

Zurich, Switzerland | June 1-3 2023



Resolving Conflicts with Hearts and Minds: The Value of Shared Experience

IAM

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Chambre Suisse de Médiation Commerciale

Schweizer Kammer für Wirtschaftsmediation

Camera Svizzera per la Mediazione Commerciale

Swiss Chamber of Commercial Mediation

IAM 2023 Spring Conference

Welcome to Zurich!

The conference planning committee, IAM President Steve Paul, IAM President-Elect Paul Van Osselaer, IAM Past President Michel Kallipetis, and Julia Jung, board member of the Swiss Chamber of Commercial Mediation (SCCM), welcome you to the Zurich Spring Conference, a joint partnership of IAM and SCCM.

Our conference brings together mediators from all over the world to share their experiences, insights, and best practices. It is an opportunity for us to learn from each other, to build relationships, and to foster greater collaboration in our efforts to promote the highest level of professionalism in mediation.

The theme of this conference is "Resolving Conflicts with Hearts and Minds: The Value of Shared Experience". Sharing our experiences can help build trust and empathy between conflicting parties. By telling stories, we create empathy, build connections, and convey complex emotions and ideas in a way that is relatable and engaging. We will explore how to reach out to the parties to engage them at different levels of perception, leading to solutions that make sense to them. But most of all, we want to learn from each other.

Please join us in Zurich to learn from an exceptional lineup of speakers and educational breakout sessions, and enjoy ample time to meet with colleagues. A special feature of the program, "Sights & Insights", combines the history and beauty of Zurich with discussions about today's mediation topics.

Zurich is a vibrant city that offers visitors a unique blend of natural beauty, rich history, and modern amenities. The city is also home to many museums and art galleries, including the Kunsthaus Zurich and the Swiss National Museum, which showcase Switzerland's rich cultural heritage. The city is sure to leave a lasting impression on anyone who visits. So come and experience the magic of Zurich for yourself!

Special thanks to the members of the planning committee and sub-committee: Barb Cornish, Andrea Hartmann, Julia Jung, Bill Marsh, Joyce Mitchell, Fernando Navarro, Paul Van Osselaer, Allan Stiff, Steve Paul, and Jay Rudolph.

Sincerely,
James T. Peter, Zurich Planning Committee and Conference Chair

For more information and/or to register for the conference, please [click here](#).



James Peter – IAM Planning Committee and Conference Chair



Steve Paul – IAM President



Paul Van Osselaer – IAM President-Elect



Michel Kallipetis – IAM Past-President

Resolving Conflicts with Hearts and Minds: The Value of Shared Experience

2023 Spring Conference Program

Wednesday, May 31

1400 - 1700

Board of Governors Meeting
General Sessions are in the Century Ballroom

Studio 1

Thursday, June 1

Guest/Spouse Tour: **Zurich/Felsenegg/Lake Zurich Tour** (5 hours – transportation provided) – Must be pre-registered. Time to be determined..

- 0700 **Registration desk open**
- 0915-0945 **Welcome and Introductions**
James Peter, IAM Conference Chair
Steve Paul, IAM President, and Julia Jung, SCCM Board Member
Birgit Sambeth, President of the Swiss Bar Association and IAM Distinguished Fellow
- 0945-1045 **Resolving Conflicts with Heart and Mind** - Sukhsimranjit Singh

Professor Singh will share his cross-border expertise on building bridges across cultures in this increasingly divided world through storytelling, sharing, and questioning. With his practice and research work in more than a dozen countries, Singh promises to make you think about our traditional norms and defines the term "cultures" broadly to include organizational culture. Join the presentation to think deeply, to breathe freely and to question generously.
- 1045-1100 **Break**
- 1100-1200 **Shared Experiences: The Art and Science of Storytelling** – Guest Speaker Karen Eber
Connecting with people is a critical skill for mediators. Sharing experiences in the form of storytelling allows us to form connections, expand thinking, and build trust. Discover the science behind skillful storytelling and how to engage the "five factory settings of the brain" in this highly informative and interactive presentation by Karen Eber, a global leadership consultant.
- 1200-1210 **Information and Organization of Sights & Insights** - James Peter and Julia Jung
- 1210-1310 **Lunch** (registered attendees only – in the Foyer)
- 1310-1350 **Breakout Discussion Groups** – Options and descriptions below
- 1350-1400 **Break**
- 1400-1715 **Sights & Insights** (registered attendees only)
Sights & Insights is a conference segment designed to enable the participants to get to know Zurich a little better and to deepen our collegial exchange. We have selected three places in Zurich where participants will receive historical and cultural information and engage in mediation-related discussions. The substantive discussions can continue during the walk from one site to the next. Participants will be divided into three groups and accompanied on foot from one site to another. *Further descriptions below.*
- 1800-1900 **Cocktail Reception** (in the Foyer)
- 1900 **Sign and Dine**

Friday, June 2

- 0700-0800 **Optional:** Meditation with IAM Members
- 0800 **Registration desk open**
- 0900-1000 **Conflict Resolution: From Alchemy to Chemistry** - Guest Speaker Roberto Azevêdo
The ability to establish rapport with the parties, understand their different perspectives, and act intuitively is a critical skill for any mediator. However, intuition is largely grounded in a set of unwritten principles related to human psychology and behavior that mediators discern in exercising their duties. Roberto Azevêdo will share how his intuition guided him throughout his career as a negotiator and mediator, and how he refined his skills by adopting a more structured view of conflict resolution, based on principles he developed throughout his professional life.
- 1000-1100 **Breakout Discussion Groups** – Options and descriptions below
- 1100-1115 **Break**
- 1115-1215 **Rapport-Based Methods of Interviewing: How to Get Information Without Asking Questions** – Guest Speaker Emily Alison
Establishing rapport is an essential skill for any mediator, but what are its analytical underpinnings? Professor Alison will introduce and discuss the “ORBIT” model of communication (Observing Rapport-Based Interpersonal Techniques, Alison and Alison, 2012). This model was developed from an unprecedented analysis of interviews where individuals were resistant to cooperation or trained in strategies to withhold information. ORBIT serves to define rapport and explain how and why it works, and now forms the foundation for interview training in key law enforcement agencies in the UK and U.S., together with a wide range of other applications.
- 1215-1315 **Lunch** (registered attendees only – in the Foyer)
- 1315 - 1415 **Breakout Discussion Groups** – Options and descriptions below
- 1430-1745 **Optional Tour: Visit to the Lindt Home of Chocolate**
*Must be pre-registered. Meet at the **conference entrance** at **1425** for **bus pickup**.*
The Lindt Home of Chocolate is the largest Lindt Chocolate Shop in the world (500 m²), and features the spectacular Lindt chocolate fountain and an interactive chocolate tour all about the Swiss cultural heritage of chocolate. Dive into the world of chocolate to experience (and hopefully taste!) something special!
- 1830 **Meet at the conference entrance for bus pickup to the Zunffhaus Zimmerleuten.**
- 1900-2300 **Reception/Banquet at Zunffhaus Zimmerleuten** (dress is business casual)

Saturday June 4

- 0800 **Registration desk open**
- 0915-1030 **Do Mediators Really Practice Differently Around the World: An Exploration of Mediation Concepts, Styles, and Strategies**
Introduction by Ulla Glässer (Germany) and panel discussion with Andrea Hartmann (Germany), Douglas Murphy (Australia), Jan Frankel Schau (USA), and John Sturrock (UK)
- We have much in common as mediators, but how might we differ? And why? A provocative exploration of how our practices differ depending on our countries, regions of practice, and individual experiences, all of which influence style and strategy.
- 1030-1100 **Breakout Discussion Groups Roundup**
- 1100-1115 **Break**
- 1115-1130 **IAM Installation of New Board and Annual General Meeting**
- 1130 -1145 **Open Mic** with Paul Van Osselaer, New IAM President
- 1145 -1155 **Introduction of 2024 Live Conference in Seattle, Washington** with Paul Van Osselaer
- 1155 -1200 **Concluding Remarks** – Conference Chair James Peter
- 1350 **Meet at the conference entrance for optional group tour to Lucerne.**

Breakout Discussion Groups

(Located in Studios 1, 3, 6, and the Century Ballroom)

1. **How Much Preparation is Needed for a Mediator, Really?** with Nina Khouri
2. **What to do When Values Conflict with Neutrality** with Hal Abramson
3. **Closing: Is a Mediator's Proposal All You've Got?** with Shel Stark
4. **The Court: Friend or Foe to the Mediator** with Paul Van Osselaer and Jonathan Lloyd-Jones
5. **Should Politics Be Part of the Conversation?** with Orit Asnin
6. **"Used Car" Negotiations vs Modern Mediation** with Rob Daisley
7. **Between Empathy and the Law: Managing Our Internal Conflict** with Jan Frankel Schau
8. **Lessons from Mediations That Don't Settle** with Duncan Glaholt
9. **Words of Wisdom: What are Your "Go-To" Phrases?** with Hayden Wilson
10. **Are Mediators Advocates for Settlement or a Good Process?** with Steve Pearl
11. **How Important is Trust and How Do We Develop It?** with Jerry Weiss
12. **Staying Centered in the Barrage of Conflict** with Kim Deck

Sights & Insights

Your guides will be **Kirstin Dodge, Jennifer Dürst, and Julia Jung.**

The three sights and discussion topics are:

1. **FRAUMÜNSTER:** The Fraumünster church, founded in 853, was once the convent cathedral for the Zurich-based congregation of nuns, and is situated in the heart of medieval Zurich. One of the treasures of the church are the windows drafted and painted in 1970 by then 83-year-old Marc Chagall. The simple but elegant church murals and the powerful interpretations of Chagall's biblical scenes inspire quiet reflection.

TOPIC: The windows, artfully framed by the murals and lit by the sun, inspire us to reflect on the power of framing and visualization during mediation, and how we can better appreciate the varied facets and interests of the dispute at hand. Your hosts will be **Alex von Ziegler** and **Jerry Weiss**.

2. **LINDENHOF:** The Lindenhof is a public square in the historic center of Zurich, offering a beautiful view of Old Town Zurich on the Limmat river. Designated a "Swiss heritage site of national significance", you'll learn of the rich history surrounding the area and the events leading to the recognition of Switzerland's perpetual armed neutrality by European powers.

TOPIC: Switzerland has been neutral for more than 200 years. What can we learn from this that may be relevant for us as mediators when our personal values conflict with our ability to maintain neutrality as a mediator? Your hosts will be **Urs Weber-Stecher** and **Hal Abramson**.

3. **GROSSMÜNSTER:** Learn about the Protestant Revolution (Reformation) in Switzerland, which led to religious wars. The Grossmünster was the "home" church of Huldrych Zwingli, one of the Reformation's key figures and founder of the Swiss Reformed Church.

TOPIC: While differences of religious beliefs, biases, race, and deeply-held convictions may divide us, mediation provides an approach to explore our common bonds; sharing our experiences help us understand other perspectives, hopes, and interests. In mediation, we can develop alliances, move to trust, and appreciate each other, all of which create ways to co-exist without re-sorting to warfare. Your hosts will be **Daniel Girsberger** and **Joyce Mitchell**.

IAM Program Speakers, Panelists, Moderators, and Discussion Leaders



Karen Eber is an international consultant, author, and keynote speaker. Her talk on TED.com - [How Your Brain Responds to Stories – and Why They’re Crucial for Leaders](#) - has almost 2 million views. She is publishing [“The Perfect Story: How to Tell Stories That Inform, Influence, and Inspire”](#) with HarperCollins in 2023.

As the CEO and Chief Storyteller of [Eber Leadership Group](#), Karen helps companies reimagine and evolve how they build empathic and curious leaders and teams, transform culture and inspire with storytelling.

Karen works with Fortune 500 companies including General Electric, ADP, Carrier, Guardian Life, Kraft Heinz, Microsoft, Home Depot, Facebook, Kate Spade, Big Four Consulting Firms, and Stuart Weitzman. She guest lectures for Universities like MIT, London Business School, and Stanford. Karen is a

frequent contributor to *Fast Company*.

Known for her storytelling, Karen helps audiences and organizations challenge their understanding of how to shape culture and build healthy leaders and teams. She couples stories with clarity on the path forward and practical steps to take to drive change.

With 20+ years of experience, Karen has been a Head of Culture and Chief Learning Officer at General Electric and a Head of Leadership Development at Deloitte. She is a four-time American Training and Development winner. Karen holds a Master’s in Instructional Design and a Bachelor’s in Psychology and resides in Atlanta, GA.



Roberto Azevêdo is PepsiCo’s Executive Vice President, Chief Corporate Affairs Officer. He is also Chairman of the Board of Directors of PepsiCo Foundation.

In his role, Azevêdo oversees Public Policy and Government Affairs, Communications, and The PepsiCo Foundation, while also working closely with the Sustainability team. His areas of focus include solidifying PepsiCo’s engagement with national and international governments, regulators, international organizations, and non-governmental stakeholders, all of which is informed by his political skills and technical knowledge of the complex social, political, and regulatory environments impacting companies like PepsiCo. He assumed the role in September 2020.

Prior to joining PepsiCo, Azevêdo worked as a career diplomat, most recently serving as Director-General of the World Trade Organization (WTO) since 2013. During his tenure, the WTO expanded its membership with the inclusion of half a dozen new members and delivered the Trade Facilitation Agreement, the expansion of the Information Technology Agreement, and decisions on food security, such as the elimination of agricultural export subsidies. Under his mandate, new and creative platforms allowed the launching of negotiations on e-commerce, facilitation of investments, and domestic regulation of services.

Before that, he was Brazil’s Ambassador to the WTO. Azevêdo headed the Brazilian delegation in trade negotiations and was Brazil’s chief litigator in WTO disputes. He both chaired and served as adjudicator on WTO panels. Over his career he held several posts in the Brazilian Foreign Ministry, including as Undersecretary for Economic Affairs, Head of the Economic Department, and Director of the Dispute Settlement Office.

Azevêdo graduated from the University of Brasilia with a degree in Electrical Engineering. He also holds a degree from ‘Instituto Rio Branco’, the Brazilian graduate school on diplomacy. He and his wife have two daughters and six granddaughters. Azevêdo is based in Purchase, N.Y.



Emily Alison is the managing director of Protogoras Forensic Services and Interventions Ltd. She has worked as a behavioural consultant psychologist for the last 20 years, providing treatment in both the criminal justice sector and in the community. Emily specialises in the assessment and treatment of violence and has worked with over 850 domestic violence perpetrators as well as designed therapeutic interventions for Domestic Abuse, Child to Parent Violence, Healthy Relationships for Children and Young People, Sexually Harmful Behaviour and Sexual Risk Taking in Adolescents, and Gang and Weapon linked offending.

For the last 10 years, she has been a research associate with the University of Liverpool and has been involved in the development of the Preventing Violent Extremism Tool for profiling potential extremism and the ORBIT framework for Advanced High Value Detainee Interviewing.



Bill Marsh has mediated full-time since 1991 in commercial and other disputes involving governments, national and international businesses, professional firms, factions, pressure groups, and individuals from over 50 countries, covering virtually every area of law and business. In addition to his commercial mediation practice, he also mediates in conflicts involving religious, ethnic, political, and human rights issues.

Bill has served as adviser on mediation/conflict resolution to governments including Russia, Turkey, Ukraine, Romania, Bulgaria, Slovakia, and Saudi Arabia, and bodies such as the European Union Commission, the United Nations, and the World Bank. He trains and mentors mediators from around the world, has served as Special Adviser on Reconciliation to the Archbishop of Canterbury, and in 2016 received the Archbishop's inaugural award for outstanding services to reconciliation. Bill is

a Distinguished Fellow of the International Academy of Mediators and also represented the UK in the UN negotiations to produce the UNCITRAL Model Law on International Commercial Mediation.



Dr. Sukhsimranjit Singh's career is built on the foundations of peaceful methods of resolving difficult conflict. He looks forward to hearing from others and their stories. His strong belief in building people up is rooted in hard work and in genuine human connection and has trained more than three thousand business professionals, graduate students in dispute resolution.

Dr. Singh is Judge Danny Weinstein Managing Director of the Straus Institute for Dispute Resolution at Pepperdine University Caruso School of Law, where he also serves as Professor and Dean of Graduate Law Programs. Within this capacity, Dr. Singh oversaw the Institute's global outreach efforts, world-class professional training programs, and rigorous academic curriculum. His expertise is in advanced mediation, cross-cultural practice, faith-based mediation, and utilizing modern theories, science, and technology to devise creative solutions for global disputes. He previously taught at USC

School of Law, Willamette University, Hamline University, as well as in India at the National Law University.

Dr. Singh has given keynotes, lectures, and training on dispute resolution in more than 30 states and 45 countries. A TEDx Speaker, he is on JAMS and AAA Panels and is a proud father of a daughter (Apar) who will change the world.



Dr. Ulla Glässer holds a full professorship of mediation, conflict management, and procedural theory at the European University Viadrina Frankfurt (Oder)/Germany. She is academic director of the *Institute for Conflict Management* and the postgraduate, interdisciplinary *Master's Program on Mediation* at the European University. Her academic teaching and research covers the following subject areas: mediation, conflict management, conflict resolution procedures, Civil Procedure Law, Private Law (contracts, torts), and Family Law. She has been teaching/training mediation, negotiation and ADR skills at a number of universities in Germany and abroad, for the German Academy of Judges, the United Nations Office at Geneva (UNOG) and numerous other institutions.

Ulla has published broadly on mediation methodology, the legal framework of mediation in Germany and Europe, quality assurance of mediation and other ADR procedures and the establishment of mediation, ADR procedures and Online Dispute Resolution in various realms of society. She is editor of two Publication Series on Mediation and Conflict Management and a commentary on the German Mediation Act.

Besides her academic activities, Ulla also practices as a business mediator and facilitator. She supports dispute resolution and decision-making processes within and between all types of organizations – ranging from family-owned companies to large international corporations. Her work has taken her to Austria, Australia, Belgium, Canada, Denmark, France, Great Britain, Hungary, Ireland, Italy, the Netherlands, New Zealand, Norway, Poland, Singapore, Switzerland, and the United States.



Andrea Hartmann-Piraudeau is the CEO and founder of Consensus Campus and International Mediation Campus. Her expertise and at the same time passion lies in conflict resolution, intercultural communication, and curriculum development. She draws on a wealth of knowledge and practical experience on the topics of leadership, process design and organisational development.

She is an international certified mediator (IMI) and has supported many parties to settled conflicts internationally in workplace and multi-party settings. In this role, she also advises ministries, governments, and organizations worldwide. She has published scientific books and essays about mediation and conflict management. Her special area of consulting lies on highly escalated conflicts, intercultural conflicts and multi-party conflicts, and community conflicts involving private sector and government stakeholders. She has taught at several universities and developed trainings and curriculums for different target groups in various sectors.



Doug Murphy KC has practiced as a barrister in Brisbane, Australia since 1980. As an adjunct to his legal practice, he began mediating in the mid-nineties. Having initially trained at Bond University's Centre for Dispute Resolution on the Gold Coast, Australia, he also undertook further training at the Strauss Institute at Pepperdine University, Malibu, Ca.

He was inducted as a Distinguished Fellow of the IAM in Toronto in 1913 and became a member of its Board of Governors in 2021. He is recognised as a leading commercial mediator in *Who's Who Legal*.

Doug was a Director of Australia's National Mediators Accreditation System for six years until he retired from that Board last year. He was a member of the Queensland Bar Council for 18 years, serving as its Honorary Secretary and Treasurer for eight years and on its ADR Committee for more than ten years. In 2019 he was elected an Honorary Life Member in recognition of his service to the legal profession and Alternative Dispute Resolution.



John Sturrock, as founder and senior mediator at Core Solutions (www.core-solutions.com), is recognised as a pioneer in mediation and as one of the leading mediators in the UK, with an international reputation. He has been involved in mediations covering a broad range of disputes in the public and private sectors in the UK, mainland Europe, Middle East and elsewhere. He is identified as a Global Elite Thought Leader by *Who's Who Legal*, is a Distinguished Fellow of the international Academy of Mediators and has been a Visiting Professor at the University of Edinburgh.

He trained in negotiation at Harvard University and is an internationally recognised coach and facilitator in the fields of negotiation, leadership and communication and, in that capacity, has worked with business leaders, government officials, politicians, judges and leading athletes.

He is a founder of Collaborative Scotland (www.collaborativescotland.org), an initiative to bring respectful dialogue to Scottish politics and public affairs, and is the author of its Commitment to Respectful Dialogue. He is a regular commentator on themes arising in the business, political and legal worlds. In 2022, he published the second volume of his book entitled *A Mediator's Musings*, both volumes of which are available on Amazon. He is one of the founders of the Mediators' Green Pledge.



Professor Hal Abramson, Touro Law Center in New York, has been deeply involved in the development and practice of domestic and international dispute resolution for more than twenty-five years. He contributes as a teacher, trainer, author, and participant on professional committees and serves actively as a mediator and facilitator. He also has taught or trained on dispute resolution in twenty-two countries on six continents. Professor Abramson has been selected for the International Who's Who of Commercial Mediation since its inaugural year. He is an award-winning author with three of his numerous publications receiving awards from the CPR International Institute for Conflict Resolution.



Orit Asnin has been a full-time mediator since 1999. Previously a commercial attorney, she specializes in commercial and inter-personal conflict management. Orit has vast experience mediating multi-party disputes, and she often mediates conflicts which are emotionally loaded or involving extreme cross-cultural differences.

Orit has mediated more than 5,000 conflicts, with both Israeli and international parties. She is one of Israel's most experienced mediators and one of the pioneers in the field of mediation in Israel. Her daily mediations as well as her public work in the Israeli Bar have contributed to the current common usage of mediation in Israel.

Orit often speaks at international conferences, reflecting on the many aspects and dimensions of mediation.



Robert Daisley is a full-time mediator who mediates approximately 250 cases a year in a wide range of subject matters including insurance, construction defect, professional liability, contracts, employment and personal injury. He has mediated over 4,500 cases since becoming certified in 2004 by the Florida state and federal courts. He is a Distinguished Fellow and former Board member/Membership Chair of the IAM.

Rob lives in Tampa, Florida with his wife Chantal. They have four children and three grandchildren. Rob also teaches Les Mills BodyPump and guides canoe trips in the northern Ontario wilderness for Camp Temagami.



Kim Deck Esq., a full-time mediator since 1998, specializes in resolving employment, entertainment, business and commercial matters. She has extensive dispute resolution experience and has served in a variety of ADR roles including mediator, neutral fact-finder, facilitator conflict resolution coach and trainer for a variety of organizations. Ms. Deck served as Associate General Counsel and Manager of the Employment Dispute Resolution Group at JAMS. Ms. Deck has resolved the majority of the approximately 4500 matters she has mediated, and has a broad understanding of the unique needs and interests of litigants in a diverse range of industries.

An IAM Distinguished Fellow, Ms. Deck has been recognized as a *Top 40 California Neutral* by the Daily Journal and is a recipient of the Association of Media and Entertainment Counsel's "Peacemaker of the Year" award.



Duncan W. Glaholt, C.Arb. is the founder and principal of Glaholt ADR Inc. a provider of independent mediation and arbitration services to the construction industry. Duncan is now counsel to the leading and nationally recognized construction law firm that he founded, Glaholt Bowles LLP. Duncan has practiced construction law since his call to the Bar of Ontario in 1979, resolving a wide range of disputes in the energy, infrastructure and resource industries. Since 2019 Duncan has devoted his full time to the mediation and arbitration of construction disputes. He has mediated disputes in every sector of the construction economy. He has chaired arbitration, dispute review, dispute adjudication, and combined dispute boards.

Duncan is regular speaker in the area of construction industry ADR and is the author, co-author, and editor of several standard reference books on construction law and alternative dispute resolution. These include Halsbury's Laws of Canada's Construction and Alternative Dispute Resolution titles (Lexis-Nexis, 2021 and 2022) and The Law of ADR in Canada: An Introductory Guide, 3rd edition (LexisNexis, 2022). Mr. Glaholt has also authored *Construction Trusts* (1998, Carswell) and earlier editions of Conduct of a Lien Action and the *Annotated Ontario Construction Act* (Carswell). He is a co-author of Bristow, Glaholt, Reynolds and Wise on Construction, Builders' and Mechanics' Liens in Canada, (8th edition, Carswell, 2020). Mr. Glaholt is an Adjunct Professor at the Faculty of Law, University of Toronto.

Duncan is the recipient of the Ontario Bar Association Award of Excellence in Construction Law and the Toronto Construction Association lifetime achievement award.



Nina Khouri is a leading mediator in Aotearoa/New Zealand specializing in the resolution of civil and commercial disputes, including construction, insurance, energy/infrastructure, public/private partnership, contract, tort and trust disputes. She has particular expertise in natural disaster insurance disputes and is currently working with the New Zealand government supervising the settlement of several thousand civil claims arising from the Christchurch earthquakes in 2010/2011. Nina is also an Academic Fellow at the University of Auckland Faculty of Law, where she teaches and researches in dispute resolution theory and practice. She is a barrister sole in New Zealand, holds an LLM from NYU (where she studied as a Fulbright and Vanderbilt scholar in 2005/2006) and received her first mediator accreditation from the Centre for Effective Dispute Resolution in the United Kingdom in 2006.



Jonathan Lloyd-Jones is a commercial mediator based in London and Oxford, UK. He qualified as a mediator in 1991 whilst continuing his practice as a solicitor. After chairing his law firm for a number of years, he became a full-time mediator with Independent Mediators in 2012. His practice covers a broad range of commercial matters but focuses particularly on professional malpractice disputes. He became a Distinguished Fellow of the IAM in 2014 and is currently IAM Treasurer. He has three sons who live in the UK, Spain and Australia.



Steve Pearl mediates all types of individual employment law disputes, wage and hour class actions, and other types of class actions. Before becoming a mediator in 2010, Mr. Pearl practiced employment law for almost 20 years, representing both employees and employers. He is also a prolific author, contributing chapters to two treatises, authoring a blog on employment law, and authoring an email newsletter with more than 2,000 subscribers.

Mr. Pearl speaks frequently on dispute resolution and employment law topics. He has served as lead organizer of the Advanced Mediation Conference (State Bar of California and the California Lawyers Association); the Advanced Wage and Hour Seminar (California Employment Lawyers Association); and the Advanced Wage and Hour Conference (California Lawyers Association).

Mr. Pearl attended the University of California at Berkeley (BA 1989) and the University of California College of Law San Francisco (JD 1992). He loves skiing, biking, hiking, and travel. He lives with his wife in Los Angeles.



Jan Frankel Schau has been mediating full time for over twenty years and is a Panel member at ADR Services in Los Angeles, California. She came to ADR after two decades of practice as a litigator where she specialized in employment-related matters. As a mediator, she continues to focus on employment issues, business and tort claims, including civil rights issues.

A former President of the Southern California Mediation Association, Jan has been a Distinguished Fellow of the IAM for more than 15 years, serving on our Board and presenting and leading discussion groups at many of our conferences, including New Zealand, Edinburgh, and Santa Monica.

Jan is the author of numerous scholarly articles and a book, "View from the Middle of the Road: A Mediator's Perspective to Life, Conflict and Human Interaction".

She holds a degree in International Relations from Pomona College in Claremont, Ca. and a J.D. from Loyola Law School, Los Angeles. She has also served as Adjunct Faculty at Straus Institute of Dispute Resolution at Pepperdine University in Malibu, California.

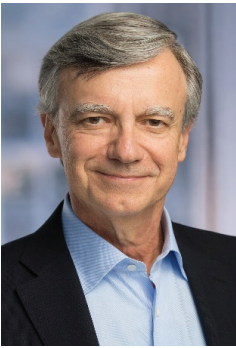


Sheldon J. Stark offers mediation, arbitration, case evaluation and neutral third-party investigative services. He is a Distinguished Fellow of the National Academy of Distinguished Neutrals, a Distinguished Fellow with the International Academy of Mediators and an Employment Law Panelist for the American Arbitration Association. He is also a member of the Professional Resolution Experts of Michigan (PREMi).

He is past Chair of the council of the Alternative Dispute Resolution Section of the State Bar of Michigan and formerly chaired the Skills Action Team. Mr. Stark was a distinguished visiting professor at the University of Detroit Mercy School of Law from August 2010 through May 2012, when he stepped down to focus on his ADR practice. He is a former chairperson of numerous organizations, including the Labor and Employment Law Section of the State Bar of Michigan, the Employment Law and Intentional Tort Subcommittee of the Michigan Supreme Court Model Civil Jury Instruction

Committee, the Fund for Equal Justice, and the Employment Law Section of the Association of Trial Lawyers of America, now the American Association for Justice. He was a faculty member of the Trial Advocacy Skills Workshop at Harvard Law School from 1988 to 2010 and was listed in "The Best Lawyers in America" from 1987 until he left the practice of law in 2000.

Mr. Stark received the ACLU's Bernard Gottfried Bill of Rights Day Award in 1999, the Distinguished Service Award from the Labor and Employment Law Section of the State Bar of Michigan in 2009, and the Michael Franck Award from the Representative Assembly of the State Bar of Michigan in 2010. In 2015, he received the George Bashara, Jr. Award for Exemplary Service from the ADR Section of the State Bar. He has been listed in "dbusiness Magazine" as a Top Lawyer in ADR for 2012, 2013, 2015, 2016, and every year since.



Paul J. Van Osselaer is President-Elect of the IAM. He mediates throughout the United States focusing his practice on disputes involving insurance coverage, including those based on events throughout the world. Prior to his mediation career, he was Vice-Chair of the American Bar Association's Insurance Coverage Litigation Committee and later co-chair of its ADR subcommittee. Paul also served on the advisory committee to his home federal district court. Before entering private law practice, he was a law clerk (briefing attorney) on the private staff of a United States District Judge.



Jerry Weiss, founder of MediationInc, is recognized as a go-to neutral in complex, high impact and intractable disputes. He is the first lawyer in Cleveland, Ohio to dedicate his practice entirely to mediation, having served as mediator and negotiation consultant in thousands of mediations. For over 30 years he has received *Martindale's* highest rating, AV Preeminent. Consistently rated First Tier in Mediation by *U.S. News and World Report* and a perennial selectee of Super Lawyers (frequently as Top 100 regionally) and *Best Lawyers in America* (selected several times as a Mediation Lawyer of the Year), he is one of 450 lawyers worldwide listed in *Who's Who Legal: Mediation*. He is a Distinguished Fellow in the International Academy of Mediators (IAM) – where he was also a Governor – and he is a peer selected member of the National Academy of Distinguished Neutrals. Jerry is a founding panelist on the United States District Court Federal Panel of Mediators and Arbitrators.

Active in lecturing and writing, Jerry is an Adjunct Professor of Law at Case Western Reserve University in Cleveland, Ohio where he designed and currently teaches the seminar in Mediation Representation: Theory, Principle and Practice.

In a recent tribute, Jerry Weiss was commended by the Ohio Mediation Association as a "Distinguished Practitioner". That honor states one of the cornerstones of his success and preeminent reputation: "As a practitioner, Jerry has had a knack of finding the human elements behind the numbers commonly exchanged in civil mediation."



Hayden Wilson is a commercial mediator and advocate based in New Zealand. His mediation practice focuses on complex commercial disputes. He was admitted as a Distinguished Fellow of the Academy in 2022. In addition to his mediation practice, Hayden is the Chairman of Dentons in New Zealand and sits on the Global Board of Dentons.



Kirstin Dodge is an independent mediator and mediation consultant based in Switzerland, where she also serves as Head of the Americas and Southern Europe for the Swiss litigation funder Nivalion. Kirstin has 30 years of experience representing clients in high-stakes commercial litigation, international arbitrations, and mediations in the US and Switzerland, and conducts mediations in English and German. She has a J.D. from Harvard Law School, a B.A. in Political Science from Yale University, and a Certificate of Advanced Studies (CAS) in Mediation from the University of St. Gallen Law School. She is also an accredited mediator with the Swiss Chamber for Commercial Mediation.



Jennifer Dürst is a mediator, strategic dispute resolution expert, litigation lawyer and lecturer. For over 15 years, she has worked for the commercial law firm STAIGER Attorneys-at-Law in Zurich, Switzerland. STAIGER Attorneys-at-Law is renowned for its innovative and effective ways of finding economical solutions for complex and challenging issues, as well as dealing with cross-border issues. Jennifer is the founder and managing director of the conflict resolution centers mediation Dürst and STAIGER ADR-Center, both focused for many years on mediation practice and collaborative proceedings.

Jennifer has many years of professional experience in mediating, litigating and advising clients in the fields of inheritance law, company succession, family law, matrimonial property law, separation and divorce law. She focuses her practice in particular on complex national and international structures.

Jennifer is a Swiss qualified Attorney-at-law and Mediator, certified by the Swiss Bar Association (SBA) and the Swiss Chamber of Commercial Mediation (SCCM). She is also a member of the Swiss Bar Association's expert and lecturing committee on mediation and serves as a lecturer in the fields of mediation and real estate law.



Daniel Girsberger is a founding member of the Faculty of Law of the University of Lucerne (www.unilu.ch) and a tenured professor for Swiss and International Private, Business and Procedural, as well as Comparative Law. Before accepting the Lucerne assignment, he taught at the University of Zurich law school. He is also of counsel at Kaufmann Rüedi Ltd., a boutique Lucerne business law firm (www.krlaw.ch).

Daniel Girsberger completed his legal and doctoral studies at the University of Zurich, where he also taught as an adjunct professor. He has taught as an adjunct at various universities and institutions abroad, such as in Brazil, Lithuania, the United States, South Africa, and the Academy for International Law in The Hague, and participated as a member of the Swiss delegation at the Hague Conference for Unification of International Private Law.

Girsberger is the author of numerous publications focusing primarily on international private and international business law, international arbitration, and ADR. He has frequently acted as chairman, arbitrator, and counsel in numerous international and domestic arbitration proceedings, both institutional and ad hoc, and has been an expert witness in a multitude of international litigation and arbitration proceedings. He is a certified mediator and a Member of the Arbitration Court of the Swiss Arbitration Centre (the former Swiss Chambers' Arbitration Institution) and its Advisory Council on Mediation.



Julia Jung founded Jung Legal Solutions based in Zurich in 2020. She serves as independent mediator and arbitrator in international commercial and investor-State matters. She is a Swiss qualified Attorney-at Law and holds an LL.M. in Dispute Resolution from Pepperdine University Caruso School of Law's Straus Institute. She is a certified mediator with the Swiss Bar Association (SBA) and the Swiss Chamber of Commercial Mediation (SCCM). She is a board member of the Swiss Chamber of Commercial Mediation, a member of the Swiss Bar Association's expert committee on mediation and a member of the ICC Commission on Arbitration & ADR for Switzerland.

Julia has extensive experience as a former litigation and arbitration counsel which she combines with practical insights from mediating in California and a good understanding of business aspects which comes from holding a position as Head Legal & Compliance at a Swiss real estate service provider with CHF 80 billion assets under management and 1,000 employees.

Julia is recognized by WWL Commercial Mediation (2022) as someone who *"creates a fantastic atmosphere in the mediation conference and helps put all parties at ease"* and as *"THE expert in commercial mediation"* and by WWL Switzerland – Mediation (2022) as someone who combines *"a great command of commercial law"* with *"an ability to quickly grasp the gist of the dispute and find an amicable solution"*.



Joyce A. G. Mitchell is Vice President and Distinguished Fellow of the International Academy of Mediators, member of the ADR Section Board of the Maryland State Bar Association, a certified mediator in the states of Virginia and North Carolina and an attorney licensed in Maryland and the District of Columbia.

Joyce is nationally recognized in the field of alternative dispute resolution. She began her mediation practice in 1996 and has mediated more than 2500 cases. She mediates independently for various federal agencies, for the Financial Industry Regulatory Authority (FINRA), and for private entities. Joyce is on the roster of mediators for several ADR private dispute resolution providers in the USA and mediates for them nationwide and internationally for their private and federal government clients. She is a skilled negotiator and conducts multi-party facilitation sessions, early neutral evaluations, organizational and management conflict inquiries, and fact findings. Joyce regularly speaks at professional association meetings on the benefits and uses of ADR techniques for resolving conflicts.



James T. Peter is a mediator and lawyer in Zurich, Switzerland. He has been a commercial mediator since 1997, and is a lecturer and trainer in mediation, negotiation, communication, and conflict management for the University of Lucerne, the University of Zurich, the University of Zurich of Applied Sciences, and several others. He has wide experience as a mediator for commercial disputes in a variety of industries, including construction, engineering, pharmaceuticals, IT, banking, and fashion. He also mediates disputes among partners, along with employment and workplace disputes. James is the Past President of the Swiss Chamber of Commercial Mediation, a former member of the IAM Board of Governors, and is honored to be Chair of the IAM-SCCM Zurich Conference and Planning Committee.

James earned his law degree from the University of Zurich and received a Master of Law (LLM) from the University of Texas at Austin.



Urs Weber-Stecher is an independent Swiss arbitrator and mediator with over 25 years of experience in dispute resolution. He has acted as party representative and arbitrator in numerous international and national arbitrations in various industries and as mediator in several commercial disputes. Before starting his own practice, he was partner and head of the arbitration team in a commercial law firm in Zurich for almost 20 years. In his mediation practice, Urs Weber-Stecher draws on his many years of experience in contract and settlement negotiations. The combination with specific mediation techniques allows him to assist the disputing parties with empathy and competence in their settlement process. *Who's Who Legal Global – Arbitration 2022: "He is an extremely good counsel, arbitrator and mediator, with very broad experience."*



Professor Alexander von Ziegler is partner of Schellenberg Wittmer AG and specializes in dispute resolution with emphasis on international trade, shipping, aviation and insurance. He acts as advocate, arbitrator or mediator (accredited by the Swiss Bar Association and CEDER) in commercial and in particular B2B disputes. Part of his activities include the resolution of a number of complex and high-level aviation accidents involving different players in the Swiss aviation industry. In his function as part-time Professor at the University of Zurich, he also lectures on alternative dispute resolution and mediation. For many years he has been a Swiss government delegate at the UN (UNCITRAL) for the negotiation and drafting of international conventions within his scope of expertise. He has held positions as Secretary General of the International Union of Marine Insurance (IUMI) and the Comité Maritime International (CMI), as well as chair or board member of numerous specialized associations in his field of practice.

For more information and/or to register for the conference, please [click here](#).

Spouse/Guest Zurich Tour (optional)

Thursday, June 1, 2023 (time to be determined)

City of Zürich/Felsenegg/Lake Zürich (\$150 USD per person | 10-person minimum – 5 hours – transportation provided)

You'll enjoy a mini-bus tour of the beautiful city of Zürich, which will continue on to Adliswil. Here you will hop on a cable car for a ride up to Felsenegg, a popular excursion destination with a superb view of the city, the lake, and the Alps. After a brief stay here, you'll take the cable car back down and continue on to Horgen, where you'll take the ferry across Lake Zurich to Meilen. The return journey will follow the lake back to Zürich. Included are round-trip transportation by mini-bus and professional tour guide.



Full Group Zurich Tours (optional)

Friday, June 2, 2023 – 1430-1745

Lindt Chocolate Factory Tour (\$40 USD per person – 3.25 hours – transportation provided)

A special treat awaits you immediately following Friday's program sessions: you'll have to opportunity to visit the world-famous Lindt Home of Chocolate! All conference attendees and guests are welcome to tour the biggest Lindt Chocolate Shop, see the spectacular Lindt chocolate fountain, and enjoy an interactive chocolate tour all about the Swiss cultural heritage of chocolate. Round trip transportation from the Marriott Hotel.



Saturday, June 3, 2023 – 1400-1830

Half-day trip to Lucerne (\$85 USD per person | 20-person minimum – transportation provided)

Relax and enjoy a leisurely motor coach ride from Zürich to Lucerne, a city which sits amid snowcapped mountains on Lake Lucerne and is known for its beautifully preserved medieval architecture. During the 2-hour walking tour through Lucerne, you will learn about Lucerne's history, churches, bridges, narrow streets, towers, squares and of course, Lucerne's trademark – the Chapel Bridge and its Water Tower. Included are round-trip transportation by bus from the Marriott Hotel and professional tour guide throughout.

