



PENNSYLVANIA  
COUNCIL OF MEDIATORS

## 36<sup>th</sup> Annual Conference - 2024

April 5-6, 2024

Hilton Harrisburg

12.5 CLEs/CEUs  
available for the  
entire  
conference,  
including up to

*Many Thanks to our Conference Sponsors*

***Statera Coaching & Leadership Consulting:*** providing culturally-sensitive services as conflict management intervention and training, mediation, DEI/JEDI assessment and training, coaching, leadership development, workforce development and organizational development. <https://stateracoaching.com>

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**[Additional Sponsorship Opportunities Still Available](#)**

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

PCM is an accredited provider of continuing educational credits to attorneys through The Supreme Court of Pennsylvania Continuing Legal Education Board.

NASW-PA Chapter is a co-sponsor of these workshops. 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 5th

8:00 - 8:30 am Registration and Continental Breakfast

8:30 - 4:00 pm Pre-Conference Training (Continental Breakfast & Lunch Included)

## **Disrupting and Connecting: An Interactive Training on the Mediator's Role in Social Justice Advocacy.**

**Dr. Jacqueline N. Font-Guzmán, MHA, JD, Ph.D.**

Jacqueline Font-Guzmán is a Fulbright scholar with vast experience in conflict, healthcare, academia, and the legal system. Her work has been internationally recognized. She has provided consulting, mediation, and training to universities, government agencies, courts, healthcare institutions, and many other entities. She serves as the inaugural Vice President for Diversity, Equity, and Inclusion at Eastern Mennonite University in Harrisonburg, Virginia and Professor in their Center for Justice and Peacebuilding. Her newest book (with Bernie Mayer, PhD) is *The Neutrality Trap: Disrupting and connecting for Social Change*.



Conflict intervention and social justice advocacy are natural and important but uneasy allies. The complex interaction between supporting people to connect across our differences and supporting those whose mission is to disrupt oppressive systems is at the heart of not only our most significant ethical dilemmas but also of our very relevance to the most essential social conflicts we face. We often try to avoid the challenge this presents by hiding behind a commitment to neutrality, impartiality, and objectivity, but this inevitably puts us on the side of the most powerful and unintentionally supports the very same systems we are trying to change. Our intent for this training is to co-create with participants an experience in which they can imagine what is possible for them as mediators. We will explore how we can determine when and how to help people connect with those they are in conflict with, as well as with potential allies, and how we can also support efforts to build strategic and durable approaches to systems disruption. We will look at the “neutrality trap” and how to avoid it while maintaining our credibility as interveners, and how we can help navigate the road from chaotic and strategic disruption (which is often a two-way street). We will look at this in terms of conflicts on the interpersonal, communal, and societal level in the spirit of supporting people - “get into good trouble, necessary trouble” in the words of the late John Lewis. This training will invite us to reconsider our assumptions, values, and beliefs about the mediation profession.

### **Topics:**

1. What is the relationship between “good trouble”, social change, and mediation.
2. Disrupting and connecting to advance change (individual, institutional, or social).
3. How to avoid the neutrality trap?

### **Learning Objectives:**

1. Identify the relationship between “Good trouble”, social change, and mediation.
2. Define the neutrality trap.
3. Examine ways to get into “Good trouble”.

4. Practice techniques to disrupt and connect—within and across difference—to advance change (individual, institutional, or social) and move parties along.

**Learning Engagement Strategies:**

1. Presentation/didactic.
2. Small group discussion.
3. Demonstrations.
4. Skill based interactive activities.

(5 Sub. 1 Ethics CLE/CEs)

## **NETWORKING RECEPTION, DINNER AND MVP AWARD**

FRIDAY, APRIL 5th

- |                |   |
|----------------|---|
| 5:30 - 6:30 pm | Networking Reception with beverages and hors d'oeuvres  |
| 6:30 - 7:30 pm | Dinner  |
| 7:30 - 8:30 pm | 2024 Most Valuable Peacemaker (MVP) Award: Susan Jordan |



PCM is pleased to honor Susan Jordan as our 2024 Most Valuable Peacemaker. As the Executive Director of Susquehanna Valley Mediation Center, Susan Jordan has led engagement efforts to include mediation and related modalities in both the human services and justice system responses in Snyder and Northumberland counties.

Susan Jordan is in her 10th year of service as the Executive Director of Susquehanna Valley Mediation (SVM), a nonprofit community mediation center in Selinsgrove, Pennsylvania. SVM's mission is to support constructive responses to conflict across the region. She has a degree in Educational Psychology and a graduate certificate in Applied Linguistics. She is a Certified Transformative Mediator and Trainer with the Institute for the Study of Conflict Transformation, where she is also a member of the board. Susan's work is rooted in a belief in people's inherent dignity, and in our need for both self-determination and a sense of belonging to thrive. She sees the constructive potential of conflict to create understanding, engagement, disruption, and connection.

During her tenure, SVM has developed collaborations with area family courts, county governments, Children and Youth Services agencies, treatment courts, probation departments, Community Action agencies, school districts, intermediate units, United Ways, faith communities, grassroots organizations, colleges, and others. She is committed to supporting individuals and communities in listening to one another and in using their voices to address the challenges they face. SVM, with five staff and 35 mediators, serves thousands of people in the Susquehanna Valley every year.

SVM recently joined nine other community mediation centers around the country in being awarded a grant from the National Association for Community Mediation (NAFCM) and the Department of Justice to develop local, comprehensive, trauma-informed approaches to preventing targeted violence.

A collaborator at heart, Susan serves on several coalitions, including NAFCM's Trust Network, Heal PA, Pennsylvania's statewide trauma taskforce, and several local joint efforts addressing youth mental health, child abuse prevention, addiction and recovery, prison reentry and reintegration, and diversity, equity, and inclusion.

(1 Sub. CLE/CE)

# CONFERENCE SCHEDULE

SATURDAY, APRIL 6th

8:00 – 8:45 am Continental Breakfast

8:45 – 9:45 am Plenary Session

**Diversity, Equity and Inclusion: Questions and Challenges in Mediation.**

**DR. QUAISER-ABDULLAH, PhD.**



Quaiser Abdullah, Ph.D. is an Assistant Professor in the Communication and Social Influence department in Klein College of Media and Communication at Temple University. He is the Program Director for Klein's Master of Science in Communication Management. He teaches courses on conflict resolution, mediation, and conflict in educational systems, interpersonal communication, leadership development and organizational development and assessment at the undergraduate and graduate levels. Identity continues to play a role in much of the conflict we experience in our personal and professional lives. This session will discuss the ways in which identity shows up in a mediation for the mediator and mediation participants. The role of the mediator centers on impartiality. For a mediator to honor impartiality, it is critical to understand the ways in which bias reinforces power-dynamics status-quo.

(1 Sub. CLE/CEs)

## WORKSHOPS

10:00 – 11:30 am Morning Session

**A1 Mediators' Forum: Should Pennsylvania Adopt a Rule Governing the Role of Mediators in Drafting Agreements and Preparing Court Documents? [This Workshop is also offered in the afternoon as C4.]**

**Nancy Glidden, Esq., Mediator and Arbitrator, Glidden ADR, LLC, and Josh Kershenbaum, Esq., Mediator, New Hope Divorce Mediation**



A mediator's role in providing conflict resolution services is dynamic and evolving. In recent years, the mediator's role in drafting mediated settlement agreements and associated court documents has been the subject of substantial discussion and debate throughout the mediation community, both in Pennsylvania and nationally. Several states have adopted formal rules on this topic to provide clarity, guidance and protection to mediators and mediation participants alike. Should Pennsylvania adopt a similar rule? Because any formal rule would have significant implications for attorney-mediators and non-attorney mediators alike, PCM wants to hear what the mediation community thinks about this important topic. This forum is designed to elicit input, discussion, and perspective-sharing from the diverse stakeholders in Pennsylvania's mediation community who wish to have a voice in defining the role of mediators in our Commonwealth.

(1.5 Ethics CLE/CEs)

## A2 Trauma Informed Mediation

**Emily Vener-Giszter, Esq., MS, LPC, Vener Family Law and Mediation, LLC and Deeya Haldar, Esq., Associate Professor and Director of Civil Justice Clinic, Villanova University Charles Widner School of Law**



This workshop will define trauma in the context of the individual, the family and society and review special issues contributing to and perpetuating traumatic experiences. The session will provide tools that may be helpful in working with trauma survivors and review the ethical responsibilities for all practitioners working with trauma survivors.

(1 Ethics 0.5 Sub. CLE/CEs)

## A3 Understanding Power Collaboratively

**Bernie Behrend, Esq., Mediator, Behrend Mediation Services**



The concept of power imbalances only makes sense within a competition. Is this appropriate for a collaborative process? This presentation will provide an integrated view of power and conflict, and the implications for collaboration that result. The discussion will include both the theoretical basis for collaboration and its practical application such that mediators are better equipped to understand and deal with power issues and enhance the potential for resolution.

(1 Sub. 0.5 Ethics CLE/CEs)

## A4 Integrating Circle Dialogue Processes into Mediation for a Complete and Restorative Agreement

**Chris Wenden, Director of Advoz Mediation and Restorative Justice, and Krista Rittenhouse, Director of Restorative Practices**



This session aims to demonstrate a way that mediation and circle dialogue processes can be integrated into a singular process to help individuals address the hurt and pain that a basic conflict has caused, before asking them to plan an agreement moving forward. Participants will learn the basics of what a circle process looks like and how it works with mediation.

(1 Sub. 0.5 Ethics CLE/CEs)

11:30 am -12:30 pm Lunch (Included in Registration Fee)

12:45 - 2:15 pm Afternoon Sessions

### **B1 Creating a Listening Atmosphere: Making the Intangible Tangible**

**Deborah Gilman, Ph.D., Licensed Psychologist, mediator, coach and trainer**



In the realm of mediation, one of the pivotal contributions of mediators is often intangible: the establishment of a conducive "listening atmosphere." This presentation aims to delve into the pivotal role of mediators in crafting and fostering this environment where disputants feel heard, understood, and supported. By understanding the personal characteristics and techniques that contribute to creating a robust listening atmosphere, mediators can enhance their effectiveness in

facilitating resolution.

(1 Sub. 0.5 Ethics CLE/CEs)

### **B2 Recognizing and Disrupting Unconscious Bias and Microaggression**

**Sue Wasserkrug, Esq., Director of Mediation, CORA Good Shepherd Mediation, and Azeb Kinder, EdD, Director of Equity and Diversity, Inclusion and Belonging, CORA Services**



This workshop will explore what implicit bias is, how it is measured and how it harms various groups such as women and people of color. Participants will learn skills to mitigate bias and interrupt microaggressions through a variety of strategies. Participants will learn tools and strategies that mediators can use, whether we are the receiver, initiator, or bystander of a microaggression.

(1 Sub. 0.5 Ethics CLE/CEs)

### **B3 Intergenerational Conflict in the Workplace,: Myth, Reality, or a Little of Both?**

**Julie Procopiow Todd, Esq., former Senior Administrative Judge-EEOC Philadelphia District Office**



"Baby Boomers aren't tech savvy". "Millennials only want to communicate with co-workers via text." "Generation X employees think they're always being overlooked." "There is now an 'Alpha' generation. We're doomed!" This interactive training will challenge those stereotypes, first, by providing an overview of the generations in the workplace and then, making a case for the benefits of an intergenerational workplace where commonalities are prioritized and communication is productive.

(1.5 Sub. CLE/CEs)

## **B4 Mediating with an Unskilled Dynamic Party**

**Clymer Bardsley, Esq., President, Bardsley Dispute Resolution: Experts in Neutral Intervention**



This workshop will focus on what is called the Dynamic style of communication, which is high in emotionality and nonlinear in substantive conversations. First, participants will take a look at some of the traits of Dynamic communication, in contrast to more restrained and more direct styles of communication. Then, there will be a discussion of some of the skills used in Dynamic communication, along with time to practice, fishbowl style, with a real-life Dynamic party. The goal is for the workshop participants to have a deeper appreciation for the range of personalities that are encountered and some new skills to use when the parties act in this manner.

(1 Sub. 0.5 Ethics CLE/CEs)

2:15 – 2:30 pm      Break

2:30 – 4:00 pm      Afternoon Session

## **C1 Dismantling Bias to Empower Clients**

**Quaiser Abdullah, Ph.D., Assistant Professor in the Communication and Social Influence department in Klein College of Media and Communication at Temple University and Suman Kapur, MS Organizational and Professional Development Consultant**



Do our current approaches to mediation and conflict resolution reinforce the preferences, practices and identity of the dominant culture? This workshop will encourage participants to examine their own identities to uncover ways in which their identities and preferences may reinforce practices of the dominant culture, such as civility, individualism, objectivity and other cultural characteristics. We

will use a case study involving an experienced mediator to see how impartiality is necessary but insufficient to give agency to conflict participants. Workshop attendees will be asked to consider their own cases in which their practice and processes may have contributed to outcomes or directions in the conflict management/resolution process that may have reinforced aspects of the dominant culture.

(1.5 Sub. CLE/CEs)

## **C2 Early Intervention: The Value of Pre-Suit and Early Mediation**

**Brooks Foland, Esq., Attorney and Mediator**



This workshop will encourage thought and discussion about the pros and cons of early intervention by ADR in the litigated and non-litigated case. Illustrations will be provided using sample case fact pattern and reference to local and state rules.

(1 Sub. 0.5 Ethics CLE/CEs)

## **C3 Games people play: Useful Tools for Conflict Resolution**

**Jessica Lynch, Esq., Lynch Legal Counseling**



The interactive workshop will demonstrate and discuss the use of game theory for building and improving mediator skills. Have fun while learning! Participants will practice active listening, collaboration, discernment and conflict resolution.

(1.5 Sub. CLE/CEs)

## **C4 Mediators' Forum: Should Pennsylvania Adopt a Rule Governing the Role of Mediators in Drafting Agreements and Preparing Court Documents?**

**Nancy Glidden, Esq., Mediator and Arbitrator, Glidden ADR, LLC, and Josh Kershenbaum, Esq., Mediator, New Hope Divorce Mediation**



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(1.5 Ethics CLE/CEs)

# Conference Site and Room Accommodations

Hilton Harrisburg  
One North 2<sup>nd</sup> Street (GPS-friendly address is 200 Market Street)  
Telephone: 717-233-6000

To book a reservation by midnight on March 13<sup>th</sup>, use the link below  
<https://www.hilton.com/en/book/reservation/deeplink/?ctyhocn=MDTHHHF&groupCode=94H&arrivaldate=2024-04-04&departuredate=2024-04-06&cid=OM,WW,HILTONLINK,EN,DirectLink&fromId=HILTONLINKDIRECT>  
or  
call 717-233-6000 select option #1, then use code 94H

A limited number of rooms are reserved for conference attendees at \$159, plus tax.  
**Reservations must be made before March 13<sup>th</sup> to receive the special rate.**

Parking - \$15 overnight Self Parking, Valet \$26, and Day Parking (only up to 10 hours) \$7; if over 10 hours best to park in valet for day parking

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

Conference Questions - Contact Amanda Allis at [info@pamediation.org](mailto:info@pamediation.org) or  
Barbara Foxman: 215-620-4218 or [bef423@mindspring.com](mailto:bef423@mindspring.com)

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 \_\_\_\_\_; after March 14th \$360 \_\_\_\_\_

Non-Member \$365 \_\_\_\_\_; after March 14th: \$400 \_\_\_\_\_

Volunteer or Student \$235 \_\_\_\_\_; after March 14th: \$270 \_\_\_\_\_

## PRE-CONFERENCE ONLY: Friday, April 5

Pre-Conference training with continental breakfast and lunch

PCM Member \$165 \_\_\_\_\_; after March 14th: \$180 \_\_\_\_\_

Non-Member \$180 \_\_\_\_\_; after March 14th: \$195 \_\_\_\_\_

Volunteer or Student \$130 \_\_\_\_\_; after March 14th: \$145 \_\_\_\_\_

## CONFERENCE ONLY: Friday Evening, April 5, and Saturday, April 6

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

PCM Member \$185 \_\_\_\_\_; after March 14: \$200 \_\_\_\_\_

Non-Member \$200 \_\_\_\_\_; after March 14th: \$220 \_\_\_\_\_

Volunteer or Student \$140 \_\_\_\_\_; after March 14th: \$160 \_\_\_\_\_

Complimentary Friday Wine & Cheese Networking Reception & Program

DINNER BUFFET: Friday Evening, April 5 \$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

1<sup>st</sup> Choice A1 \_\_\_ A2 \_\_\_ A3 \_\_\_

1<sup>st</sup> Choice B1 \_\_\_ B2 \_\_\_ B3 \_\_\_

1<sup>st</sup> Choice C1 \_\_\_ C2 \_\_\_ C3 \_\_\_

A4 \_\_\_

B4 \_\_\_

C4 \_\_\_

2<sup>nd</sup> Choice A1 \_\_\_ A2 \_\_\_ A3 \_\_\_

2<sup>nd</sup> Choice B1 \_\_\_ B2 \_\_\_ B3 \_\_\_

2<sup>nd</sup> 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](http://www.pamediation.org))

Individual/Organizational membership, add \$70 \_\_\_\_\_ Volunteer membership, add \$35 \_\_\_\_\_

**A 25% cancellation fee will be applied after March 28, 2024.**

## Payment Options

• Check: Send this form and your check made out to "PCM" to: **PCM, PO Box 23, Oakmont, PA 15139**

• Credit card: Register on the PCM website - <https://www.pamediation.org/>