

**All times Eastern (ET).**  
**Live sessions will be recorded for attendees to watch on-demand.**

MONDAY, OCTOBER 18

**Live - Marketing Your Mediation Practice Online** - 12:00 pm - 1:00 pm

This session will walk mediators through steps for advertising their practice in a post-pandemic world, focusing on developing a brand, establishing personal connections, and taking advantage of social media.

**Approved for 1 CME hour**

**Pre-Recorded - Narrative Mediation - How Storytelling Helps Create Lasting Agreements** - 1:15 pm – 2:15 pm

Storytelling is the next step in mediation. Negotiators were first taught position-based negotiation, then interest-based negotiation. But story is the most powerful element. Story creates meaning, which creates interests, which in turn create positions. This workshop will teach the basic elements of story and how to use story in mediation.

**Approved for 1 CME hour**

TUESDAY, OCTOBER 19

**Live - Untapped Talent – The Value Non-Lawyers Bring to the ADR Table -**

12:00 pm - 1:00 pm

The purpose of this presentation is quite simple and bold. Panelists will discuss the future of ADR, what the conflict resolution landscape looks like and the benefit non-attorneys bring to the ADR process. Consider, as ADR Professionals, practitioners and key participants in the construction and design process the value added to the dispute resolution process when at least one of the three arbitrators is a technical expert, non-lawyer. Specifically, Construction arbitrations are, more often than not, technically complex and challenging. Arbitration Panel members have found that a technical, non-lawyer arbitrator adds needed depth and subject matter expertise to the otherwise fact intensive nature of construction disputes which are normally driven by a myriad of factors unique to construction and design.

Insurance touches everything. This webinar will also explore the intersectional relationship between insurance and business disputes. Panelists will demonstrate how specialized subject matter expertise enhances resolution outcomes on specific cases. The team will conclude by discussing the continued need for ADR decision-makers to recruit women and minorities on their panels and the value diverse mediators and arbitrators bring to ADR proceedings.

**Approved for 1 CME hour**

WEDNESDAY, OCTOBER 20

**Live - 4Cs of Managing Conflict Remotely** - 12:00 pm - 1:00 pm

Did you know that the rise of remote work in the past year has led to an escalation of conflicts between team members and conflicts between businesses and their clients? Join this interactive and engaging program to learn how to address this kind of conflict remotely using the 4 Cs - commitment, communication, conflict resolution, and camaraderie.

**Approved for 1 CME hour**

**Pre-Recorded - The Craft of Mediation: The Infusion of Multidisciplinary Approaches, Appreciative Inquiry and Cultural Diversity** - 1:15 pm – 2:15 pm

The program will focus on various mediation approaches drawing from multidisciplinary theories, principles, and skills. We will suggest applying appreciative inquiry techniques into the mediation process that supports a collaborative and participatory process grounded in affirmation and appreciation. Another crucial skill for mediators to pull into their toolkit is adopting cultural fluency/awareness.

**Approved for 1 CME hour**

**Pre-Recorded - Diversity and the New Mediator Pipeline** - 3:00 pm – 4:00 pm

A lack of diversity in mediation continues to present challenges, resulting in social consequences and untapped mediation talent. A panel of emerging mediators from diverse backgrounds will discuss barriers to entry for new practitioners, particularly for underrepresented groups, as well as strategies for building a mediation practice and creating a supportive and inclusive ADR community.

**Approved for 1 CME hour**

THURSDAY, OCTOBER 21

**Live - Program on Eviction/Foreclosure** - 12:00 pm - 1:00 pm

Details forthcoming.

**Approved for 1 CME hour**

**Pre-Recorded - Mediating Across Cultures and Races Mediating Across Cultures and Races** - 1:15 pm – 2:15 pm

The pandemic brings to the surface the underlying racism in the United States against minorities such as Blacks, Asians and Jews. The #MeToo movement also brings to the surface the discrimination against women. This program brings together Black, Asian and Jewish mediators to discuss the challenges that they and their disputants face in mediation and during the pandemic, and how we can overcome these challenges so that conflict will not disrupt our future.

**Approved for 1 CME hour**

**Pre-Recorded - How to Overcome Your Implicit Bias and Develop Cultural Competency** - 3:00 pm – 4:00 pm

Low tolerance, biases and lack of cultural sensitivity are frequently the source of conflict. Addressing these issues is particularly important nowadays when hate crimes are on the rise. Join us for this program and gain invaluable insights into what we all can do to manage our biases, overcome the challenges presented in multi-cultural communication and enhance our cultural competency skills.

**Approved for 1 CME hour**

**Pre-Recorded - Community Mediation Practices - the Pandemic and Beyond -**  
1:15 pm – 2:15 pm

This roundtable shares new practices community mediation centers developed during the pandemic to address issues involving small claims, family, and restorative justice cases. Reflecting on the year, this panel featuring Executive Directors of urban and rural community mediation centers seeks to start a conversation about how lessons from 2020 can be used to better the future of the practice.

**Approved for 1 CME hour**

**Pre-Recorded - Feedback and Peer Review: Mapping the Future of Professional Mediation Practice - Towards Better Rapport, Resolutions and Results** - 3:00 pm – 4:00 pm

Presenters will discuss the historical context and continued value of focused, individualized, constructive professional collegiate feedback and peer certification processes in mediation. The presentation will focus on how these review processes can help professionals to achieve the self-awareness needed to develop new skills, hone existing skills and improve their client focused results.

**Approved for 1 CME hour**