



12th ANNUAL
UCCR SYMPOSIUM
May 20th and 21st, 2010



==== **CONFLICT RESOLUTION CENTER STAGE** =====

Stepping Into the Spotlight and Surpassing Expectations

CONFLICT RESOLUTION CENTER STAGE

Stepping Into the Spotlight and Surpassing Expectations

12th Annual UCCR Symposium

Date: May 20th and 21st, 2010

Location: The Country Club, 2400 Country Club Drive (2380 S.), Salt Lake City, Utah 84109 • www.saltlakecountryclub.com

Thursday, May 20 (3.0 Hours CLE and ADR Training)

- 4:45–5:00 Overture—Welcome and Registration**
- 5:00–7:00 The Playbill—Silent Auction and Social Hour**
- 5:00–7:00 Casting Call:**
A time to Meet, Mingle, and Access Information from Dynamic Professionals (1.5 Hours CLE)

During this fun-filled, "speed-dating" style activity, attendees will have the opportunity to attend six information-packed 15-minute sessions and gather from local and national ADR experts their most important and useful ideas about ADR, including tips and tricks on marketing, general practice operations and skill development. The final five minutes of each session will be reserved for Q & A. Between each session the attendees may enjoy a quick five minute social break, grove to live jazz music, and check silent auction bids before rotating to the next expert of their choice.

Participating Experts include:

Lee Jay Berman, Jeffrey Krivis, Susan Peahl, Jim Melamed, Serena K. Lee, Lance Tanaka, Collette Harrick, Jay Wilgus and Paul Felt

- 7:00-9:00 Dinner, Improv and Entertainment**
- 7:00-7:30 Act I: Peacekeeper Award and Ad-Lib Live Auction**
- 7:30-9:00 Act II: Improvisational Negotiation (1.5 Hours CLE)**
Jeffrey Krivis and Sue Peahl

Throughout this entertaining and interactive program, Jeffrey Krivis and Susan Peahl reveal what improvisation is all about and illustrate the tremendous value it brings to our lives as communicators and ADR providers. Improvisational Negotiation brings together theatre and advanced communication techniques that improve negotiation skills. These skills will light up the circuitry in your brain so that you are agile and quick on your feet. You can't script every negotiation or mediation, but you can be prepared to make the most out of every opportunity presented to you. Come, be creative and have fun while learning a new skill set that can be implemented Monday morning, or even tonight!

- 9:00 Concluding Remarks and Intermission**
Silent Auction open through intermission and Friday's program

Friday, May 21 (6.0 Hours CLE and ADR Training)

- 8:00-8:25 Curtain Call**
Continental Breakfast and Registration
- 8:25-8:30 Cast and Credits**
Welcome to the Show and Introduction of the UCCR Board
- 8:30-9:00 BREAKING Through The Box:**
Creativity and Improv
Jeffrey Krivis and Susan Peahl

Resolving conflict is all about creativity, exploring different approaches and being willing to take the road less traveled. This 30-minute "morning wake-up call" builds on the previous evening's program by opening the professional's improv tool box and demonstrating how the tools can be optimally applied.

- 9:00-10:00 A View from the Balcony:**
Assessing the public perspective of ADR and how to educate and spread the word
Lee Jay Berman

Alternative dispute resolution processes have certainly come a long way. Participating in an ADR process is very much the norm for attorneys. But what is the public's perception of the various ADR processes? Are they confusing? Are they utilized to their full potential? How can the good word about them be spread? The public's perception and knowledge are vital to the success of alternative dispute resolution as well as its practitioners, users, and communities. Let's explore the potential that lies ahead!

- 10:00-10:30 Break**
- 10:30-12:00 Considerations for Future Acts:**
The Potential and Outlook of ADR
Moderator: Nate Alder
Panel: Lee Jay Berman, Jeffrey Krivis, Jim Melamed, Serena K. Lee

What is the realistic potential and outlook of ADR? What must we learn from the past and present as we move into the future? What new ADR services and applications might we see in the future? Does ADR play a different role in uncertain economic times? Can the profession become more sophisticated and still remain flexible? Is the profession unified or fractured? What can smaller markets like Utah learn from larger markets? How important is advanced training and skill development? Why are UCCR and its membership essential to the future of ADR?

- 12:00-12:45 Lunch on Broadway**
- 12:45-1:45 Breakout Session I**

So You Think You Can Act? Making It Big in ADR
Lee Jay Berman
Have you ever thought about a career as a mediator or taking your mediation practice to the next level? This may seem daunting, especially in this increasingly competitive field. This session will alleviate some of that initial fear and provide a solid base of practical information you can use to start your own mediation practice. Find out what it takes to launch a professional mediation practice. See if your talent, experience,

education and personality are suited for a career in mediation. Learn what to expect when beginning in the field, and what makes some mediators more successful. Many mediators enjoy mediating, but are uncomfortable managing the business and marketing aspects of a mediation practice. This session gives you straight information about what works and what does not from my own experience.

- A Spotlight on Utah: The global future of ADR**
Lew Cramer

Lew Cramer, President and CEO of the World Trade Center Utah, discusses the importance of international trade to Utah's economy and the role ADR plays in it. The mission of the World Trade Center Utah is to assist grow companies into profitable global markets. It is a first stop trade information hub where a business can receive an initial analysis of their trade capabilities, challenges, and opportunities; referrals to the most relevant services; and access to essential educational events to increase their expertise. How does this work put the spotlight on ADR in Utah?

- A New Hybrid ADR Process: A Judge and a Mediator Collaborate**
Michelle Roybal, Magistrate Judge Sam Alba, Karin Hobbs

Courts are exploring new methods of dispute resolution as they adjust to slashed budgets and the various economic struggles that have reached our courtrooms. The reality of today's courthouse administration calls for an increased use of mediators to alleviate the tensions in dockets and in staffing. The mediator is an invaluable resource whose potential extends far beyond its conventional role. This session will introduce an innovative court-annexed ADR process that combines the federal judicial settlement process with a private mediation. Can a judge and a mediator collaborate on resolving a complex multi-party case? Can the court and/or an advocate initiate such a process to assist the judiciary in bringing more effective case management, and possibly settlement, to a multi-party, protracted, or complex discovery-laden litigation? Does this process adequately address today's economic reality? Does this method illustrate ADR's potential and possibly inspire other innovative approaches?

- 1:45 Break**
- 2:00-3:00 Breakout Session II**

- Law School? Who Needs It? Not this Mediator**
Lee Jay Berman

Lee Jay Berman is not a lawyer. Never has been. But he is a mediator, and most years he resolves from 75 to 90 disputes. Some people are a little hesitant to use a mediator who has never been to law school. After Berman mediated a case for a partner at a big Oakland law firm, however, the partner decided that it was not an issue and even said, "That's probably the best recommendation I could give." Berman estimates that non-attorneys represent only 3 percent to 5 percent of mediators in the field. Berman has made it his career.

- How to Become a Full Time Neutral**
Lance Tanaka

This session will explore the qualifications and benefits of an arbitrator and mediator on the American Arbitration Association's panel. What experience, expertise and training are required? What about non-attorneys? What other qualities, such as reputation and other activities, are sought by organizations such as the AAA? What really counts? What are the benefits of joining an administrative institution or going ad hoc?

- Evolving and Innovative Modalities of Mediation Communication**
Jim Melamed

There are multiple communication modalities in mediation. These modalities include dimensions such as face-to-face or online, together or separate, real time or asynchronous, visual, auditory, kinesthetic, text, image, audio or video. This session will explore, answer and discuss such questions as: How is this changing (with web sites, email, attachments, faxes, texting, cell phones, skype, etc.)? How can we best choreograph familiar and new modalities to best get the job done while providing the most value to the user? How is all this likely to evolve?

- 3:00 Break**
- 3:15-4:15 Breakout Session III**

- Social Media as Dialogue: Building Rapport with Your Audience**
Tammy Lenski

Is it possible to leverage the Internet to market your ADR practice without having the geek gene and without wasting your valuable time? In this interactive session conducted from NH, Dr. Tammy Lenski will teach you: the three key mindsets to bring to your participation in online networking, how to choose the social media platform that's right for you, how to avoid the black hole of wasted time, what key social networking mistakes to avoid, and how to get started and the best (and easiest!) tools for the job.

- Ethical Considerations and Disclosure Issues in Arbitration**
Serena K. Lee and Lance Tanaka

This is an interactive session where participants deal with and discuss mock scenarios. Participants will be led through a discussion on ethical considerations and disclosure issues for arbitrators in both the ad hoc and administered arbitration setting. In addition, to a review of the Code of Ethics for Commercial Arbitrators and grounds for vacatur of arbitral awards, attendees will be engaged with mock scenarios that may have an impact on the neutral and the impartial role of that arbitrator.

- Advanced Mediation Techniques for Big-Issues In Divorce and Custody**
Jim Melamed

This session is designed for professionals who desire to expand their mediative strategies, negotiation skills and problem-solving techniques. The focus will be on mediating custody and parenting issues, facilitating agreements on child and spousal support and property and debt issues. Mr. Melamed will illustrate specific techniques that can be implemented at your next mediation.

- 4:15 That's a Wrap**
Symposium Concludes and Silent Auction Items Awarded

- 4:30 Peacekeeper Tree Planting and Reception at International Peace Gardens**

REGISTRATION INFORMATION

You may register either **on-line at our website www.uccr.net or by mail**. If registering by mail send registration form and check (payable to UCCR) to: UCCR, P.O. Box 521656, Salt Lake City, Utah 84152-1656

For more information: email info@uccr.net or call UCCR at (801) 685-UCCR (8227) or visit www.uccr.net
Persons with disabilities, who may need assistance, are requested to contact UCCR at (801) 685-UCCR (8227) by May 13, 2010.

Location: The Symposium will be held at The Country Club, 2400 Country Club Drive (2380 South), Salt Lake City, Utah 84109 • <http://www.saltlakecountryclub.com/>
Directions will be available on our website. Complete registration form and enclose with check.

Registration Form:

Name: _____

Mailing address: _____

Phone: (best number to reach you) _____

Email: _____

- Please check here if you do not want your contact information to be listed in a directory of conference participants.

Note: All registrations received on or after May 13, 2010 will be charged an additional \$25.00.

Conference Prices: Select and total applicable items

Full Symposium:

- \$175.00** UCCR members, government employees or non-profit.
- \$210.00** Non-UCCR members
- \$135.00** Students

School _____ ID # _____

\$60.00 Subsidized Student Rate (email info@uccr.net for approval before marking)

This year we are again offering a limited number of Student Subsidies subsidized through donations. These subsidies will be offered on a "first come, first serve" basis.

Syposium Day One Only:

- \$80.00** UCCR members, government employees or non-profit.
- \$90.00** Non-UCCR members
- \$80.00** Students

Syposium Day Two Only:

- \$110.00** UCCR members, government employees or non-profit.
- \$150.00** Non-UCCR members
- \$90.00** Students
- \$25.00** Additional fee for late registration on and after May 13, 2010 – applies to all registrants.
- \$13.50** CLE Credit (9 Hours total CLE)
- \$75.00** UCCR Membership Dues
- \$20.00** UCCR Family Section Dues
- \$20.00** UCCR Workplace Section Dues
- \$25.00** UCCR Student Membership Dues
- _____ **\$\$\$ Donation to go towards UCCR Educational Fund**

TOTAL DUE

To pay with a Credit Card, go to www.uccr.net. If writing a check, make payable to UCCR.