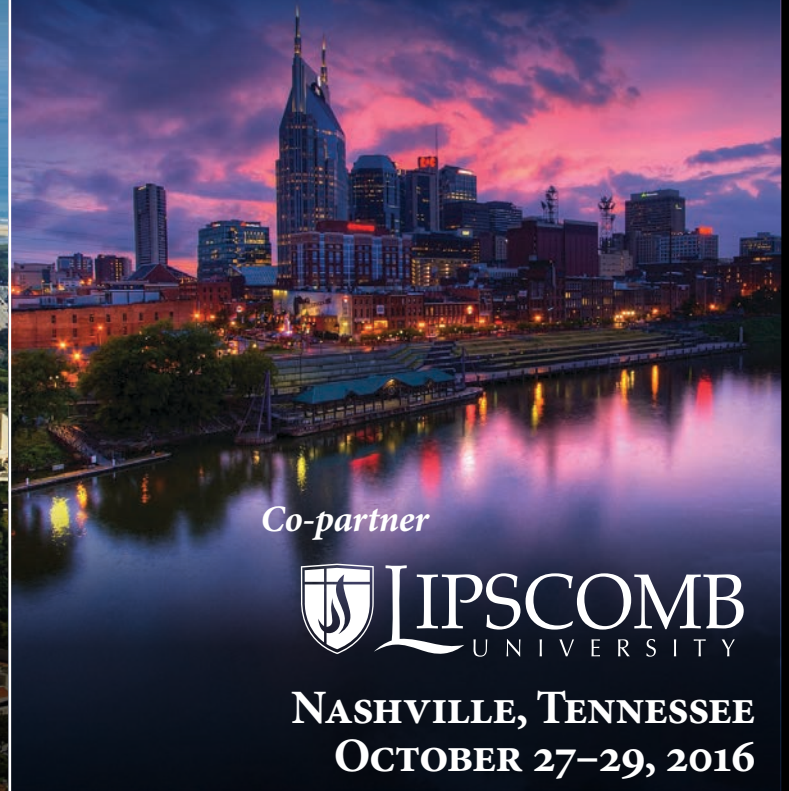
*In cooperation with Mediate.com*

29<sup>th</sup> Annual Summer Program



MALIBU, CALIFORNIA  
JUNE 23-25, 2016

2<sup>nd</sup> Annual Fall Program



Co-partner

 **LIPSCOMB**  
UNIVERSITY

NASHVILLE, TENNESSEE  
OCTOBER 27-29, 2016

STRAUS INSTITUTE FOR DISPUTE RESOLUTION

*Translating Theory into Practice*

THE 2016

# PROFESSIONAL SKILLS PROGRAMS IN DISPUTE RESOLUTION

## **Nationally Recognized Experts**

Featuring a panel of nationally recognized experts in dispute resolution, this comprehensive program provides a forum for direct, informal contact with the entire program faculty. As participants from all courses eat meals together and attend plenary sessions, opportunities to share learning experiences with students involved in other dispute resolution courses are readily available.

## **Twenty-one Unique Educational Opportunities**

Participants should select the process in which they desire expertise (one course), as all 21 courses (12 in Malibu and nine in Nashville) will be presented simultaneously in each location. To provide for personalized instruction, enrollment for each course is limited to ensure a close, working relationship among the faculty and participants. Course sessions will include lectures, small group discussions, and practice exercises. Faculty and other participants will also provide performance coaching. The synergy of ideas will provide a truly unique learning experience.



TOM STIPANOWICH WELCOMES PARTICIPANTS AT MALIBU OPENING PLENARY SESSION

# PROGRAM SCHEDULE

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## MALIBU

THURSDAY, JUNE 23

7:30 AM Registration and  
continental breakfast

8:30 AM Program begins

4:30 PM Evening reception

FRIDAY, JUNE 24

7:30 AM Continental breakfast

8:30 AM Program begins

5:00 PM Adjourn

SATURDAY, JUNE 25

7:30 AM Continental breakfast

8:30 AM Program begins

1:00 PM Adjourn

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## NASHVILLE

THURSDAY, OCTOBER 27

7:30 AM Registration and  
continental breakfast

8:30 AM Program begins

4:30 PM Evening reception

FRIDAY, OCTOBER 28

7:30 AM Continental breakfast

8:30 AM Program begins

5:00 PM Adjourn

SATURDAY, OCTOBER 29

7:30 AM Continental breakfast

8:30 AM Program begins

1:00 PM Adjourn

The Professional Skills Program in Dispute Resolution consists of three-day courses addressing distinct dispute resolution processes:

## MALIBU JUNE 23–25, 2016

### Mediation Workshops

- ▶ STAR: A Systematic Approach to Mediation Strategies (page 2)
- ▶ Advanced Mediation: Skills and Techniques (page 3)
- ▶ Family Law Mediation: When Time Is Not on Your Side (page 4)
- ▶ Mediating Complex Construction Disputes (page 5)
- ▶ Elder-Care Mediation (page 6)
- ▶ Public Sector Mediation: Skills and Drills *New!* (page 6)
- ▶ “You’re Fired!” Resolving Workplace Disputes through Mediation and Other ADR Processes *New!* (page 7)
- ▶ Conflict Resolution Consulting: Using Mediation to Improve Organizational Communications, Conflict Coaching, Team Building, Leadership, Change, and Systems Design (page 8)

### Other Dispute Resolution Workshops

- ▶ Using Practical Tools of Mindful Awareness to Improve the Work and Lives of Lawyers, Mediators, Negotiators, Judges, Arbitrators, and Managers (page 9)
- ▶ Strategic Negotiation Skills (page 10)
- ▶ Preventing Bad Settlement Decisions and Impasse: Using Brain Science, Game Theory, Animated Communication, and Micro-Interventions (page 11)
- ▶ The Art of Facilitating Dynamic and Difficult Groups (page 13)

## NASHVILLE OCTOBER 27–29, 2016

CO-PARTNER WITH LIPSCOMB UNIVERSITY

### Mediation Workshops

- ▶ STAR: A Systematic Approach to Mediation Strategies (page 2)
- ▶ Advanced Mediation: Skills and Techniques (page 3)
- ▶ Family Law Mediation: When Time Is Not on Your Side *New!* (page 4)
- ▶ “You’re Fired!” Resolving Workplace Disputes through Mediation and Other ADR Processes *New!* (page 7)

### Other Dispute Resolution Workshops

- ▶ Practical Mindfulness: Clear and Calm in the Heat of Conflict *New!* (page 9)
- ▶ Strategic Negotiation Skills (page 10)
- ▶ Congregational Peacemaking: Managing Conflict and Congregational Change (page 12)
- ▶ Preventing Bad Settlement Decisions and Impasse: Using Brain Science, Game Theory, Animated Communication, and Micro-Interventions *New!* (page 11)
- ▶ Apology, Forgiveness, and Reconciliation *New!* (page 14)

To register or for more information, visit [law.pepperdine.edu/straus](http://law.pepperdine.edu/straus) or call Lori Rushford at 310.506.6342.

## STAR: A SYSTEMATIC APPROACH TO MEDIATION STRATEGIES

### MALIBU & NASHVILLE

Mediations are dynamic and fluid. Both aspiring neutrals and sophisticated advocates should know the predictable themes and stages of mediation, as well as the variety of styles and techniques used in each stage. Competence in mediation approaches separates the serious professional practitioner from the casual volunteer. This course surveys how successful mediators use a variety of approaches in five fundamental stages of a mediation. The emphasis is on encouraging the exercise of conscious professional judgment and strategic analysis for both mediators and advocates.

#### *What you will learn:*

- ▶ Stages of a mediation
- ▶ How to convene and open a mediation
- ▶ Facilitating communication
- ▶ Encouraging problem solving
- ▶ Utilizing the predictability of distributive bargaining
- ▶ Using intangible interests to overcome impasse
- ▶ Facilitating closure
- ▶ Balancing neutrality and fairness
- ▶ Managing emotions
- ▶ Effective case presentation
- ▶ Ethical concerns of mediators and advocates
- ▶ Mediation advocacy tips



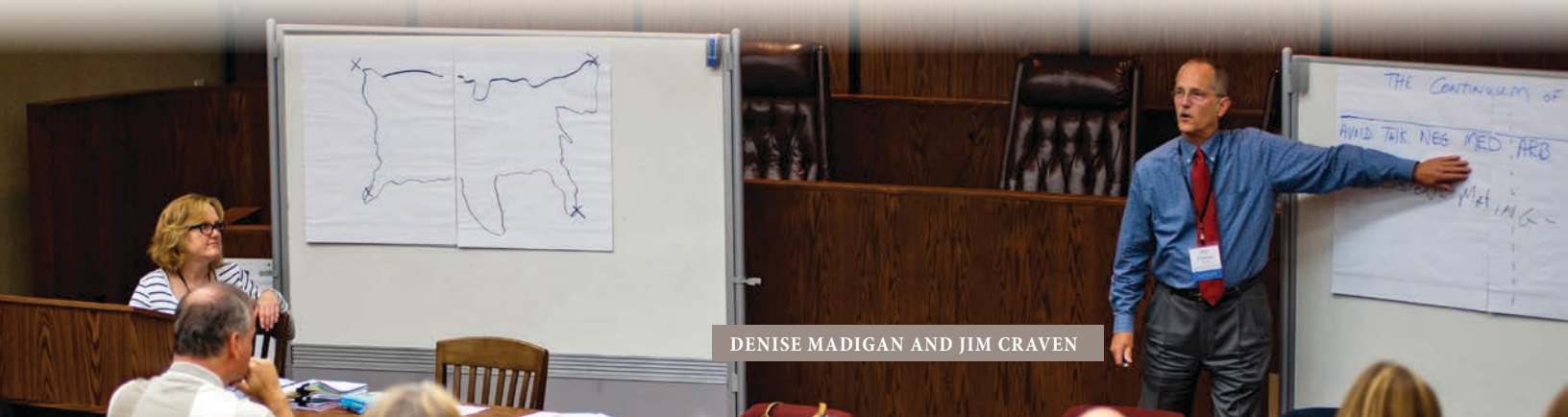
**PETER ROBINSON** (Malibu) is the managing director of the Straus Institute for Dispute Resolution and professor of law at Pepperdine University School of Law. He has presented advanced negotiation and mediation skills courses throughout the United States and in more than 10 foreign countries. He has served on the boards of the California Dispute Resolution Council, the Southern California Mediation Association (SCMA), Dispute Resolution Services of the LACBA, the Ventura Center for Dispute Settlement, and the Christian Conciliation Service of Los Angeles. The SCMA recognized him as Peacemaker of the Year in 1999. He is a Fellow of the International Academy of Mediators and was recognized as a Southern California Super Lawyer in the area of mediation in 2006 and 2008. After being appointed by the Los Angeles City Attorney, he successfully mediated all the environmental objections to building the Farmers Field football stadium in downtown Los Angeles.



**JIM CRAVEN** (Malibu & Nashville) is a lawyer, mediator, and frequent speaker in the conflict resolution field. He has been practicing law for 42 years and remains of counsel to Evans, Craven & Lackie in Spokane, Washington, which he cofounded in 1978. He has extensive experience in the mediation of complex disputes, having served clients throughout the northwest since 1990. He serves on the construction, commercial, and mediation panels of the American Arbitration Association, and is a member of the Washington Mediation Association. Craven was a trial lawyer for 25 years before becoming a full-time neutral. His trial practice emphasized complex construction, environmental, commercial, and professional negligence litigation. He received his law degree from Gonzaga University and the LLM in dispute resolution from Pepperdine University. In addition to his dispute resolution practice, Craven consults with business and government on a wide range of issues.



**DENISE MADIGAN** (Nashville) has been mediating full-time for over 20 years. She entered the field as associate director for the Harvard-MIT Public Disputes Program in the early 1980s, and after practicing law at Arnold & Porter in Washington, D.C., joined the pioneering ADR firm, Endispute, Inc., (which later merged with JAMS). The breadth of her practice is extraordinarily broad, and includes complex commercial, entertainment, intellectual property, insurance, mass accidents, public policy and health care, among others. In addition to her full-time mediation practice, Madigan has taught at the Straus Institute since the mid-1990s. She also has designed and/or taught hundreds of tailored negotiation and ADR courses for courts, law firms, government agencies, universities, nonprofits and corporations in the United States, Asia, Latin America, and the Middle East. Madigan graduated with honors from Harvard Law School (Harvard Law Review) and from the Kennedy School of Government at Harvard.



DENISE MADIGAN AND JIM CRAVEN

## ADVANCED MEDIATION: SKILLS AND TECHNIQUES

### MALIBU & NASHVILLE

Advanced mediation is a highly interactive course that moves far beyond introductory lectures and simple role-plays to draw upon the vast mediation work of the highly experienced trainers who have more than 11,000 mediations between them and the wisdom of experienced participants. Much of the course will consist of comparing participants' techniques and approaches to common problems in mediation. The course will be limited in enrollment.

Participants are accepted through application. They must have completed acceptable, basic mediation training, and have significant experience as a mediator.

#### What you will learn:

- ▶ Review of the STAR approach to mediation
- ▶ Stages in complex mediations
- ▶ Understanding how different techniques apply to early-stage, mid-stage, and late-stage negotiations
- ▶ Tasks and strategies in resolving difficult cases
- ▶ Activities of experienced mediators in moving beyond impasse
- ▶ Results that experienced mediators seek beyond just a settlement, including the art of the apology
- ▶ The best advice from colleagues in the field who have financially successful practices—including what separates the trained mediator with no cases from the one who is in demand
- ▶ What prominent mediation organizations tell panelists about procedures, practices, and ethical dilemmas
- ▶ How culture and gender impact communication and negotiation



**BRUCE EDWARDS** (Nashville) was an industry pioneer in the field of alternative dispute resolution. Since 1986 he has mediated over 6,000 disputes throughout the United States involving complex multiparty lawsuits and specializing in matters of high emotion. Since 1993 Edwards has served as an adjunct professor at the Straus Institute for Dispute Resolution at Pepperdine University School of Law where he teaches courses in advanced mediation. In addition to his teaching in the United States, Edwards has personally taught mediation skills to hundreds of attorneys, judges, business leaders and aspiring mediators throughout Europe, Africa, India and Asia. Most recently, he has cofounded the Edwards Mediation Academy, an online education platform for teaching practical mediation skills to a global audience.



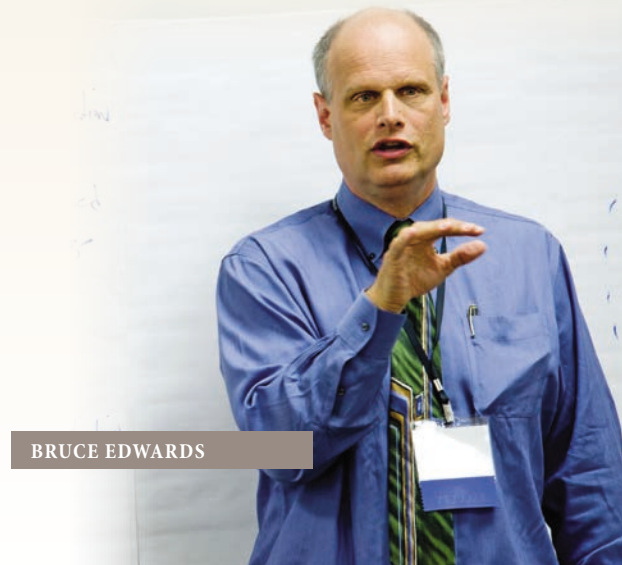
**NINA MEIERDING** (Malibu) is a former civil attorney, has been a national leader in the field of conflict resolution, training thousands of individuals in businesses, courts, school districts, governmental agencies, medical centers, corporations, and universities throughout the United States and abroad for almost 30 years. She has been an adjunct professor at Pepperdine University School of Law for over 20 years and Southern Methodist University for over 15 years and has taught at many other universities, as well as the National Judicial College and the California Judicial College. She is a former president of the Academy of Family Mediators and served on the board of directors of the Association for Conflict Resolution and many other organizations. She was the director and senior mediator at the Mediation Center in Ventura, California, from 1985 to 2007 where she mediated over 4,000 disputes and is currently the mediation partner and consultant for the Wisconsin Special Education Mediation System (WSEMS).



**THE HONORABLE ALEXANDER H. WILLIAMS III** (retired) (Malibu) is a mediator, arbitrator and discovery referee in private practice with ADR Services, Inc. in Los Angeles. He served as a judge of the Los Angeles Superior Court from 1984 to 2008. He presided for 8 years in a felony criminal trial department and for another 13 years in a general jurisdiction civil trial department, handling thousands of cases and conducting hundreds of court and jury trials. A trained mediator, he spent his final three years presiding over a full-time settlement court, where he daily conducted settlement conferences and settled hundreds of cases. Williams was the chair of the Judicial Education Subcommittee of the Court's Alternative Dispute Resolution Committee. Before taking the bench, he served as a police officer, Navy judge advocate, and federal prosecutor.



NINA MEIERDING



BRUCE EDWARDS

## FAMILY LAW MEDIATION: WHEN TIME IS NOT ON YOUR SIDE

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\*Approved for 16 hours of continuing education for psychologists. Pepperdine University is approved by the American Psychological Association to sponsor continuing education for psychologists. Pepperdine maintains responsibility for this program and its content.

\*Approved for 18 hours of specialized credits for Certified Family Law Specialists (California)

\*Approved for 8 hours of Children's Counsel Credits per CRC 5.242(d) (California)

This highly interactive, interdisciplinary training (taught by a judge and a psychologist) is designed for judicial officers, private counsel, staff attorneys in courts, custody evaluators, and others who wish to learn and improve their skills in mediating family law conflicts. Special emphasis is placed on resolving disputes when there is limited time and when there are limited resources available. After exploring an overview of core models and principles of mediation and successful techniques, participants will learn a range of specific dispute resolution strategies available through mediating. Interspersed within discussion and role-plays are presentations of critical child-development research, essential perspectives on the psychology and dynamics of divorce, the ways in which high levels of conflict and emotions in family law cases present special problems, and hidden opportunities for dispute resolution, as well as other practical information.

### What you will learn:

- An overview of core mediation principles
- Mediating as an attorney, therapist, judicial officer, facilitator, or judge pro tem
- Managing implicit power imbalances
- The psychology and dynamics of high-conflict divorce
- Specific mediation models appropriate to your jurisdiction
- The anatomy of custody disputes
- Gate-keeping, attachment, and alienation
- Mediating personal property, custody, and visitation issues
- Getting past the obstacles to stipulations
- Mediating cases involving domestic violence
- Special problems: self-represented litigants, the present economy, and parents who hardly know one another
- Canons, ethics, obligations, and red flags



**THE HONORABLE IRWIN JOSEPH** (retired) provides private mediation, arbitration, and private judging services in Northern California. Before retirement, he served as a Superior Court commissioner in Santa Clara County and in Santa Cruz County for almost 15 years. His bench experience included family, civil, and criminal assignments. During his eight years in the family law division, he heard dissolution, custody, support, paternity, and domestic violence matters. He created the Judicially Supervised Settlement Conference (Mediation) program and the Early Neutral Evaluation Program for Family Court. He co-taught mediation skills to judges in Singapore at a 2015 Straus training. He has mediated thousands of conflicts since 1995. He was a faculty member of the Center for Judicial Education and Research (CJER) and the National Council of Juvenile and Family Court Judges (NCJFCJ), and a member of the Elkins Family Law Task Force. He is a graduate of the University of La Verne College of Law and UCLA. He co-created this class in 2009 for those who wish to improve mediation skills in this difficult and contentious area of the law.



**DONALD T. SAPOSNEK**, PhD, is a practicing clinical-child psychologist and child custody mediator, and a family therapist for over 40 years, and a national and international trainer of mediation and child development. He also is author of the classic book, *Mediating Child Custody Disputes: A Strategic Approach*, and coauthor of *Splitting America: How Politicians, Super PACS, and the News Media Mirror High-Conflict Divorce*. He has mediated over 5,000 custody disputes since 1977, managed the Santa Cruz County Family Court Services for 17 years, and has published extensively in the professional literature on mediation, child custody, and child psychology. He has been teaching on the psychology faculty at the University of California, Santa Cruz since 1977, is editor of the Academy of Professional Family Mediators' *The Professional Family Mediator*, and serves on the editorial boards of numerous publishers and several international journals on conflict resolution.



# MEDIATING COMPLEX CONSTRUCTION DISPUTES

## MALIBU

Construction mediation is a specialized form of mediation. This course examines many of the unique characteristics of the construction-mediation process, including preparing for the mediation, the mediator's changing roles with multiple constituencies at various stages in the mediation process, and closing construction-defect mediation settlements. In addition, the course considers how the construction-mediation process impacts the court's conception and treatment of the process, including case-management orders and legal theories regarding construction-defect claims, defenses, and damages. While it is expected that most participants will have experience in construction-defect law, the course addresses basic, practical considerations.

### What you will learn:

- ▶ History and development of the case-management order (CMO)
- ▶ Effective use of the CMO process—practice tips
- ▶ Things to include in the CMO
- ▶ Acting as a discovery referee—see the *Foxgate* case
- ▶ Identifying factual and legal issues of a construction mediation
- ▶ Meeting with plaintiff and developer to determine scope
- ▶ Ensuring early establishment of scopes of work for subcontractors
- ▶ Establishing a separate track for additional insured issues
- ▶ Identifying “peripheral” players and setting up an early mediation
- ▶ Use of specific agendas for mediation sessions
- ▶ Mediation techniques
- ▶ Full and partial settlements
- ▶ Mediator's role vis-à-vis the court



**GEORGE D. CALKINS** is with JAMS in Los Angeles, California. As a former senior partner with Cox, Castle & Nicholson, he practiced in the area of construction law with an emphasis on the analysis, investigation, litigation, arbitration, mediation, and settlement of all forms of construction disputes. Calkins has served for 20 years as a construction arbitrator/mediator and presided over thousands of arbitration/mediation proceedings involving diverse construction issues, including service as arbitrator and mediator on the Large, Complex Case Arbitration and Mediation Panels for construction disputes with the American Arbitration Association and the Public Works Arbitration Program.



**VICTORIA GERRARD CHANEY** was confirmed to the California Court of Appeal, Second District, Division One on July 1, 2009, following her nomination by Governor Arnold Schwarzenegger. She had served 19 years on the bench as a trial judge. Justice Chaney was appointed by Governor George Deukmejian to the Los Angeles Municipal Court in 1990 and elevated to the Los Angeles Superior Court by Governor Pete Wilson in 1994. She presided over criminal cases in Compton, a civil docket at the Mosk Courthouse, and, from 2000 until her elevation, class actions and complex litigation at the Central Civil West Courthouse in the court's complex litigation division. Before appointment to the bench, Justice Chaney was an associate with Dryden, Harrington & Swartz and then served 11 years in the Los Angeles City Attorney's Office, assigned in her last 10 as an associate city attorney in the office's civil liability division. Prior to attending law school, Justice Chaney worked as a registered nurse at the LAC-USC and Cedars-Sinai Medical Centers.



## ELDER-CARE MEDIATION

This training focuses on adult guardianship and family caregiver mediation. Learn the differences between other types of mediation and elder mediation. In this training, we will focus on the mediator's responsibility toward inclusion of the older person's voice in the mediation and techniques for working in multiparty family mediations. At the conclusion of the training, you will be prepared to organize and perform elder mediations. This training is meant as an advanced training for those who have already taken basic mediation training, and an introduction to elder mediation for those who have not.

### *What you will learn:*

- ▶ Differences between elder mediation and other types of mediation
- ▶ Guardianship/conservatorship law and practice
- ▶ Capacity and disability issues
- ▶ Red flags for elder abuse
- ▶ Multiparty mediation and family dynamics
- ▶ Working with attorneys, court representatives, GALs, and institutional representatives
- ▶ Ethical standards for elder mediators
- ▶ Mental and physical effects of aging, disabilities, and accommodation in mediation
- ▶ Pre-mediation interviews and screening for appropriateness of mediation
- ▶ Marketing an elder mediation practice



**ZENA ZUMETA** is internationally known as both a mediator and trainer of mediators. She is president of the Mediation Training & Consultation Institute, Zena Zumeta Mediation Services, and The Collaborative Workplace in Ann Arbor, Michigan. She received her juris doctor from the University of Michigan Law School. Zumeta is a former board member and president of the Academy of Family Mediators (now merged into the Association for Conflict Resolution), past president of the Michigan Council for Family and Divorce Mediation, and past regional vice president of the Society of Professionals in Dispute Resolution. Zumeta is the recipient of the National Education Association/Saturn Corporation Award for Union-Management Collaboration; the John Haynes Distinguished Mediator Award from ACR; the Family Mediation Council-Michigan Lifetime Achievement in Mediation Award; and the Kumba Award from the National Conference on Minorities in ADR.

## PUBLIC SECTOR MEDIATION: SKILLS AND DRILLS

This highly interactive skills-based course is designed to enhance the toolkit of the public sector mediator. Whether mediating employment discrimination cases or other policy disputes, public sector mediators share common challenges unique to the civil service environment. This course focuses on skills to address high-conflict personalities and intense emotions, self-represented parties unaccustomed to distributive negotiations, advocates expecting an evaluative mediation model, and unions and enforcement agencies with outside interests. The workshop also addresses issues of authority and agency, as well as the impasses of inertia (the wait for a new administration or policy, budget cycle, or collective bargaining agreement). Designed to bridge the gap between the orthodox mediation models taught (theory) and the realities of public sector mediation (practice), this course presents the skills most relevant to public sector mediators via drills and role-plays. The trainers bring their extensive public sector experiences to integrate common ethical challenges and maximize outcomes in public sector mediations.

### *What you will learn:*

- ▶ Closing the deal with inexperienced negotiators
- ▶ Reality testing (with an emphasis on the narrow and more directive) to round out the public sector mediator's toolkit
- ▶ Strategic questioning methods such as t-funneling and directional questions
- ▶ Identifying "ghosts" in the room or uncovering an advocate's unarticulated institutional interests
- ▶ Techniques to use with high-conflict individuals
- ▶ Managing strong emotions



**TOBY TREEM GUERIN** is the managing director for the Center for Dispute Resolution at the University of Maryland Carey School of Law and clinical instructor. Guerin has over 15 years experience mediating and facilitating in various venues including government agencies, nonprofit organizations, schools, and court systems. She served as the first chairperson of the Mediator Excellence Council, a mediator quality-assistance initiative in Maryland and formerly directed the agricultural mediation program at the Maryland Department of Agriculture. Guerin has trained hundreds of mediators on topics from beginning to advanced mediation, elicitive feedback, mentoring, and effective communication, among others.



**STEPHANIE BLONDELL** is an assistant professor of law and assistant director of the Straus Institute for Dispute Resolution. She supervises the Mediation Clinic and teaches Mediation Theory and Practice and Criminal Law. Prior to joining Pepperdine, she served as the manager of the King County Alternative Dispute Resolution Program and Interlocal Conflict Resolution Group, a tri-county labor-management and public policy mediation program in the area around Seattle, Washington. Prior to this she was the alternative dispute resolution coordinator for the City of Seattle where she designed and implemented a labor and employment mediation program for city government. Before joining Straus full-time, Blondell served as an adjunct professor at Straus, the Seattle University School of Law, and the University of Washington master of public administration program. Blondell earned her BA with honors in American civilization from Brown University, and her JD from the University of Washington School of Law.



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*Condition of enrollment: Participants should have completed at least a 40-hour basic commercial mediation training class or completed at least 10 civil employment mediations as a mediator, party representative, or advocate.*

Employment workplace disputes are growing in number and complexity. While such topical cases comprise a good book for business for advocates and mediators, there is more work that can be done to create business solutions and strategies for employers and employees, intentionally directed toward curbing formal employment dispute litigation. This course is designed to look more holistically at the workplace construct, the emotional environment, the general applicable laws, and mediation solutions before and during litigation.

**What you will learn:**

- ▶ Identifying critical elements/dynamics of conflict in the workplace and employment disputes
- ▶ How ADR applies in the employment context and differentiates itself from other types of commercial disputes
- ▶ Understanding the emotional and personal dynamics of employees and employers in the conflict
- ▶ Workplace realities that impact process choices, methods for resolution, negotiation, and relationships
- ▶ Recognizing the key legal elements of wrongful discharge, sexual harassment, discrimination, retaliation, and wage and hour litigation
- ▶ Role of the neutral before and during litigation; opportunities for design of a process directed toward resolution and/or settlement negotiations
- ▶ Mediating employment-based disputes



**TRACY L. ALLEN** is a full-time mediator, arbitrator, and ADR trainer. She teaches and practices internationally, providing conflict management, prevention, and training services worldwide. A former tax and business attorney, Allen mediates and arbitrates complex and highly emotional commercial, business, probate, securities, and employment cases. She is a Distinguished Fellow and a past president of the International Academy of Mediators. She has written numerous articles and is a contributing author in several books on ADR, with emphasis on mediation and negotiation strategies. She received the State Bar of Michigan ADR Section Distinguished Service Award in 2008 and currently serves on several specialty ADR provider panels nationally and internationally. Allen is an adjunct professor for the Institute for Conflict Management at Lipscomb University and a frequent lecturer for the Institute of Continuing Legal Education at the University of Michigan. Allen is the owner of her Detroit-based resolution firm, Global Resolutions, PLLC.



**ERIC R. GALTON** is a full-time mediator, arbitrator, and lecturer. Galton's book, *Mediation: A Texas Practice Guide*, received the Center for Public Resources Annual Book Award. He has since authored four more books with his most recent work, *Ripples from Peace Lake*. Galton is a Distinguished Fellow of the International Academy of Mediators and the Texas Academy of Attorney-Mediators. He is a member of the Texas State Bar ADR Section and has served on the American Bar Association Dispute Resolution Section, and the board of directors for the Texas Association of Mediators. He has practiced law for 30 years, and is currently a partner in the mediation firm Lakeside Mediation and the law firm of Galton, Cunningham & Bourgeois, a purely dispute resolution and mediation firm in Austin, Texas.



ERIC GALTON AND TRACY ALLEN

## CONFLICT RESOLUTION CONSULTING

MALIBU

Every workplace generates chronic conflicts, yet few organizations have rethought the way they work, or used conflict resolution skills and ideas to prevent and transform the sources of chronic conflict, or examined their organizational communications and “conflict cultures” to discover how their conflicts are generated and reduce their reoccurrence.

Fewer still have integrated conflict resolution and coaching, trained leaders as mediators, used conflict resolution principles to inform their change processes, conducted “conflict audits” to reveal where these streams of conflict originate, or designed complex, multilayered, self-correcting systems to improve their capacity for conflict prevention, resolution, and transformation.

This workshop will provide a framework for mediators who would like to enter the emerging field of conflict resolution consulting, and learn how to integrate mediation with organizational communication, coaching, team building, leadership development, change management, and conflict resolution systems design. These skills can help organizations rethink the way they work and use systems design principles to construct more collaborative, democratic, self-managing organizations and institutions.

The workshop will identify new skills in organizational dialogue, leadership, teamwork, and collaborative processes. It will identify theories and techniques that will help participants shape an organizational context of ethics, values, and integrity; form living, evolving webs of association; develop ubiquitous, linking leadership; build innovative, self-managing teams; implement streamlined, open, collaborative processes; create complex self-correcting systems; integrate strategically, and change the way we change.

Participants will also explore the social, economic, and political sources of chronic conflict; obstacles to individual, interpersonal, and organizational change; diverse methods for overcoming resistance to change, and ways of redesigning workplace cultures, systems, structures, processes, and relationships to encourage conflict resolution.

### What you will learn:

- Analyze the chronic, systemic sources of workplace and organizational conflicts
- Identify complex workplace and organizational dynamics
- Understand the roles and skills of conflict consultants
- Recognize the structures, systems, relationships, processes, and “conflict cultures” that contribute to organizational conflicts
- Discover how to conduct “conflict audits”
- Design multilayered, complex, self-correcting organizational systems that improve the capacity for conflict prevention, management, and resolution
- Understand and develop competencies as “conflict leaders”
- Improve their ability to mediate workplace and organizational conflict in public- and private-sector organizations, work teams, and family businesses
- Learn to redesign workplaces and organizations and identify transformational opportunities in conflict
- Discover how to use conflicts as opportunities for personal growth, organization learning, strategic change, emotional healing, forgiveness, and transformation



**KENNETH CLOKE**, is director of the Center for Dispute Resolution in Santa Monica, California, and a mediator, arbitrator, coach, consultant, and trainer and has mediated hundreds of workplace and organizational disputes. He is the author of *Mediating Dangerously: The Frontiers of Conflict Resolution*; *The Crossroads of Conflict: A Journey into the Heart of Conflict*; and *Conflict Revolution: Designing Preventative Systems for Chronic Social, Economic, and Political Conflicts* (2nd ed.). He is also coauthor with Joan Goldsmith of *Thank God It's Monday! 14 Values We Need to Humanize the Way We Work*; *Resolving Personal and Organizational Conflict: Stories of Transformation and Forgiveness*; *The End of Management and the Rise of Organizational Democracy*; *The Art of Waking People Up*; *Resolving Conflicts At Work: Ten Strategies For Everyone On The Job* (3rd ed.); and *The Dance of Opposites*.



**JOAN GOLDSMITH** has been a coach, mediator, and organizational consultant with public- and corporate-sector organizations specializing in leadership development, organizational change, team building, strategic planning, and conflict resolution for the past 40 years. She was a faculty member at Harvard University, founder of Cambridge College, and is currently an adjunct professor in conflict resolution at Southern Methodist University in Dallas, Texas. She coauthored a best-selling book on leadership, *Learning to Lead: A Workbook on Becoming a Leader* (4th ed.) with Warren Bennis, and is coauthor with Kenneth Cloke of *Thank God It's Monday! 14 Values We Need to Humanize the Way We Work*; *Resolving Personal and Organizational Conflict: Stories of Transformation and Forgiveness*; *The End of Management and the Rise of Organizational Democracy*; *The Art of Waking People Up: Cultivating Awareness and Authenticity at Work*; and *Resolving Conflicts at Work* (3rd ed.).

## USING PRACTICAL TOOLS OF MINDFUL AWARENESS

TO IMPROVE THE WORK AND LIVES OF LAWYERS, MEDIATORS, NEGOTIATORS, JUDGES, ARBITRATORS, AND MANAGERS

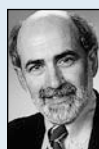
### MALIBU

Lawyers, judges, mediators, and managers aspire to provide high-quality service and to derive satisfaction in the process, but often face barriers to fulfilling such aspirations. Barriers include lack of focus, strong negative emotions, excessively self-centered perspectives, and habitual, automatic behaviors. Mindfulness, a systematic method of paying attention, deliberately, in the moment, without judgment can help us gain awareness of our mental and emotional processes, our habitual reactions, and their manifestations in our mind, body, and breath. Such awareness opens the door to developing ourselves in ways that will enable us to perform better and to get more satisfaction from our work.

#### *What you will learn:*

- ▶ To better understand and deal with your own reactions to conflict
- ▶ Mindfulness meditation, a highly-refined, systematic method of moment-to-moment non-judgmental awareness, which develops both calmness of mind and body and deep insight into an array of mental and physical conditions
- ▶ Internal Family Systems, a method of working with “sub-personalities” that can improve our ability to understand and manage inner and outer conflict

- ▶ The Taking STOCK technique, developed by Riskin and Wohl, to integrate and maintain mindfulness in various negotiation and dispute resolution roles



**LEONARD L. RISKIN** (Malibu) is the Chesterfield Smith Professor of Law at the University of Florida Levin College of Law and visiting professor, Northwestern University School of Law. He previously served at the University of Missouri as director of the Center for the Study of Dispute Resolution. A practicing mediator, he has taught both dispute resolution and mindfulness around the world. Riskin has a JD from NYU and an LLM from Yale. He has published several books and numerous articles on dispute resolution (some dealing with “grids” of mediator orientations—facilitative-evaluative/broad-narrow), and several articles on the potential contributions of mindfulness to law and mediation practice.



**RACHEL WOHL** (Malibu and Nashville) is a mediator and attorney who teaches conflict resolution and mindfulness meditation classes, nationally and internationally. She was previously the director of the Maryland Mediation and Conflict Resolution Office and is adjunct faculty at the University of Maryland Law School. She received the Association for Conflict Resolution’s Mary Parker Follett Award for Innovation. She co-chaired the ABA Dispute Resolution Section’s Task Force on Improving Mediation Quality and was a founding board member of Mediators Beyond Borders (MBB). She is currently working on MBB capacity-building projects in the Czech Republic and Cambodia. She has been meditating for over 20 years and recently coauthored “Mindfulness in the Heat of Conflict: Taking Stock,” published in the Harvard Negotiation Law Review, vol. 20.

## PRACTICAL MINDFULNESS: CLEAR AND CALM IN THE HEAT OF CONFLICT

### NASHVILLE

This course will provide new practical tools for remaining focused, calm and present, even in the heat of conflict. You will learn the basics of mindfulness meditation and “Taking STOCK,” a practical technique that enables conflict resolution professionals and others to continually integrate mindfulness into their work and lives. We all aspire to provide high-quality service and to derive satisfaction in the process, but often face barriers to fulfilling such aspirations. Stress, our fast-paced lives, conflicting demands, anxiety, burn-out and other challenges distract us from bringing our whole selves to bear upon our work and our lives, even when we are trying to do so. Mindfulness, a systematic method of paying attention, deliberately, in the moment, without judgment, can help us gain awareness of our mental and emotional processes, our habitual reactions, and their manifestations in our mind, body, and breath. Such self-awareness opens the door to

developing ourselves in ways that will enable us to be more skillful and to get greater satisfaction from our work and our lives.

#### *What you will learn:*

- ▶ The basics of mindfulness meditation, a systematic method of moment-to-moment non-judgmental awareness, which develops both calmness of mind and body and deep insight into the workings of our minds and hearts
- ▶ To better understand and deal with your own reactions to conflict
- ▶ To deepen self-awareness and be kinder to yourself and others
- ▶ The Taking STOCK technique, which you will practice to integrate and maintain mindfulness in various negotiation and dispute resolution roles

## STRATEGIC NEGOTIATION SKILLS

### MALIBU & NASHVILLE

Lawyers, managers, and other professionals can learn the latest negotiation theories and techniques in this interactive, practical, and entertaining course. Strategic negotiation skills evolved from extensive work with more than 40,000 lawyers and managers in 40 states. Building on the empirical data from the fields of business, communication, and psychology, the course utilizes sophisticated simulations and case studies to create a conceptual road map for negotiation strategy.

#### What you will learn:

- ▶ Characteristics of distributive and integrative bargaining
- ▶ Three styles of negotiations
- ▶ Recognition and management of mixed-motive exchange
- ▶ Techniques of competitive and collaborative negotiation
- ▶ Interplay between style and strategy
- ▶ The strength of alternatives in negotiation
- ▶ Negotiation tactics and how to counter them
- ▶ Sources and uses of power
- ▶ Avoiding conflict aftermath
- ▶ Evaluation of negotiation success



**L. RANDOLPH LOWRY** is president of Lipscomb University in Nashville, Tennessee. In 1986 he founded the Straus Institute for Dispute Resolution and was a professor of law at Pepperdine University School of Law until assuming his current position in 2005. He also works as a conflict-management consultant to one of the nation's largest hospital companies and for five years has served as board chair for two nonprofit health care organizations. A lawyer, active mediator, consultant, and internationally recognized educator, he is on the faculty at Baltimore Law School and City University in Hong Kong.



**JOHN LOWRY** is a recognized authority on negotiation through his experience as a lawyer, business consultant, negotiation coach, entrepreneur, researcher, and university administrator. His results-focused systematic approach to negotiation has been successfully implemented by thousands of professionals across the United States. Lowry serves as vice president of external affairs at Lipscomb University in Nashville, Tennessee. He is also the founder and executive director of Spark, Lipscomb's Idea Center located in Franklin, Tennessee, a state-of-the-art corporate learning and innovation center. Lowry is an assistant professor of management and also serves as president of The Lowry Group, LLC (TLG). At TLG, he provides negotiation, mediation, and conflict management training and facilitation for law firms, multinational companies, governmental entities, major insurance companies, health care organizations, and other businesses. Throughout Lowry's career, he has trained thousands of professionals around the country. Prior to moving to Nashville, Lowry practiced law with Strasburger & Price, LLP in Dallas, Texas.



*Lipscomb University Institute for Conflict Management assembles the best thinkers from a wide range of fields—law, business, sociology—to examine why conflicts arise. The institute takes its place not just as an organization which provides master's level academic training in conflict management, but also to provide conflict resolution skills to community organizations, governmental entities, churches, corporations, and individuals.*



# PREVENTING BAD SETTLEMENT DECISIONS AND IMPASSE:

USING BRAIN SCIENCE, GAME THEORY, ANIMATED COMMUNICATION, AND MICRO-INTERVENTIONS

## MALIBU & NASHVILLE

The fact patterns of this course will be familiar to the experienced mediator and trial advocate in negotiation: difficult people, heightened emotions, overly confident case assessments, deeply held beliefs, and barriers to rational deals.

We will explore the neuropsychology behind these defining characteristics and the mediator micro-interventions that can turn them from impasse ingredients to the seeds of a successful deal. We will explore modern brain science—not only as a way to explain what is going on at the table, but in developing tools that mediators can use to meet participants where they are and communicate with them effectively. We'll tie communications theory in as we animate game theory as an interactive way to continually reassess and communicate developing outcome scenarios.

Most mediators operate on instinct, intuition, and experience. This session will elevate your practice. You'll learn enough of the theoretical underpinnings of neuropsychology to gain clarity, understanding, and a driving purpose to kick your game up a notch. And you'll get to immediately practice effective tools that will help you implement that theory in the working laboratory that is this advanced course.

You'll walk out not only with a new appreciation for how the mind processes negotiations, but how participants can intervene in the moment to increase the odds of a successful round—on the Monday after the course.

### What you will learn:

- Basics of neuropsychology and brain science
- Dealing with difficult people
- You can't separate the people from the problem—we're emotional beings—even in commercial cases
- How to deal with deeply held beliefs—matters of principle (not principal)
- Introduction to game theory
- A look at decision-tree analysis
- Communication theory—the “power of pictures” since the Kennedy-Nixon Debate and the video game culture
- How to deal with issues at a micro level so they do not risk impasse



**DON PHILBIN, JD, MBA, LLM**, is president of Picture it Settled, Moneyball for Negotiation, curator of ADRtoolbox.com, and an adjunct professor of law. He was named Lawyer of the Year in San Antonio by Best Lawyers (2014, 2016), was recognized as the 2011 Outstanding Lawyer in Mediation by the *San Antonio Business Journal*, is one of eight Texas lawyers listed in *The International Who's*

*Who of Commercial Mediation*, and is listed in *Texas Super Lawyers*. He is an elected Fellow of the International Academy of Mediators, the American Academy of Civil Trial Mediators, the Texas Academy of Distinguished Neutrals, and is past chair of the State Bar of Texas ADR Section.



**DOUGLAS E. NOLL, AV-rated**, is listed in *The Best Lawyers in America* and is a Northern California Super Lawyer. Noll holds an MA in peacemaking and conflict studies from Fresno Pacific University and is an adjunct law professor at San Joaquin College of Law. He is a Distinguished Fellow of International Academy of Mediators and American College of Civil Trial Mediators and is certified by the International Mediation Institute. His books include *Elusive Peace: How Modern Diplomatic Strategies Could Better Resolve World Conflicts*; *Sex, Politics, and Religion at the Office: The New Competitive Advantage*; and *Peacemaking: Practicing at the Intersection of Law and Human Conflict*.

## CONGREGATIONAL PEACEMAKING: MANAGING CONFLICT AND CONGREGATIONAL CHANGE

### NASHVILLE

Congregations face tremendous challenges in the current cultural and religious environment. Yet it seems the place that should provide peace in the middle of trouble doesn't manage conflict well in many cases. Most leaders feel inadequate to address the conflict embedded in these complex, adaptive organizations. This course will provide skillsets that will help churches move productively through complexity and challenge.

#### *What you will learn:*

- ▶ Biblical guide to peacemaking – a theology
- ▶ Spiritual encouragement – the role/place of the “go-between” in balancing neutrality and fairness
- ▶ Conflict assessment – issues, positions, and interests
- ▶ Problem-solving processes – negotiation, mediation, arbitration, and moving beyond impasse
- ▶ Understanding and developing competencies as “conflict leaders/peacemakers” – leadership
- ▶ How to manage difficult personalities and hold productive conversations
- ▶ Learn to identify transformational opportunities and redesign the “church/family” environment
- ▶ Discover how to use conflicts as opportunities for personal growth, organizational learning, strategic change, emotional healing, and transformation/reconciliation “...the mind of Christ”



**STEVE JOINER** is the dean of the Institutes and managing director for the Institute for Conflict Management at Lipscomb University in Nashville, Tennessee. The Institutes at Lipscomb, along with offering academic master's degrees at the university, function as a service to businesses, governmental agencies, churches, and nonprofit organizations in leadership and transition in their systemic life. Joiner is also a nationally recognized mediator, trainer and educator in the field of conflict management. Joiner also teaches courses on leadership, negotiation, religious conflict, generationally generated conflict and conflict systems design at the graduate level. Joiner has mediated conflict in over 75 churches and other religious organizations. He serves on the board of directors of Biblijski Institut in Zagreb, Croatia, and the supervisory board of Leadership Tennessee. He is also a visiting professor at Southern Methodist University masters in dispute resolution teaching law students and non-law students in facilitation and generational conflict management.



**TIM POWNALL** is an assistant director of the Straus Institute. Pownall focuses on the Institute's international initiatives, faith-based ministries, and cooperative joint-degree programs. He serves as the chair of the board of the Center for Conflict Resolution, a faith-based, nonprofit enterprise that provides dispute resolution services in the Los Angeles County Superior Court. Pownall has provided consulting services in conflict management and training programs in negotiation and dispute resolution skills as a senior associate with Strategic Resolutions Group, LLC. He earned his master's in dispute resolution from Pepperdine University School of Law and his BA in psychology and religion at Pepperdine University.



RANDY LOWRY WELCOMES PARTICIPANTS AT NASHVILLE OPENING PLENARY SESSION

# THE ART OF FACILITATING DYNAMIC AND DIFFICULT GROUPS



MALIBU



Increasingly, managers and conflict resolution professionals are being asked to serve as the “facilitator” of larger groups which are discussing difficult issues—often with difficult people. The success of this work, for the entire group, depends on the skills of the facilitator. Often, we take on this challenge without thinking through the complexities and nuances that could move our groups from dysfunctional to dynamic, one capable of making effective decisions in a timely manner. This course targets those professionals who work with—or hope to work with—groups charged with discussing and making decisions about difficult issues.

*This course will be highly interactive, with specific examples from the instructors’ experience, simulated role-plays augmented by expert feedback, and consideration of the latest practices that support successful group processes.*

## What you will learn:

- ▶ How to assess the needs of your group
- ▶ Tools to help build a successful team
- ▶ Roles and responsibilities of a skilled facilitator
- ▶ How to understand and facilitate successful negotiations
- ▶ How to deal effectively with difficult group members
- ▶ Strategies that support effective communication
- ▶ Techniques that build and maintain cohesive group dynamics
- ▶ Classic pitfalls to avoid



**DONNA SILVERBERG**, the president of DS Consulting, has been in the field of mediation and facilitating consensus-building efforts involving nonprofits; businesses; local, state, federal, and tribal governments; and the public for more than 25 years. Her work has included a wide range of issues and groups addressing complex topics such as health care policy, endangered species, water quality, human resources, nonprofit board planning and management, land use management, multicultural interactions, and organizational development. She is an adjunct professor at Lipscomb University’s Institute for Conflict Management and a visiting instructor at the University of Idaho.



**CHARLES WIGGINS** is professor of law (retired) at the University of San Diego. He is also guest professor at the University of Amsterdam in the Netherlands. He received his JD from the University of California, Hastings, where he was editor-in-chief of the law review, and his LLM from Yale. He is past chair of the Dispute Resolution Section of the Association of American Law Schools. Wiggins maintains a private consulting practice, providing negotiation and conflict management training, and facilitation and mediation services, to businesses, governments, and nonprofit institutions throughout the world. Wiggins is a three-time Fulbright Scholar, and the coauthor of *Negotiation and Settlement Advocacy* (2nd ed.).

## APOLOGY, FORGIVENESS, AND RECONCILIATION

### NASHVILLE

This class will examine each of the themes of Apology, Forgiveness, and Reconciliation. A spectrum of definitions and meanings of each theme will be explored. A variety of approaches on how to implement each theme will be discussed. The material will be addressed from the context of governing our own lives, providing professional advice to another as an advocate, and serving as a mediator. Class material will include religious and non-religious perspectives on these themes.

#### *What you will learn:*

- ▶ A variety of meanings of apology and forgiveness
- ▶ Components of apology, forgiveness, and reconciliation
- ▶ Psychological needs address by apology and forgiveness
- ▶ Attorneys recognizing risks and benefits of client apologies
- ▶ Techniques for mediators to encourage apology or forgiveness
- ▶ Ethical issues arising from mediators encouraging apology or forgiveness



**PETER ROBINSON** is the managing director of the Straus Institute for Dispute Resolution and professor of law at Pepperdine University School of Law. He has presented advanced negotiation and mediation skills courses throughout the United States and in more than 10 foreign countries. He has served on the boards of the California Dispute Resolution Council, the Southern California Mediation Association (SCMA), Dispute Resolution Services of the LACBA, the Ventura Center for Dispute Settlement, and the Christian Conciliation Service of Los Angeles. The SCMA recognized him as Peacemaker of the Year in 1999. He is a Fellow of the International Academy of Mediators and was recognized as a Southern California Super Lawyer in the area of mediation in 2006 and 2008. After being appointed by the Los Angeles City Attorney, he successfully mediated all the environmental objections to building the Farmers Field football stadium in downtown Los Angeles.



**LEE TAFT** is a pioneer in the movement to transform cultural and legal responses to conflict. His scholarship focuses on the interrelationship between accountability and healing in mediation and litigation contexts. His essays have been published in the country's leading scholarly journals such as the *Yale Law Journal*, the *Michigan Law Review*, and the *Harvard Health Policy Review*. His unique mediation protocols—based on 20 years experience as a plaintiff's litigator and a Harvard education in religion and ethics—integrate forgiveness theory with praxis so that the conflict is resolved and the party's relationship is restored.







PEPPERDINE UNIVERSITY

## The Straus Institute Recognized as a National Leader Ranked #1 Dispute Resolution Program for 11 of the Last 12 Years!

When Pepperdine University School of Law first began to establish an internationally recognized institute for dispute resolution in 1986, no one could have foreseen the indelible mark it would make in its relatively short 29-year life. The combination of vision, leadership, and tireless energy has made the Straus Institute more successful than anyone imagined as it has grown to nine full-time faculty and 16 staff members, serving more than 4,000 people a year.

The efforts were recognized when *U.S. News & World Report* began ranking dispute resolution programs at law schools 19 years ago. For 14 years it awarded Pepperdine the Number One ranking in the country, and for all other years, placed it in the Top Three.



### PEPPERDINE UNIVERSITY IN MALIBU, CALIFORNIA



THE STRAUS INSTITUTE IS A PART OF PEPPERDINE UNIVERSITY SCHOOL OF LAW, which is located in Malibu, California. While the magnificent vistas provide a beautiful setting for study and contemplation, Pepperdine is only 12 miles from the energy and night life of Santa Monica and 25 miles from downtown Los Angeles.

#### MALIBU ACCOMMODATIONS

Participants should make their own hotel arrangements. A hotel list is sent with the confirmation letter and is available online at: [law.pepperdine.edu/about/visitor-information/malibu/hotels.htm](http://law.pepperdine.edu/about/visitor-information/malibu/hotels.htm)

### LIPSCOMB UNIVERSITY IN NASHVILLE, TENNESSEE



LIPSCOMB UNIVERSITY INSTITUTE FOR CONFLICT MANAGEMENT AND STRAUS INSTITUTE are pleased to present the first Fall Professional Skills Program in Nashville, Tennessee. Gather around the microphone where Elvis became a legend. Dig into the roots of American music at the Country Music Hall of Fame. From Symphony Hall to Capitol Hill, Nashville offers a host of one-of-a-kind experiences you'll find genuinely rewarding. Your weekend with the nation's masters in mediation and negotiation in Music City will also provide you opportunities to enjoy good food, interesting neighborhoods, and more live music than anywhere else. Named 2011 Best Music Scene by *Rolling Stone* magazine, the city boasts the largest songwriter community in the world and is home to the longest continually running live radio show in history—*The Grand Ole Opry*.

Nashville International Airport is 15 minutes from the Lipscomb University Campus.

# REGISTRATION 2016 COURSES IN DISPUTE RESOLUTION

All registrations are accepted on a first-come, first-served basis. Registrations will be accepted as long as space permits.

Name \_\_\_\_\_  
 First name as you would like it to appear on name tag

Organization \_\_\_\_\_

Position \_\_\_\_\_

Mailing address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

E-mail \_\_\_\_\_

Business phone ( ) \_\_\_\_\_ Mobile ( ) \_\_\_\_\_

I WOULD LIKE TO ATTEND THE FOLLOWING COURSE:  
 (Please choose only one course - per location)

MALIBU  
 NASHVILLE

- STAR: A Systematic Approach to Mediation Strategies
- Advanced Mediation: Skills and Techniques
- "You're Fired!" Resolving Workplace Disputes through Mediation and Other ADR Processes
- Family Law Mediation: When Time Is Not on Your Side
- Mediating Complex Construction Disputes
- Elder-Care Mediation
- Conflict Resolution Consulting
- Using Practical Tools of Mindful Awareness to Improve the Work and Lives of Lawyers, Mediators, Negotiators, Judges, Arbitrators, and Managers
- Practical Mindfulness: Clear and Calm in the Heat of Conflict
- Public Sector Mediation: Skills and Drills
- Strategic Negotiation Skills
- Preventing Bad Settlement Decisions and Impasse Using Brain Science
- The Art of Facilitating Difficult and Dynamic Groups
- Congregational Peacemaking: Managing Conflict and Congregational Change
- Apology, Forgiveness, and Reconciliation

For Malibu, California and Nashville, Tennessee: include a \$1,495 or \$1,395 early registration fee with this form (\$995 for governmental and nonprofit).

Chicken lunches are served. Check here for vegetarian lunches.  
 Special dietary needs: \_\_\_\_\_

Checks should be payable to: PEPPERDINE UNIVERSITY (Please note: if a check refund is needed, participants must submit a W-9 form to the University.)

Enclosed is my check in the amount of \$ \_\_\_\_\_

**Credit cards are the preferred method of payment.**

Please charge \$ \_\_\_\_\_ to my  VISA  MasterCard

Card # \_\_\_\_\_ Exp. \_\_\_\_\_ CSC \_\_\_\_\_

Name on card \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

## FEES

**Malibu** The fee, including meals and materials, is \$1,495. Registration received by Friday, May 13, 2016, will be given a \$100 discount. Early registration discount does NOT include governmental or nonprofit organizations. A reduced rate of \$995 is available for employees of governmental and nonprofit organizations.

**Nashville** The fee, including meals and materials, is \$1,495. Registration received by Friday, September 16, 2016, will be given a \$100 discount. Early registration discount does NOT include governmental or nonprofit organizations. A reduced rate of \$995 is available for employees of governmental and nonprofit organizations.

Should a paid participant be unable to attend, tuition, less a nonrefundable fee of \$200 for Malibu and Nashville will be refunded or a substitute may attend the program.

## \*MCLE

These activities approved for 18 hours of MCLE credit by the State Bar of California. Pepperdine University certifies that this activity conforms to the standards for approved education activities prescribed by the rules and regulations of the State Bar of California governing MCLE. Straus programs have been accepted for MCLE credit across the nation.

## TAX DEDUCTION OF FEES


Education expenses (enrollment fees, course materials, and travel costs) may be deductible if they improve or maintain professional skills. Treas. Reg. Sec. I 162-5.

## GUARANTEE

All programs of the Straus Institute for Dispute Resolution are offered with a complete guarantee of satisfaction. If a participant completes the entire program and is dissatisfied with the course content or performance of the faculty, the tuition fee will be refunded.

## UPCOMING INSTITUTE PROGRAMS

For information on future dispute resolution skills programs call **Lori Rushford** at 310.506.6342 or e-mail [lori.rushford@pepperdine.edu](mailto:lori.rushford@pepperdine.edu).

TO REGISTER AND PAY ONLINE   
[straus.pepperdine.edu](http://straus.pepperdine.edu)  
 Click on the tab "Training and Conferences"



Submit to:  
 Straus Institute for Dispute Resolution  
 Pepperdine University School of Law  
 24255 Pacific Coast Highway  
 Malibu, California 90263  
 310.506.4655 | FAX 310.506.4437

## PEPPERDINE | School of Law

### STRAUS INSTITUTE FOR DISPUTE RESOLUTION

### *Translating Theory into Practice*

#### INSPIRED BY OUR TRAINING PROGRAMS? APPLY FOR AN ACADEMIC DEGREE IN DISPUTE RESOLUTION.

With over 52 different dispute resolution courses, students have access to topics not covered in our professional training programs, and Pepperdine offers the following academic programs:

- ▶ LLM in Dispute Resolution
- ▶ LLM in International Commercial Arbitration (ICA)
- ▶ LLM in International Commercial Law and Arbitration (ICLA)
- ▶ LLM in International Commercial Law and Dispute Resolution (ICLDR)
- ▶ LLM in US Law and Dispute Resolution
- ▶ Masters in Dispute Resolution
- ▶ Certificate in Dispute Resolution

For additional information on academic program content, faculty, or application, contact Sarah Gonzales at 310.506.7454 or e-mail [sarah.gonzales@pepperdine.edu](mailto:sarah.gonzales@pepperdine.edu).

[straus.pepperdine.edu](http://straus.pepperdine.edu)

#### UPCOMING STRAUS EVENTS

HONG KONG/BEIJING STUDY TOUR  
MAY 23–JUNE 3, 2016

WOMEN'S NEGOTIATION ACADEMY  
MALIBU, CALIFORNIA  
MAY 23–24, 2016

MEDIATING THE LITIGATED CASE  
MALIBU, CALIFORNIA  
AUGUST 1–6, 2016

MEDIATING THE LITIGATED CASE  
WASHINGTON, D.C.  
SEPTEMBER 15–17 & 19–21, 2016

SOUTHERN CALIFORNIA MEDIATION  
ASSOCIATION CONFERENCE  
COSPONSORED BY STRAUS INSTITUTE  
MALIBU, CALIFORNIA  
NOVEMBER 5, 2016

WOMEN'S NEGOTIATION ACADEMY  
WEST LOS ANGELES, CALIFORNIA  
DECEMBER 1–2, 2016

MEDIATING THE LITIGATED CASE  
IRVINE, CALIFORNIA  
FEBRUARY 9–11 & 23–25, 2017