



PENNSYLVANIA
COUNCIL OF MEDIATORS

2022

34th Annual Conference

April 29-30, 2022

Hilton Harrisburg

9 Workshops

CLEs...CEs...

Many Thanks to our Conference Sponsors

Association for Conflict Resolution, Greater Philadelphia Chapter: networking and education for practitioners in any form of conflict resolution in SE Pennsylvania, Delaware and Southern NJ.
<http://ACRPhilly.org>

Eckert Seamans: a full-service national law firm with Pennsylvania offices in Philadelphia, Pittsburgh, and Harrisburg, <https://www.eckertseamans.com>

Mediation Council of Western PA: Resolving disputes. Managing conflicts. Supporting mediators.
<https://www.mediationcouncilpa.org/>

Unruh Turner Burke & Frees, PC: a full-service law firm achieving efficient and effective legal outcomes for our clients through trusted counsel and guidance. www.utbf.com

PA Attorney CLE (including Ethics) & Social Worker CE Credits Available

NASW-PA Chapter is a co-sponsor of this workshop. Up to 12.5 CEs will be awarded for completion of this course. NASW has been designated as a pre-approved provider of professional continuing education for social workers (Section 47.36), Marriage and Family Therapist (Section 48.36) and Professional Counselors (Section 49.36) by the PA State Board of Social Workers, Marriage & Family Therapists and Professional Counselors.

Pre-Conference Training

FRIDAY, APRIL 29th

8:00 - 8:30 am

Registration and Continental Breakfast

8:30 am – 4:00 pm

Pre-Conference Training (continental breakfast & lunch included)

RE-CENTERING YOUR PRACTICE:

The discipline of understanding the choices we make as conflict resolution practitioners in difficult situations



Susanne Terry is co-founder, with Michael Lang, of the Reflective Practice Institute which was created to advance thoughtful discipline. Susan pioneered mediation and conflict education in the state of Vermont. She created the Mediation Program of Woodbury College which later moved to Champlain College as a graduate degree program nationally recognized as the first skills-based conflict education program in the country. Susan has had a diversified national and international practice of mediation and facilitation which includes work with families, organizations, environmental issues, education, community, and human rights. She has been recognized for excellence in her work both within the state of Vermont and New England, having received the New England Association for Conflict Resolution Pioneer Award, the Francine Page Excellence in Teaching award, and the APFM Outstanding Mediator of the Year award. She is recognized nationally through her leadership work in the Association for Conflict Resolution. Susan is an author and editor of *More Justice, More Peace: When Peacemakers are Advocates* (2020).

Re-centering Our Practice is an interactive workshop consisting of presentations, demonstrations, case studies and skills practice. The workshop engages practitioners in a reflective approach to mediation, thinking about why we make the choices that we do. Workshop components include:

- The Discipline of Debriefing Reflectively. This section deals with understanding the choices we make as practitioners, focusing on a supportive and disciplined process for debriefing mediations. This process shifts the debrief from a “what went well/what could have gone better” method to one of assisting the mediator to examine the mediation more deeply. The process supports the mediator in understanding why they made the choices they made and then to examine their wisdom.
- The Challenge of Ethical Decisions. This section looks at the various ethical and moral guides available to mediators and how we might use them to make sound ethical decisions. Against the background of the field’s guiding principles, we will consider Best Practices, if any, and then look at our own thinking about the issues in several case studies which will be presented.
- Serving the Challenged Client. In this section we explore how we might better serve those clients with considerable challenges or interactive impairments. We often see people who have difficult histories and deeply ingrained problematic behaviors. People who have been deeply traumatized tend to do poorly in adapting new behaviors, changing their mind about their approach to conflict, or even being able to act in their own self-interest. It would be understandable to see these folks as uncooperative, negative, or intent on disrupting the mediation process. We will look at how we can adapt our thinking and skills to do a better job with serving trauma survivors and other troubled persons who are in mediation.

(5 Sub. + 1 Ethics CLE/CEs)

CONFERENCE SCHEDULE

FRIDAY, APRIL 29th

5:30 - 6:30 pm Wine & Cheese Networking Reception

6:30 - 7:45 pm Dinner

7:45 - 9:00 pm 2022 Most Valuable Peacemaker (MVP) Award: Aaron Erb



Aaron Erb is a community mediator and restorative justice practitioner committed to transforming conflict through community mediation, restorative dialogue, and trauma resiliency from a racial equity lens. With a Master of Arts in Conflict Transformation from the Center for Justice & Peacebuilding in Harrisonburg, VA, Aaron has nurtured a range of partnerships with community organizations, non-profits, legal system stakeholders, and educational entities. When he moved to Pittsburgh in 2016, he spent five years coordinating restorative justice and victim offender dialogue programs, first with Center for Victims' in the Allegheny County Juvenile Court system and later through the University of Pittsburgh's Just Discipline Project in a local middle school. In the Spring of 2020, Aaron co-founded and became Executive Director of Just Mediation Pittsburgh, a community mediation program that is dedicated to helping landlords and tenants find solutions to housing disputes. Aaron is committed to relational peacebuilding and community-driven efforts to promote justice and repair harms.

PCM is pleased to honor Aaron as our 2022 Most Valuable Peacemaker for the creative energy and imagination he brings to expanding the reach of conflict resolution in Pittsburgh and as a model for the rest of Pennsylvania.

Community Mediation in a Multi-faceted Public Health Crisis

Aaron will speak to the lessons learned in the past two years as community mediation resurfaced in the Pittsburgh area as a tool to combat eviction. He will outline the priorities that mediation brought to an eviction crisis exacerbated by the COVID-19 pandemic, address the ways community mediation approaches power imbalances inherent in the landlord-tenant relationship, and illuminate the thorniest issues and greatest promises of mediation from a community-driven approach. **(1 sub. CLE/CE)**

SATURDAY, APRIL 30th

8:00 – 8:45 am Continental Breakfast

8:45 – 9:45 am Plenary Session

DE-POLARIZING CONFLICT



Max Rivers will speak on Braver Angels, a national organization training people to moderate depolarizing workshops that seek to move people from hatred or disdain to respect and appreciation in severe conflict situations. Braver Angels offers structure for guiding individuals through effective 1:1 conversation with those they differ with in terms of politics, race, or geography. These conversations allow people to get to know each other as people, to understand each other's experiences and beliefs, and to look for common ground in how to bridge their differences. **(1 Sub. CLE/CE)**

WORKSHOPS

10:00 – 11:30 am Morning Session

A1 Interests vs. Positions: What parties really need to get so they can get what they really need

Josh Kershenbaum, Senior Counsel – ADR, Law Offices of Jennifer J. Riley



If there is magic in mediation, it's in the artful alchemy of separating interests from positions. The most effective mediators are more than just masters of this art; they are skillful teachers of the parties, who are the real artists of their agreements. In this session, we will sharpen our own abilities to distinguish interests from positions and explore how we can empower parties to employ these crucial skills to create the most effective, efficient, enduring resolutions to their conflicts.

(1 Sub. + 0.5 Ethics CLE/CEs)

A2 You Help Others But Who Helps You? Managing an ADR Practice and Maintaining Confidentiality

Gary Doernhoefer, Founder of ADR Notable



New emerging technology for dispute resolution professionals can help you bring automation to the management your cases. ADR Notable is a case and practice management technology platform designed specifically for individuals and firms providing dispute resolution services. Its development is the result of years of effort engaging with experienced mediators, academic faculty and their students, and experts providing a range of dispute resolution and conflict management training. Learn how technology can assist your practice and, most importantly, avoid liability and maintain data privacy.

(1.5 Ethics CLE/CEs)

A3 Breaking Through without Breaking Down

Deborah K. Gilman, Ph.D., licensed psychologist



Resistance feels personal. We often think it is our fault that the parties do not change. It's those highly resistant clients that burst our bubble and arouse our stress. Thus, one of the keys to dealing with resistance is to recognize that resistance is not personal unless we allow it to be. Resistance is a fact of the change process. You cannot change the parties; you can only change how you interact with them. Parties change when they decide to change. When we focus on how we are interacting, we empower ourselves to make needed adjustments when resistance is encountered. This highly interactive workshop will deepen your understanding of resistance and lead you in developing approaches to managing resistance with approaches that gracefully and eloquently manage client reactions, balancing between responses that are too passive and responses that might appear to be too confrontive. Ideally, you should be able to react in a situationally appropriate, yet decisive, manner when resistance is encountered.

(1.5 Sub CLE/CEs)

11:30 am -12:30 pm Lunch (included in registration fee)

12:30 - 2:00 pm Afternoon Session #1

B1 Using Neurolinguistic Programming and Nonviolent Communications in Couples Mediation

Max Rivers, The Marriage Mediator



This workshop will offer skills used in the Teamwork Marriage Mediation process adapted from Non-Violent Communication (NVC) and Neuro-Linguistic Programming (NLP) as supporting the mediation process. NVC helps disputants understand the causes of their conflict, and NLP helps clients change patterned thoughts that get in the way of implementing mediated outcomes.

(1.5 Sub. CLE/CEs)

B2 How to Have a Heart-to-Heart Conversation with Elders



Beth McKinley, Financial Advisor at Allied Financial Group at Thrivent



Ann Seitz-Brown, CDFA, Financial Advisor at Thrivent

Knowing how to initiate healthy heart-to-heart conversations with family about finances and potential needs in the future can be daunting. This includes discussing a strategy for making things easier on the family after a death. During this workshop, attendees will also learn more about the impact caregiving can have on relationships and finances and how to start those sometimes uncomfortable conversations. (No products or services sold through this workshop.)

(1.5 Ethics CLE/CEs)

B3 Expanding Your Practice Through Working with Qualified Interpreters, Part 1 of 2



**Dr. Holly Silvestri,
Sr. Coordinator of
Translation,
Training &
Curriculum,
National Center
for Interpretation,**

University of Arizona



**Carol Shaw,
Certified
Translator,
Master
Licensed
Court
Interpreter**



**Giovanna
Carriero-
Contreras,
CEO - Cesco
Linguistic
Services**

This presentation is part one of two sessions. It will allow the attendees to understand the basic principles of how to best work with and find qualified interpreters in all types of mediation. It will also give background information concerning the code of ethics for interpreters in these settings. In addition to a focus on all types of mediation, a portion will help those involved in Special Ed mediation to comprehend how language access requires special attention to details due to the intersection of school personnel involved in these meetings.

Part 1 will cover an explanation of translator vs. interpreter and the different skills required; a description of skillset required for interpreter and of qualifications; an examination of the interpreter code of ethics in legal settings vs. community settings; a consideration of how special ed mediation differs from other types of mediation for interpreters; and the special ed related laws and policies in Latin American countries and how they differ from those in US. Part 2 of this workshop continues in Session 3, starting at 2:15 pm.

(0.5 Sub. & 1 Ethics CLE/CEs)

2:00 – 2:15 pm Break

2:15 – 3:45 pm Afternoon Session #2

C1 Bias and Microaggressions: Looking beyond the reflection of your own experiences

Jessica Jaymes Purdy, CEO/Founder, FIC Human Resource Partners



The world we inhabit is a reflection of our own experience and expectation. Our biases exist precisely because of this reality. Microaggressions arise because we inhabit the world in a way that centers us and our unfamiliarity with the experiences of others. The principle of being neutral/multi-partial is paramount in mediation. In order to uphold this value it is crucial that mediators understand their own and other's biases and microaggressions. This interactive workshop will begin with a brief introduction to bias and microaggression and then use interactive discussion and breakout groups to explore them in greater detail.

(1.5 Ethics CLE/CEs)

C2 Expanding your Practice Through Working with Qualified Interpreters, Part 2



**Dr. Holly Silvestri,
Sr. Coordinator of
Translation,
Training &
Curriculum,
National Center
for Interpretation,**
University of Arizona



**Carol Shaw,
Certified
Translator,
Master
Licensed
Court
Interpreter**



**Giovanna
Carriero-
Contreras,
CEO - Cesco
Linguistic
Services**

Part 2 of this workshop will explore the process of finding qualified interpreters and verifying their qualifications. We will review best practices when working with an interpreter during mediation. When cultural differences arise in a mediation it is important to understand the difference between an interpreter and a cultural broker. We will discuss concepts of illness and disability in other cultures and how they might affect a mediation.

(0.5 Sub. & 1 Ethics CLE/CEs)

C3 Latest Developments in Family Law ADR in Pennsylvania



**Rochelle B.
Grossman, Esq.,
Potts,
Shoemaker &
Grossman, LLC**
30 years of family
law experience as
a litigator, mediator, arbitrator,
and Family Court Master.



**Lee A.
Schwartz, Esq.,
Schwartz, Fox &
Saltzman, LLC,**
Child Custody &
Divorce Lawyer.



**Carolyn Moran
Zack, Esq.,
Momjian
Anderer, LLC,**
family law
litigator, Family
Court Master,
mediator, arbitrator and
parenting coordinator.

Learn about the latest legal developments in Mediation, Arbitration, Collaborative Law and Parenting Coordination. The panel will lead an interactive discussion on techniques for effective mediation, collaborative law and arbitration and how they differ from other roles of the family lawyer.

(1 Sub. & 0.5 Ethics CLEs)

Conference Site and Room Accommodations

Hilton Harrisburg

One North 2nd Street (GPS-friendly address is 200 Market Street)
Telephone: 717-233-6000

To book a reservation by April 16th,
go directly to the PCM group page for the Hilton Harrisburg
by [Clicking Here](#)

or

call 1-888-370-0980, select option #1, then use code CNCLM

A limited number of rooms are reserved for conference attendees at \$154, plus tax.
Reservations must be made before April 16th to receive the special rate.

Overnight Self-Parking is available in the Walnut Street Garage located next to the hotel at 215 Walnut St. Please inform the Front Desk at check-in to receive the Hilton parking rate (\$10/night).

By Train: Walk five blocks (7 minutes) south on Market Street to the hotel.

Conference Questions Contact Barbara Foxman: 215-620-4218 or
bef423@mindspring.com

MASKING POLICY

The Hilton Hotel presently has a making policy for staff but does not require masking for patrons.

The PCM Conference masking policy will be guided by the CDC and Pennsylvania guidelines applicable at the time of the conference.

Masks are strongly encouraged.

See the next page for registration form.

REGISTRATION FORM

Name _____

Address _____

City/State/Zip _____

Phone (day) _____ (evening) _____ Email _____

SPECIAL COMBINATION PACKAGE: PRE-CONFERENCE & CONFERENCE

PCM Member \$325 _____

Non-Member \$365 _____

Volunteer Mediator \$250 _____

Full-time student \$200 _____ (Enclose copy of student ID.)

PRE-CONFERENCE ONLY: Friday, April 29

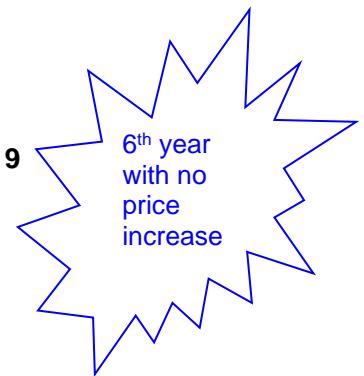
Pre-Conference training with continental breakfast and lunch

PCM Member \$165 _____

Non-Member \$180 _____

Volunteer Mediator \$130 _____

Full-time student \$110 _____ (Enclose copy of student ID.)



CONFERENCE ONLY: Friday Evening, April 29, and Saturday, April 30

Friday MVP program, Saturday plenary, workshops, continental breakfast and lunch

PCM Member \$185 _____

Non-Member \$200 _____

Volunteer Mediator \$135 _____

Full-time student \$115 _____ (Enclose copy of student ID.)

Friday Wine & Cheese Networking Reception & Dinner Buffet \$40 _____

PA CLEs

Pre-Conference: 6 CLEs \$30 _____ Conference: 6.5 CLEs \$32.50 _____

Social Work CEs NASW member \$20 _____ Non-member \$30 _____

TOTAL ENCLOSED: \$ _____

Please indicate your preference for Saturday Workshops

Morning Session

Afternoon Session #1

Afternoon Session #2

1st Choice A1 ____ A2 ____ A3 ____ 1st Choice B1 ____ B2 ____ B3 ____ 1st Choice C1 ____ C2 ____ C3 ____

2nd Choice A1 ____ A2 ____ A3 ____ 2nd Choice B1 ____ B2 ____ B3 ____ 2nd Choice C1 ____ C2 ____ C3 ____

Join PCM now and register at the Member rate

Includes a listing in the Find A Mediator section of the PCM web site (www.pamediation.org)
Individual/Organizational membership, add \$70 ____ Volunteer membership, add \$35 ____

A 25% cancellation fee will be applied after April 22, 2022.

Payment Options

- **Check:** Send this form and your check made out to "PCM" to:
PCM, 414 Barclay Road, Rosemont, PA 19010
- **Credit card:** Register and pay on the PCM web site www.pamediation.org.