

The American Bar Association Section of Dispute Resolution Presents

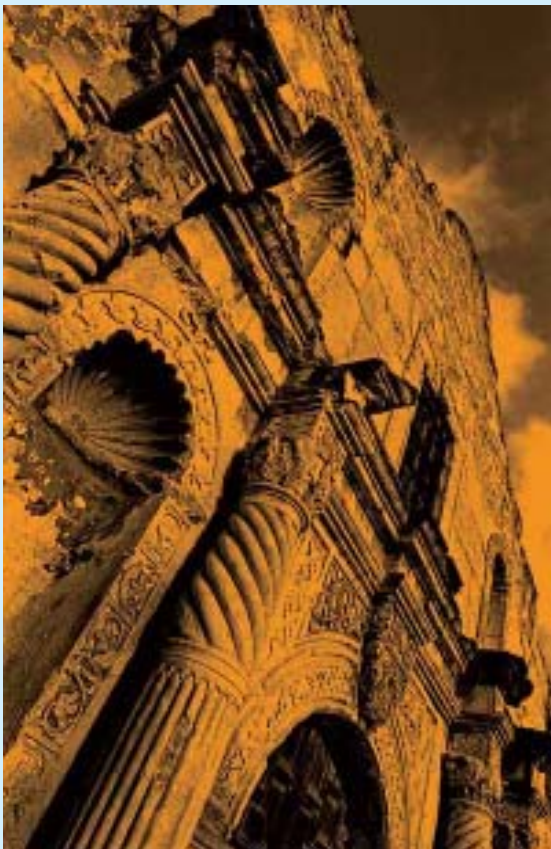
The Annual Spring Conference

Celebrating Ten Years of Service to the Dispute Resolution Field

Insight for Inspired Practice

March 20-22, 2003
San Antonio, Texas

The Henry B. Gonzalez Convention Center – Hilton Palacio del Rio



*Photographs courtesy of San Antonio
Convention & Visitors Bureau*

- ***Kenneth Feinberg*, Special Master of the Sept. 11 Victims Compensation Fund, will deliver the 14th Annual *Frank E. A. Sander Lecture***
- ***A Dialogue with Critics of Dispute Resolution***
- ***Dispute Resolution Skills Training* by the nation's leading trainers and practitioners**
- ***Over 120 Presentations* covering the diverse world of dispute resolution**
- **The *Mini-Conference on Court ADR* for program administrators, judges, neutrals and more**
- **Innovative teaching techniques at the *Legal Educators' Colloquium***
- **A Special Pre-Conference Forum on *Expanding Opportunities for Minorities and Women in Dispute Resolution***
- ***Gala Celebration: The Tenth Anniversary of the ABA Section of Dispute Resolution***

Conference at a Glance

Thursday, March 20

7:00 am – 10:00 am	Registration for Pre-conference Events Only (<i>Skills Training, Court ADR Mini-Conference, Opportunities for Minorities and Women Forum</i>)
10:00 am – 4:00 pm	General Registration
8:00 am – 2:30 pm	Forum on Expanding Opportunities for Minorities and Women in Dispute Resolution* (<i>see page 5</i>)
8:00 am – 2:30 pm	Mini-Conference on Court ADR* (<i>see page 6</i>)
8:00 am – 4:00 pm	Representation in Mediation Competition
8:30 am – 12 noon	Pre-Conference Skills Training Sessions* (<i>see page 4</i>)
12:00 noon – 1:00 pm	Associates Committee Meeting
1:00 pm – 2:30 pm	Committee Meetings/Open Networking Sessions (<i>see page 9</i>)
2:45 pm – 4:15 pm	Concurrent Sessions - Series A (<i>see page 10</i>)
4:30 pm – 6:30 pm	Opening Plenary – Frank E. A. Sander Lecture by Kenneth Feinberg
6:30 pm – 8:00 pm	Welcome Reception <i>Sponsored by the National Arbitration Forum, Martindale-Hubbell and American Arbitration Association</i>

Friday, March 21

7:30 am – 8:30 am	Section Committee Meetings
8:00 am – 12:00 noon	Representation in Mediation Competition Final Round
8:30 am – 10:00 am	Plenary – Dialogue with Critics of Dispute Resolution
10:15 am – 11:45 am	Concurrent Sessions - Series B (<i>see page 10</i>)
12:00 noon – 1:45 pm	Luncheon <i>Sponsored by Bank of America, JAMS, Association of Attorney Mediators</i>
	Presentation of the D’Alemberte/Raven Award
2:00 pm – 3:30 pm	Concurrent Sessions - Series C (<i>see page 11</i>)
3:45 pm – 5:15 pm	Concurrent Sessions - Series D (<i>see page 12</i>)
5:30 pm – 6:30 pm	Section Committee Meetings
7:00 pm – 9:00 pm	Tenth Anniversary Gala Celebration* <i>Hosted by the State Bar of Texas Alternative Dispute Resolution Section</i>

Saturday, March 22

8:00 am – 9:0 am	Section Committee Meetings
9:00 am – 10:30 am	Concurrent Sessions - Series E (<i>see page 13</i>)
9:00 am – 12:15 pm	Legal Educators’ Colloquium (<i>see page 15</i>)
10:45 am – 12:15 pm	Concurrent Sessions - Series F (<i>see page 14</i>)
12:30 pm – 2:00 pm	Legal Educators’ Colloquium Luncheon
1:30 pm – 2:30 pm	Section Committee Meetings



* Limited ticket event

For the latest updates on the conference, see www.abanet.org/dispute.

Plenary Sessions

Thursday, March 20 4:30 pm – 6:30 pm *The 14th Annual Frank E.A. Sander Lecture*

The 9/11 Fund: A Public Response to Private Grief

Kenneth R. Feinberg, Special Master for the September 11 Victims Compensation Fund, will discuss the challenges of providing fair compensation within the contours set by Congress that would address the needs of families devastated by the worst terrorist attack on America. The Victims Compensation Fund has been described as “the mother of all dispute resolution design challenges.” Special Master Feinberg will discuss the difficult issues in designing the Fund, how the Fund is different from other mass tort claims programs, and how claimants have responded to the program.

Friday, March 21 8:30 am – 10:00 am

A Dialogue with Critics of Dispute Resolution. Is There a Backlash Against ADR?

Do our critics know us better than our friends? We are doing such great things, how could anybody criticize us? In spite of our success, some question whether the trend toward greater use of ADR is truly in the best interest of our justice system. Are there too few trials? Should consumers or employees be required to arbitrate disputes? Are ADR procedures accessible to middle and low income Americans? Are we losing precedent in the name of protecting confidentiality? Join some of ADR’s leading skeptics in a fast paced discussion of these and other “hot button” issues led by Section Chair Bruce Meyerson.

John Payton, Wilmer, Cutler & Pickering, Washington, DC; **Sally Greenberg**, Consumers Union, Washington, DC; **James Sturdevant**, Sturdevant Law Firm, San Francisco, CA; **Hon. Royal Furgeson**, U.S. District Court for the Western District of Texas, Midland, TX

Conference Executive Committee

Section Chair	Bruce Meyerson
Conference Chairs	David Hoffman, John Bickerman
Program Committee Chairs	Marjorie Aaron, Lela Love
Fundraising	Wayne Fagan
Skills Training Program	Dwight Golann, Susan Scott, Lee Jay Berman
Networking Sessions	Harry Mazadoorian
Plenary Sessions	John Bickerman
Legal Educators’ Colloquium	Kim Kovach, Homer La Rue, Daniel Bowling, Don Peters, Susan Schmitz, Scott Hughes
Local Activities	Dan Naranjo, Maxine Aaronson
Mini-Conference on Court Connected ADR	Amy Bressler Nee, Ellen Miller
Representation in Mediation Competition	Maureen Weston, Ann Woodley
Coordinator of Volunteers	Marlene Labenz-Hough
Forum on Opportunities for Minorities	Homer La Rue, Marvin Johnson, Jack Hanna, Dan Naranjo

Conference Program Planning Track Chairs

Arbitration	Sarah Rudolph Cole, Richard Chernick
Communication	Bobbi McAdoo, Amy Glass
Community and Peer Mediation	Timothy Hedeem, Marlene Labenz-Hough, Linda Baron
Construction ADR	Ken Bloom, Dottie Terrell
Corporate/Business	Teri McClure, Peter Phillips
Court-Connected ADR	Amy Bressler Nee, Ellen Miller
Employment and Labor ADR	Scott Carfello, Max Zimny
Ethics	Phyllis Bernard, Jay Folberg
Environment and Public Policy	Heather Sibbison, John Bickerman
Family	Jeremy Butler, Kay Elkins-Elliot
Government ADR	Julie Bretz, Gail Puckett, Chris Mills Carlson
Intellectual Property and Technology	Ethan Katsh, Tim Cole, Anita Ramasastry, Sandra Sellers
International	Betty Southard Murphy, Wayne Fagan
Practice Development and Management	Linda Bulmash
Miscellaneous	Jack Hanna, Gina Brown, John Bickerman

Pre-Conference Skills Training

Mediators, Arbitrators and Advocates: Sharpen Your Skills and Expand Your Practice!

Thursday, March 20 8:30 am to 12:00 noon

Take a short post-graduate course in dispute resolution – Join some of the nation’s leading trainers and teachers in interactive sessions focused on improving your skill as an ADR neutral or advocate. Please sign up for two workshops on page 19. Be sure to sign up ahead of time, space is limited.

8:30 am to 10:00 am

- 1 **On the Job: Dilemmas in Employment Mediation**
Marjorie Aaron, University of Cincinnati College of Law; Margaret Shaw, Principal, ADR Associates
- 2 **International Mediation: Surprises for Neutrals and Counsel – and How to Respond to Them**
Karl Mackie, Chief Executive and Mediator; Eileen Carroll, Deputy Chief Executive and Mediator, Centre for Effective Dispute Resolution, London
- 3 **Advanced Negotiation Skills**
L. Randolph Lowry, Director, Straus Institute for Dispute Resolution, Pepperdine University Law School
- 4 **Risk-Based Facilitative Mediation Techniques – An Interactive Workshop**
Alexander Polsky, Senior Mediator, JAMS
- 5 **Innovative Client Intake and Caucus Strategies**
Forrest Mosten, Mosten Mediation Centers
- 6 **Anatomy of an Arbitration**
Larry Waddington, Los Angeles, CA; Ruth Glick, San Francisco, CA



10:30 am to 12:00 noon

- 7 **Strategic Methods for Marketing a Dispute Resolution Practice**
Natalie Armstrong, Golden Media
- 8 **The Black Farmer Case: Unique Skills Needed in Mediating Cases with Public Policy Overtones**
Linda Singer and Michael Lewis, ADR Associates
- 9 **Deadlocks and Dilemmas — Ethical Decisions for Mediators**
Ross Stoddard, Irving, TX; Trey Bergman, Houston, TX
- 10 **Advanced Techniques: ‘Insulting’ First Offers and Other Procedural Barriers**
David Geronemus, Senior Mediator, JAMS; Dwight Golann, Professor, Suffolk University Law School
- 11 **Litigators on Mediators: A Candid Feedback and Skill-Building Dialogue**
Lee Jay Berman, Mediation Alliance; Jamie Broder, Paul Hastings Janofsky and Walker;
James K. L. Lawrence, Frost Brown Todd, LLC
- 12 **Keeping Your Arbitration Ethical, Efficient and Cost-effective**
Bruce Meyerson, Phoenix, AZ; June Lehrman, Los Angeles, CA

Session Chairs: Dwight Golann, Suffolk University Law School; Susan Scott, Director, Western Justice Foundation
Vice Chair: Lee Jay Berman, Mediation Alliance

Special Forum

Forum on Expanding Opportunities for Minorities and Women in Dispute Resolution

Thursday, March 20 8:00 am – 2:30 pm

This series of workshops is intended to expand the participation and involvement of minorities and women in the dispute resolution profession. The goal of this forum is to identify specific ways to address the problem of underrepresentation of minorities and women in our field and to feature practice development skills.

8:00 am – 9:15 am

**Forum A: What Large Corporations Look for in Mediators/Arbitrators –
A Panel of Corporate Professionals with Selection Capabilities**

William G. Paul, Crowe & Dunlevy, Oklahoma City, OK, moderator; Robyn Mitchell, Consumer and Commercial Bank AML Compliance Executive, Bank of America; Wilbur Hicks, Ombuds and Director, Dispute Resolution Program, Shell International; Teri McClure, Corporate Counsel – Employment, United Parcel Service; Melanie Lewis, Corporate Manager, Conflict Management, Coca-Cola Enterprises

Forum B: How Government Agencies Recruit and Assign Neutrals

Dan Dozier, Marasco Newton, Washington, DC; Traci Gann, U.S. Postal Service, Dallas, TX; Sylvia DeLeon, EEOC, San Antonio, TX; Deborah Kant, U.S. Department of Justice, Washington, DC

9:30 am – 10:45 am

Forum C: Staying Afloat While You Are Building a Practice

Steven Gonzales, Assistant Professor of Law, La Verne University College of Law, Ontario, CA, moderator; Angelia Tolbert, Little Rock, AR; Suzanne Townsend, Cascade Dispute Resolution Services, West Linn, OR; Jonathan E. Kaufmann, Kaufmann and Brick, Annandale, VA; Linda Toyo Obayashi, Miller and Obayashi Mediation, Baltimore, MD

**Forum A (repeat): What Large Corporations Look for in Mediators/Arbitrators:
A Panel of Corporate Professionals with Selection Capabilities**

11:00 am – 12:15 pm

Forum D: How to Market to Get Cases Once You Are on a Panel

Lorraine Sanchez Hayes, The Consensus Group, Atlanta, GA, moderator; Gina Miller, JAMS, Orange, CA; Susan Wiens, National Arbitration Forum, Minneapolis, MN; India Johnson, American Arbitration Association, Atlanta, GA

Forum E: How I Did It: Success Stories from the Community

Home La Rue, Howard University, Washington, DC, moderator; Marvin Johnson, Silver Spring, MD; Floyd Weatherspoon, Columbus, OH; Dan Naranjo, San Antonio, TX; Joyce Mitchell, Silver Spring, MD

12:30 pm – 1:30 pm Luncheon

Remarks: Robert Grey, Former Chair of the American Bar Association House of Delegates

1:30 pm – 2:30 pm Diversity Committee Open Forum and Table Top Discussions

Planning Chairs: Homer La Rue, Washington, DC; Marvin Johnson, Silver Spring, MD; Dan Naranjo, San Antonio, TX

American Bar Association Cosponsors: ABA Commission on Racial and Ethnic Diversity; ABA Commission on Women in the Profession; ABA President's Advisory Council on Diversity

Cooperating Organizations: American Arbitration Association; CPR Institute for Dispute Resolution; Hispanic National Bar Association; JAMS; Mediators of Color Alliance; National Arbitration Forum; National Asian Pacific American Bar Association; National Native American Bar Association; San Antonio Black Lawyers Association



The Mini-Conference on Court ADR

Ensuring and Sustaining Success

Thursday, March 20 8:15 am - 2:30 pm

7:00 am – 10:00 am Registration

8:15 am - 9:15 am Keynote Speech: “The Court ADR Journey in Texas”

The Honorable Priscilla R. Owen, Supreme Court of Texas

9:30 am - 10:55 am

Funding: Overcoming Challenges

Chris Carlson, Co-Executive Director, Policy Consensus Initiative (PCI), Santa Fe, NM, moderator; Rachel Wohl, Executive Director, Maryland Mediation and Conflict Resolution Office (MACRO), Towson, MD; Leandra Kelleher, Chief Deputy Clerk, United States District Court for the District of Montana, Missoula, MT

Evaluation 101, Part 1: Is the Program Working? Why Do We Want to Know and How Do We Find Out?

Donna Stienstra, Senior Researcher, Federal Judicial Center, Washington, DC; Bobbi McAdoo Gahlon, Professor and DRI Senior Fellow, Dispute Resolution Institute, Hamline University School of Law, St. Paul, MN; James Woodward, Clerk, United States District Court, Eastern District of Missouri, St. Louis, MO; Ellen Miller, Administrator, Civil Mediation, San Diego Superior Court, San Diego, CA

Mediator Competency and Qualifications: Ensuring Quality Service

Susan Yates, Executive Director, Center for Analysis of ADR Systems (CAADRS), Chicago, IL

11:10 am - 12:35 pm

Promoting ADR: Accentuating the Positive and Overcoming Resistance

The Honorable Wayne D. Brazil, Magistrate Judge, United States District Court for the Northern District of California, Oakland, CA; Berry B. Mitchell, Administrator/ Mediator, ADR Program, United States District Court for the District of Rhode Island, Providence, RI

Evaluation 101, Part 2: What Do I Do Now? Coping with Good and Not-So-Good News About Your Court ADR Program

Faculty for Evaluation 101, Part 1

Effective Partnerships Between Courts and Community Mediation: Options for Mutual Gain

Timothy Hedeem, Assistant Professor of Conflict Management, Kennesaw State University, Kennesaw, GA; Kris Donley, Executive Director, Dispute Resolution Center, Austin, TX; Joyce Jones, Associate Executive Director, Dispute Mediation Service, Dallas, TX; Rachel Wohl, Executive Director, Mediation and Conflict Resolution Office (MACRO), Towson, MD

12:45 pm - 1:45 pm Networking Lunch

1:45 pm - 2:30 pm Informal Discussion Groups

Learning with Our International Colleagues

Judge Machteld Pel, the Netherlands, moderator

Pro Se Litigants and Diversity Issues

Julie L. Bronson, ADR Administrator, Los Angeles Superior Court, Los Angeles, CA, moderator

Planning Committee Co-Chairs: Ellen M. Miller, San Diego, CA; Amy Bressler Nee, Boston, MA

Planning Committee: James Alfini, DeKalb, IL; Hon. Nancy Friedman Atlas, Houston, TX; Julie Bronson, Los Angeles, CA; Hon. John Coselli, Houston, TX; Philip E. Cutler, Seattle, WA; Kris Donley, Austin, TX; Amy Glass, Kalamazoo, MI; Loral Hooper, Washington, DC; John Lande, Columbia, MO; Geetha Ravindra, Richmond, VA; Ann Skove, Williamsburg, VA; Susan Yates, Chicago, IL

Latin American Track

BIENVENIDOS A SAN ANTONIO

The ABA Section of Dispute Resolution International Committee, the ABA Latin America Law Initiative Council, and the ABA Section of International Law & Practice Cross-Cultural Task Force have developed this special focus on Latin America for the conference. The conference will feature the Latin American Track, a special set of three programs on Friday, March 21.

Friday, March 21

10:15 am - 11:45 am

B13. Overview of ADR in the Americas

Edward Shumaker, Concord, NH; Eric Miller, Baton Rouge, LA; Cesar Ochoa, Juarez, Mexico;
Maria Rosa Cattaneo, Buenos Aires, Argentina; Betty Southard Murphy, Washington, DC

2:00 pm - 3:30 pm

C13. Expansion of Mediation in Mexico

Juan Luis Gonzalez Alcantara Carranca, Cuauhtémoc, Mexico; Macarena Tamayo-Calabrese, Chicago, IL;
Héctor Manuel Ramírez-Sánchez, Guanajuato, Mexico; Melinda Ostermeyer, Washington, DC;
Stephen N. Zach, Miami, FL

3:45 pm - 5:15 pm

D13. Sustainable Solutions: Resolving Conflicts Over Colliding Economic Development and Environmental Protection Objectives

Rachel Kyte, Washington, DC; Caliph Johnson, Houston, TX; Frans van Haren, San Jose, Costa Rica;
Ann L. MacNaughton, Houston, TX; Gregg Cooke, Dallas, TX; Leopoldo Burguete, Mexico D.F., Mexico

We welcome the *Mediation Project in Mexico: Building Capacity and Effectiveness*. The Project is a USAID funded initiative. It is operated by the American Bar Association Latin American Law Initiative in collaboration with the Section of Dispute Resolution and with support and participation by Freedom House. At the heart of the project is the hard work and collaboration of the Committee of Assessors composed of key representatives from eleven states (Aguascalientes, Oaxaca, Nuevo Leon, Guanajuato, Quintana Roo, Queretaro, Puebla, Tabasco, Sonora, Jalisco, Baja California Sur), Distrito Federal, The Mexican Bar Association, the Instituto de la Mediacion en Mexico, the Camara de Comercio de la Ciudad de Mexico, the Centro de Mediacion Notarial, the Instituto de la Judicatura Federal and the Suprema Corte de la Nacion. The project seeks to build networks of communication and information sharing and enhance the effectiveness of new and existing mediation initiatives. We thank USAID for its support of the Conference. Simultaneous Spanish translation of the Latin American track will be provided for these three sessions and the Plenary session on Friday. Thank you to Wayne Fagan for chairing this effort.



Special Events

CELEBRATE!

THE TENTH ANNIVERSARY OF THE ABA SECTION OF DISPUTE RESOLUTION

Friday, March 21 7:00 pm – 9:00 pm

At the **Southwest School of Art and Craft**
300 Augusta (just a short river barge ride from the hotel)

*Hosted by the State Bar of Texas
Alternative Dispute Resolution Section*



Your short walk from the San Antonio river barge will be rewarded with a very special five acres nestled among huge overhanging trees ready for your enjoyment. With a Mariachi band in the background we will playfully celebrate our work as we stroll these magnificent grounds.

Visit the Maddux Chapel built in 1867 and designed by French Architect Francois Giraud with its original woodwork, walls and stained glass. There, commemorative prizes from the Section of Dispute Resolution will be awarded.

Stroll the McNutt Convent Gardens and enjoy the manicured lawns and cascading fountain, then move Texas two step style to the River Garden overlooking the grand San Antonio.

Wave to friends from the Gazebo while tasting the outstanding cuisine of San Antonio and enjoying the best of spirits.

Please join the State Bar of Texas Alternative Dispute Resolution Section and celebrate the 10th anniversary of the ABA Section of Dispute Resolution. For ticket information, see the registration form on page 19.

Saturday, March 22 8:00 am – 9:00 am

“BREAKFAST WITH THE TEXAS BUNCH”

Join the State Bar of Texas Alternative Dispute Resolution Section for a “Texas-Style” Breakfast

- Meet the original drafters of the 1987 Texas ADR Act. They will discuss the issues considered in drafting the legislation
- Learn how the leadership of the Texas ADR Section and other mediator organizations in Texas have avoided legislative and judicial regulation of mediators
- Say “Howdy” to the Texas ADR Council and representatives of ADR groups from across this great State
- Meet Col. Travis and Gen. Santa Anna and enjoy a special presentation of “Remember the Alamo: *What if the State Bar of Texas ADR Section had been there?*”
- Bring your business cards for door prizes and “give-aways”
- Earn CLE credit (.75 MCLE pending)

Enjoy all of this for the low Texas price of just \$5.00. Pay at the door. Please RSVP to Danielle Hargrove at (210) 493-6217.

Networking Sessions & Meetings

Networking Sessions

Thursday, March 20 1:00 pm - 2:30 pm

These Networking Sessions encourage broad and open dialogue by all attendees. They will allow individuals interested in a particular area of dispute resolution to meet with colleagues with similar interests in an informal setting. Experienced facilitators will lead a discussion of the most pressing and critical issues with an emphasis on comments and contributions from the attendees. Some sessions will be devoted to specific topics within the subject area. The purpose of the sessions is to provide an opportunity for dynamic participant interaction. There is no charge for these sessions.

The seven Networking Sessions and the facilitators for each are:

Session	Facilitators
ADR for All Professions	Joan Tobin, Edith Primm
ADR in the Federal Government	Jeffrey Senger
Corporate ADR	Teri McClure
Court Annexed ADR: A Practical Exploration*	Ellen Miller, Amy Bressler Nee
Diversity*	Marvin Johnson
International	Betty Southard Murphy
Ombudsman	John Barkat

* These sessions will occur during ticketed luncheons associated with pre-conference events. See pages 5 and 6.

Section of Dispute Resolution Open Meetings

Wednesday, March 19

1:00 pm - 5:00 pm	Representation in Mediation Competition
3:00 pm - 6:30 pm	Section of Dispute Resolution Council Meeting

Thursday, March 20

12:00 noon - 1:00 pm	Associates Committee Meeting
1:00 pm - 2:30 pm	Committee Meetings <i>ADR and Construction Industry; ADR and Family Function; Entertainment ADR; Practice Development; Pro Bono</i>

Friday, March 21

7:30 am - 8:30 am	Committee Meetings <i>ADR and Tax Matters; Community Based and Peer Mediation; Education</i>
5:30 pm - 6:30 pm	Committee Meetings <i>ADR Advocacy in Litigation; Intellectual Property and Online DR</i>
8:00 am - 12:00 noon	National Finals of the Representation in Mediation Competition

Observe the “Championship” round of this national competition, in which law students role-play as attorneys and clients in a mediation setting. The competition measures how well law students prepare for and represent clients in mediation. Observe, learn or volunteer to serve as a mediator or judge. To volunteer, contact Gina Brown at 202-662-1677.

The Representation in Mediation Competition is co-sponsored by the American College of Civil Trial Mediators and the Association of Attorney Mediators. The National Co-Chairs of the Representation in Mediation Competition are Maureen Weston, Pepperdine School of Law and Ann Woodley, Arizona State University College of Law.

Saturday, March 22

8:00 am - 9:00 am	Committee Meetings <i>Mediation; Resolution of Public Policy Disputes</i>
1:30 pm - 2:30 pm	Committee Meetings <i>Arbitration</i>



Concurrent Sessions

Concurrent A: Thursday, March 20, 2:45 pm – 4:15 pm

A1. Is Commercial Arbitration Becoming Too Legalistic – Is It Losing the Promise of Arbitration To Be Inexpensive and Quick?

Royce Remington, Cleveland, OH
Bryan D. Coleman, Houston, TX
Edward J. Costello, Jr., Santa Monica, CA
Winslow Christian, Camptonville, CA
Gerald F. Phillips, Los Angeles, CA
Andrew Kim, Santa Monica, CA

A2. Mediating the Emotional Case: Addressing Issues Near and Dear to the Heart

Rita Callahan, Atlanta, GA
Elaine Talley, Davis, CA
Gail Nugent, San Diego, CA

A3. Taming the Dragon: Secrets of Success in Mediation Advocacy

Darrell Puls, Kennewick, WA
Trudy Haas, Chicago, IL
Jerome Diekemper, St. Louis, MO
Kent Snapp, Kansas City, MO
John R. Phillips, Kansas City, MO
Carole De Young Puls, Kennewick, WA

A4. The Role of Consultants in Mediation

Richard E. Kennedy, Montville, NJ
Paul Sandars III, Roseland, NJ
Richard Raeon, Rockville, MD
Deborah Coleman, Cleveland, OH

A5. The Organizational Ombudsman in an Integrated Dispute Resolution System

Melanie Lewis, Atlanta, GA
William Bedman, Houston, TX
Brodrick W. Hill, Houston, TX
John Barkat, Briarcliff Manor, NY
Wilbur Hicks, Houston, TX

A6. Court-Ordered ADR: Consequences and Remedies (including Sanctions) for Failure to Mediate in Good Faith

John Lande, Columbia, MO
Anne Gifford, Orange, CA
Robert Lewis, Great Neck, NY

A7. Innovations in Employment Dispute Resolution and Conflict Management Programs

Oliver Quinn, Newark, NJ
Jeffrey D. Paquin, Atlanta, GA
Melinda Socol-Herbst, New York, NY
Stephanie Morse-Shamosh, New York, NY

A8. When the River Causes Conflict: Resolving Water Rights Disputes

Tom Bohl, Austin, TX
Tom Maddock, Tucson, AZ

Darcy Bushnell, Albuquerque, NM
Michael Nelson, St. Johns, AZ
John Bickerman, Washington, DC

A9. Ethical Paradoxes of Mediation: Balancing Contradictory Values and Objectives

David Hoffman, Boston, MA
Eric Galton, Austin, TX

A10. Cutting Edge Strategies to Resolve Complex/ High Asset Property and Spousal Support Issues

Forrest S. Mosten, Los Angeles, CA

A11. The Tilted Table: Mediating With Inequities in Power, Real and Perceived, When the Government is a Party

Donald Garrett, Washington, DC
Donald Green, Washington, DC
Nancy Lesser, Washington, DC
Deborah Kant, Washington, DC
Andrea L. Treese Berlin, Washington, DC

A12. Curing Conflict: A Prescription for Institutional ADR

Dale Hetzler, Atlanta, GA
Ginny Morrison, San Anselmo, CA
Lorraine Sanchez Hayes, Atlanta, GA

A13. The Church of the Nativity - Bethlehem 2002: Crisis Negotiation and Mediation

Michael Tsur, Jerusalem, Israel
Mordechay Cristal, Ramat Asharon, Israel
Lior Lotan, Tel Aviv, Israel

A14. Beyond Mediator/Arbitrator: Roles for Neutrals in the 21st Century

Edie Primm, Atlanta, GA
Lynn P. Cohn, Chicago, IL
Rene Ellis, Durham, NC
Margaret Shaw, New York, NY

A15. Resolution of Investment Disputes in the Americas

Neal Blacker, Los Angeles, CA
Morag MacGougan, Toronto, Canada
Carlos Loperena, Mexico
Kenneth Andrichik, New York, NY

A16. Before and After: Designing the Mediation Process (Before) and Claims Process (After) in Class Actions and Complex Cases

Michael Lewis, Washington, DC
Linda Singer, Washington, DC
Cathy Costantino, Washington, DC
Kenneth LaPatine, New York, NY

Concurrent B: Friday, March 21, 10:15 am – 11:45 am

B1. Class Actions and Arbitration: Can They Co-exist?

Alan S. Kaplinsky, Philadelphia, PA
Jean Sternlight, Columbia, MO

Concurrent Sessions

Bruce Meyerson, Phoenix, AZ
Florence Peterson, New York, NY

B2. Using Improvisation to Teach Conflict Resolution Skills

Debra Gerardi, American Canyon, CA
Kaye Christianson, Santa Monica, CA

B3. The Next Generation of Dispute Resolution: Peer Mediation Programs

Dawn Fontine, Boston, MA
Charlotte R. Miller, Houston, TX
J. Frank Rizzo, San Antonio, TX

B4. Tips on Effectively Presenting Construction Cases in Arbitration – From An Arbitrator’s Viewpoint

Judith B. Ittig, Washington, DC
Adrian L. Bastianelli, III, Washington, DC
Richard F. Smith, Vienna, VA

B5. Insurance: the Devil You Know and the Devil You Don’t

Jacquelyn A. Beatty, Seattle, WA
Jeff Kichaven, Los Angeles, CA
Jill B. Berkeley, Chicago, IL
Earl C. Davis, Novato, CA
Linda Lasley, Pasadena, CA

B6. Collaborative Case Management in Trial and Appellate Courts

John Coselli, Houston, TX
Frank G. Evans, Houston, TX
Davie L. Wilson, Houston, TX
Tasha Willis, Houston, TX

B7. Staying on Track: How to Keep Tax Issues from Derailing a Settlement

Jane Juliano, Arlington, VA
Maxine Aaronson, Dallas, TX
Farley P. Katz, San Antonio, TX

B8. Excavating Native American Peacemaking and Peacekeeping; Research in Practical Application of Native American Models and Concepts of Conflict Resolution

Franklin C. Rowland, Lame Deer, MT
Art Lusse, Missoula, MT
Torian Donohoe, Missoula, MT
Katherine Lusse, Missoula, MT
William Corbett, Missoula, MT

B9. Arbitrator Ethics: Will the New California Requirements Fix or Destroy Arbitration?

Jay Folberg, San Francisco, CA
James R. Madison, Menlo Park, CA
Paul DuBow, Danville, CA
Maureen Weston, Malibu, CA
Sarah Rudolph Cole, Columbus, OH

B10. The Next Challenge for Dispute Resolution Systems: Sustaining High Performance Over Time

Joseph McDade, Washington, DC
Geoff Drucker, Washington, DC
Donna M. Malin, New Brunswick, NJ
Traci G. Gann, Dallas, TX

B11. Reflective Mediation Practice at the FAA

January Stagg, Hawthorne, CA
Kathlyn Hoekstra, Washington, DC
Ferrin Moore, Dulles, VA
Judy Cohen, New York, NY
Ronald Mulgrew, Jamaica, NY
Gail M. Puckett, Oklahoma City, OK

B12. The Practice of Collaborative Law: Another Tool for the ADR Toolbox

Gay G. Cox, Dallas, TX
Robert Jensen Matlock, Dallas, TX

B13. Latin American Track: Overview of ADR in the Americas

Edward Shumaker, Concord, NH
Eric Miller, Baton Rouge, LA
Cesar Ochoa, Juarez, Mexico
Maria Rosa Cattaneo, Buenos Aires, Argentina
Betty Southard Murphy, Washington, DC

B14. Methods for Marketing a Mediation Practice

Linda Bulmash, Encino, CA
Andrew E. Golden, Los Angeles, CA
Natalie J. Armstrong, Los Angeles, CA
James McPherson, Sherman Oaks, CA

B15. Online Mediation - On Track or Out of Touch?

Gilbert Escudero, Irving, TX
Dave Renfro, Irving, TX
Kevin Buffington, Washington, DC
Bill McKee, Denton, TX

B16. ADR and Access to Justice: Pursuing Alternatives That Work

Russell Engler, Boston, MA
Jacqueline M. Nolan-Haley, New York, NY
Harold L. Abramson, Huntington, NY
Marc Kalish, Phoenix, AZ

Concurrent C: Friday, March 21, 2:00 pm – 3:30 pm

C1. Goldilocks and Arbitration Clauses: Too Little, Too Much (Too Bad)... Or Just Right!

Anne Larkin, Richmond, VA
John Allen Chalk, Sr., Fort Worth, TX
Scott Carfello, Chicago, IL
Stuart M. Widman, Chicago, IL

C2. Mediation Goes to the Movies: The Mediator as Communicator

Kay Elkins Elliot, Granbury, TX
Michael Palmer, Middlebury, VT

Concurrent Sessions

C3. Small Claims Mediation with Community Members and Law Student Volunteers

Kelly Browe Olson, Little Rock, AR
Ann Woodley, Tempe, AZ

C4. Web-Empowered Partnering: Using Web-Based Communication Systems for Conflict Management, Dispute Avoidance, and Early Resolution of Construction Disputes

John Farnan, Pittsburgh, PA
Gerald S. Clay, Honolulu, HI

C5. The Proof is in the Pudding: Measuring Cost Savings and other Benefits of Corporate ADR, Early Case Assessment, and Conflict Management Programs

Jennifer B. Victor, Atlanta, GA
Thomas L. Sager, Wilmington, DE
Taysen Van Itallie, Jr, New Brunswick, NJ
Elpidio Villarreal, Fairfield, CT

C6. Range and Innovation in Court ADR

Ellen Miller, San Diego, CA
Jennifer E. Shack, Chicago, IL
Susan Yates, Chicago, IL

C7. Does ADR Adversely Impact the Civil Rights of Americans?

Eileen B. Hoffman, Washington, DC
David Thaler, Washington, DC
Arlene J. M. Grant, Baltimore, MD

C8. Learning from Experience - the Limits of Environmental Mediation

Heather Sibbison, Washington, DC
Peter Steenland, Washington, DC
Claudia Bernard, San Francisco, CA

C9. "Fairness" in Mediation and Arbitration: What Role (If Any) for the Neutral?

Wayne Thorpe, Atlanta, GA
James Alfini, DeKalb, IL

C10. TEA Special Education Mediation - Everything You Wanted to Know About Creating a Successful Mediation Program

Linda LaBeau, Austin, TX

C11. PCI Ten Keys to Success in Introducing and Initiating Collaborative Practices in Your State Agency

Chris Carlson, Santa Fe, NM
Robert Huston, Austin, TX
Jennifer Salisbury, Corrales, NM
E. Janice Summer, Austin, TX

C12. Issues of Credentialing and Competence

Suzanne Mann Duvall, Dallas, TX
La Crisia R. Gilbert, Dallas, TX
John Sturrock, Edinburgh, Scotland
Ewan Malcolm, Edinburgh, Scotland

C13. Latin American Track: Expansion of Mediation in Mexico

Juan Luis Gonzalez Alcantara Carranca, Cuauhtémoc, Mexico
Macarena Tamayo-Calabrese, Chicago, Illinois
Héctor Manuel Ramírez-Sánchez, Guanajuato, Mexico
Melinda Ostermeyer, Washington, DC
Stephen Zach, Miami, FL

C14. Exporting Mediation: Confessing Sins and Exploring Best Practice

James Coben, St. Paul, MN
Giuseppe De Palo, Rome, Italy
Sandra Cheldelin, Fairfax, VA

C15. ADR in a High Tech World

Peter Michaelson, Red Bank, NJ
Sandra Franklin, Troy, MI
James Carmody, Houston, TX

Concurrent D: Friday, March 21, 3:45 pm – 5:15 pm

D1. Civil Justice Through Consumer Arbitration

Roger Haydock, Minneapolis, MN
Lewis Maltby, Princeton, NJ

D2. How to PEG™ People: Using a Communication Profile System to Read People

Barbara Madonik, Toronto, Canada

D3. True Confessions of a Facilitative Mediator: Why I Love Lawyers (And You Should Too)!

Andy G. Miller, Chicago, IL

D4. Mediating Public Disputes in Europe: New Initiatives, Rules, and Responses

Karl Mackie, London, England
Eileen Carroll, London, England

D5. Advanced Mediation: When The Going Gets Tough....

Amy Glass, Kalamazoo, MI
Jeffrey Jury, Austin, TX
Clifford Hendler, Toronto, Canada
Michael D. Young, New York, NY
John W. Cooley, Chicago, IL

D6. Selecting Qualified Mediators for Court Programs: Judges Discuss Court Mediation Programs

Gerald P. Lepp, Brooklyn, NY
Robert M. Levy, Brooklyn, NY
Wayne Brazil, Oakland, CA

D7. The EEOC and California Department of Fair Employment and Housing Employment Mediation Programs: Achievements to Date, Lessons Learned, and Challenges Ahead

Allen Butler, Dallas, TX
Anita Jose, Frederick, MD

Concurrent Sessions

Andrea Rosa, Sacramento, CA
Steve Ichniowski, Washington, DC
E. Patrick McDermott, Salisbury, MD

D8. Confidentiality: Challenges and Emerging Solutions

Jeffrey Senger, Washington, DC
Ellen Wheeler, Tucson, AZ
Charles Pou, Washington, DC
Joseph McMahon Jr., Denver, CO
Cherie P. Shanteau, Tucson, AZ

D9. Dispute Resolution Ethics

Bryant Garth, Chicago, IL
Phyllis Bernard, Oklahoma City, OK
Lawrence Fox, Philadelphia, PA
Kimberly Taylor, Los Angeles, CA

D10. How To Be Successful in the Mediation of Child Abuse and Neglect Cases

James P. Nance, San Antonio, TX
Faye Morgan, San Antonio, TX
Zan Brown, San Antonio, TX
Peter A. Sakai, San Antonio, TX
Ruth Garcia, San Antonio, TX

D11. Who Said Cops Can't Shoot Straight- Designing Public Sector ADR Systems That Work!

Kevin S. Casey, Austin, TX
Ron Joy, Midland, TX
David Sunahara, Ottawa, Canada
Peter M. German, Vancouver, Canada

D12. Complexity Theory and the Transformation of Conflict

Scott Hughes, Albuquerque, NM
Wendell B. Jones, Albuquerque, NM

D13. Latin American Track: Sustainable Solutions: Resolving Conflicts Over Colliding Economic Development and Environmental Protection Objectives

Rachel Kyte, Washington, DC
Caliph Johnson, Houston, TX
Frans van Haren, San Jose, Costa Rica
Ann L. MacNaughton, Houston, TX
Gregg Cooke, Dallas, TX
Leopoldo Burguete, Mexico D.F., Mexico

D14. Client Healing Through Dispute Resolution

David T. Link, Kalamazoo, MI
Don Owen Costello, Kalamazoo, MI
A. J. Stephani, Kalamazoo, MI
Daniel Bowling, Durham, NC
Carole Houk, Alexandria, VA

D15. International Competition for Online Dispute Resolution: Connecting Law Students Worldwide

David Larson, St. Paul, MN
Benjamin G. Davis, Fort Worth, TX

Ethan Katsh, Amherst, MA
Alan Gaitenby, Amherst, MA
Franklin G. Snyder, Fort Worth, TX
Ayesha Hassan, Paris, France

D16. It's the Context, Stupid! Why the Context Matters in Institutionalizing Mediation

Nancy Welsh, Carlisle, PA
Bobbi McAdoo, Arden Hill, MN
Grace D'Alo, Harrisburg, PA

Concurrent E: Saturday, March 22, 9:00 am – 10:30 am

E1. Ethical and Administrative Considerations in International Arbitration

Ann Ryan Robertson, Houston, TX
R. Doak Bishop, Houston, TX
Carroll E. Neesemann, New York, NY
Deborah Masucci, New York, NY
Thomas Stipanowich, New York, NY

E2. The Use of Lateral Thinking in Finding Creative Conflict Resolutions

Rita Seethaler, Alexandra, Australia
R. Craig Hupp, Detroit, MI
Tony Richardson, Alexandra, Australia

E3. A New Framework for Mediation: Beyond Capacity

Lewis Dabney, Washington, DC
Judith M. Filner, Washington, DC
Peter R. Maida, Washington, DC
Susan R. Crawford, Washington, DC

E4. Negotiating and Mediating with European Counterparts: the Culture and the Laws

Avi Schneebalg, Brussels, Belgium
Lawrence Kershen, London, England
Leonardo D'Urso, Rome, Italy

E6. The Pros and Cons of Court-Annexed ADR Revisited: Litigation Process in the New Millennium

Charles W. Crumpton, Honolulu, HI
Ann Dudley Marshall, Oklahoma City, OK
Berry Mitchell, Providence, RI
Leslie E. Kobayashi, Honolulu, HI
Kevin S. C. Chang, Honolulu, HI
Barry M. Kurren, Honolulu, HI

E7. When Does Incivility in the Workplace Constitute Hostile Working Conditions and How Can We Stop It?

Marcia Moncrieffe, Dallas, TX
Eudora "Dorie" Shaw, Andover, NH
Cindy Bentson, Renton, WA
Helen de Haven, Knoxville, TN
Michael A. Gonzales, Fort Worth, TX

Concurrent Sessions

E8. Brownfield Redevelopment and Energy Infrastructure Siting Cases: Balancing Economic Development, Environmental Protection, and Environmental Justice Agendas Via Facilitation and Interest Based Mediation

Richard Miles, Washington, DC
Mitchell Burack, Bala Cynwyd, PA
David Batson, Washington, DC
Dustin Ordway, Grand Rapids, MI

E9. Open Forum: Revisiting the Model Standards of Conduct for Mediators

E10. Practicing Family Planning in Trust and Estates Through ADR

Danielle Hargrove, San Antonio, TX
Robert Sacks, Los Angeles, CA
Edward V. Smith, III, Dallas, TX
Nikki DeShazo, Dallas, TX
Terry Franklin, Los Angeles, CA

E11. Application of Consensus Building in Public Policy

Roger Connor, Washington, DC
Alphonse E. Gerhardstein, Cincinnati, OH
Damon Lynch, III, Cincinnati, OH

E12. Integrated Conflict Management Programs: Designs, Policies and Challenges

Robin Barone, Newbury, VT
Belinda Sifford, South Royalton, VT
Francy Milner, Golden, CO
Judith Kaleta, Washington, DC
Lynn Hansen, Berkeley, CA

E13. The Legal Educators' Colloquium — Use of Film Clips to Teach Dispute Resolution Theory and Skills

Kimberlee Kovach, Austin, TX
Jim Coben, Minneapolis, MN
Scott Hughes, Albuquerque, NM

E14. The Legal Educators' Colloquium — Teaching About Negotiating Styles

Andrea Schneider, Milwaukee, WI
Gerald Williams, Provo, UT

E15. The Legal Educators' Colloquium — Teaching Ideas from Theory to Practice/Broad Field Initiatives

Kathy Domenici, Albuquerque, NM
Christopher Honeyman, Madison, WI

Concurrent F: Saturday, March 22, 10:45 am – 12:15 pm

F1. Mandatory ADR in Employment and Consumer Related Disputes

Charles A. Schmidt, Houston, TX
John C. Fleming, Austin, TX
Dan Naranjo, San Antonio, TX

F2. Effective Communication for Mediators

Richard Lucas, Houston, TX

F3. Coercion In/Into Mediation: Ethical, Theoretical and Practical Dimensions

Timothy Hedeem, Kennesaw, GA

F4. Beyond Workplace ADR: Emerging Use of Employment Dispute Systems

Ronald L. Seeber, Ithaca, NY
Richard Fincher, Phoenix, AZ
David B. Lipsky, Ithaca, NY

F5. Resolving Business Disputes in the Franchise Industry

F. Peter Phillips, New York, NY
John L. Estes, Dallas, TX
William G. Hall, Fort Worth, TX
Scott McLester, Parsippany, NJ

F6. The Differences Between Common Law and Civil Law in International Dispute Resolution

Jay M. Vogelsson, Dallas, TX
Steven K. Anderson, San Diego, CA
Dominic Spenser Underhill, London, England
Jennifer L. Price, Houston, TX
Hope H. Camp, Jr., San Antonio, TX

F7. To Caucus or Not to Caucus: That is the Question

Louise E. Dembeck, New York, NY
Jay S. Siegel, Fayetteville, AR
Alida Camp, New York, NY

F8. Keeping Out of Ethics Trouble - Prevention Tips from General Counsel

Jay Welsh, Irvine, CA

F9. ADR in the Airline and Railroad Industries

Rachel Barbour, Washington, DC
Daniel Rainey, Washington, DC
Linda Puchala, Washington, DC

F10. The Legal Educators' Colloquium — The Lawyer as Problem Solver: Teaching Ethical Advocacy – How Educators Use Exercises and Theory to Promote Ethical Advocacy

Homer La Rue, Columbia, MD

F11. The Legal Educators' Colloquium — Using Evaluation in Learning: Constructive Use of Grading

Linda Morton, San Diego, CA
Jacqueline Nolan-Haley, New York, NY
Elizabeth Herre, Austin, TX

F12. The Legal Educators' Colloquium — Teaching Reflective Practice

Dana Curtis, Palo Alto, CA
Daniel Bowling, Durham, NC
Doug Codiga, Honolulu, HI

Legal Educators' Colloquium

Sponsored by the Association of American Law Schools, the ABA Section of Dispute Resolution, and the ABA Section of Legal Education and Admissions to the Bar

Join law professors, adjuncts, and faculty from other disciplines to explore and discuss innovative ways to teach dispute resolution. The Colloquium runs concurrently with the Insights for Inspired Practice Conference and is free to all persons registered for the main conference. This year the colloquium will feature six breakout sessions with experienced teachers and researchers serving as the presenters. The Legal Educators' Working Lunch, a separate ticketed event, provides a networking opportunity for Colloquium attendees and presenters.

Saturday, March 22

9:00 am – 10:30 am

E13 Use of Film Clips to Teach Dispute Resolution Theory and Skills

Scott Hughes, University of New Mexico School of Law; Kim Kovach, University of Texas at Austin School of Law; Jim Coben, Hamline University School of Law

E14 Teaching about Negotiating Styles

Andrea Schneider, Marquette University Law School; Gerald Williams, Brigham Young University School of Law

E15 Teaching Ideas from the Theory to Practice/Broad Field Initiatives

Kathy Domenici, Domenici Littlejohn, Inc.; Christopher Honeyman, Broad Field Project

10:45 am – 12:15 pm

F10 The Lawyer as Problem Solver: Teaching Ethical Advocacy – How Educators Use Exercises and Theory to Promote Ethical Advocacy

Homer La Rue, Howard Law School

This session will address how to teach students ethical advocacy and problem-solving techniques. The session may include a number of role-plays and exercises that can be used in class. If you are interested in presenting or having your exercise, role-play, or simulation “tested” at the Colloquium, please forward an electronic copy to Gina Brown at browng@staff.abanet.org. Those submissions selected will be published for distribution at the Colloquium and on the Section of Dispute Resolution web site.

F11 Using Evaluation in Learning: Constructive Use of Grading

Linda Morton, California Western School of Law; Jacqueline Nolan-Haley, Fordham University School of Law; Elizabeth Herre, University of Texas at Austin School of Law

F12 Teaching Reflective Practice

Dana Curtis, Stanford University Law School; Doug Codiga, University of Hawaii School of Law; Daniel Bowling, Duke University School of Law

12:30 pm – 2:00 pm Legal Educators' Colloquium Luncheon

Please join us for this working lunch, an opportunity for small groups to gather, learn more about innovative new research and teaching techniques and network on a wide variety of dispute resolution topics.

<i>Table Topic</i>	<i>Facilitators</i>	<i>Table Topic</i>	<i>Facilitators</i>
Lawyer as Problem-Solver	Lela Love	Evaluation-Grading	Kim Kovach
Negotiations	Suzanne Schmitz	Reflective Practice	Daniel Bowling
Teaching International Conflict Resolution	Jackie Nolan-Haley	Procedural Justice	Nancy Welsh
Theory to Practice	Scott Hughes	Teaching Mediation Skills	Ellen Deason
Challenges for Adjuncts	Dwight Golann		
Ethics and ADR	Homer La Rue		

Colloquium Planning Committee: Daniel Bowling, Duke University School of Law; Scott Hughes, University of New Mexico School of Law; Kim Kovach, University of Texas at Austin School of Law; Homer La Rue, Howard Law School; Don Peters, University of Florida, Levin College of Law; Suzanne Schmitz, Southern Illinois University School of Law

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National Association for Community Mediation
National Native American Bar Association
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Conflict Resolution
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St. Mary's Law School
State Bar of Texas Alternative Dispute Resolution Section
Texas Association of Mediators
Texas-Mexico Bar Association

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GET SESSION PAPERS ON CD

Compilation of all electronically-submitted session papers, up to 100 papers, will be available for purchase. \$30 for conference registrants and \$50 for non-registered purchasers or post-conference purchasers. See the registration form on page 19.

CONFERENCE MCLE CREDIT

Accreditation will be requested for the entire program from every state (including California and Pennsylvania) with mandatory continuing legal education (MCLE) requirements for lawyers. Please be aware that each state has its own rules and regulations, including its definition of "CLE." Attorneys seeking to obtain MCLE credit in Pennsylvania are required to pay state accreditation fees directly to the Pennsylvania CLE Board (PACLE). Certificates of attendance will be available at the conclusion of the program for both attendees and speakers.

Tours / Special Attractions

San Antonio in the springtime has many attractions for tourists. March 20-22 is the end of spring break week and **Insight for Inspired Practice** attendees and their families are invited to tour the San Antonio attractions we selected for your enjoyment. Additional information about these and other San Antonio attractions can be found on <http://www.sanantoniovisit.com>.

Thursday, March 20, 2003

Institute of Texan Cultures and Buckhorn Museum

Discover a whole new Wild West experience at the Buckhorn Saloon & Museum. Get up close to interactive exhibits, belly up to the bar at the old-fashioned saloon-turned-café, and browse in the world's oddest store. Immerse yourself in Texana at the Institute of Texan Cultures and experience the history and the diverse cultures that come together to make up the uniquely Texas character. The tour leaves the Hilton Palacio Del Rio at 9 am and returns at 1 pm. Cost is \$28 per person and includes transportation and all expenses.



Friday, March 21, 2003

For Families and Guests of Conference Participants

San Antonio Missions

The San Antonio Mission Trail is a National Historic Park. These Missions are among the few relatively intact examples of colonial missions in the Southwest. A wide range of sculptural and painted decoration survives, illustrating how these arts developed on the frontier. Several of these missions are still being used for worship services today. The tour leaves the Hilton Palacio Del Rio at 9 am and returns at 1 pm. Cost is \$21 per person and includes transportation and all expenses.



Fiesta Texas – San Antonio Six Flags Theme Park

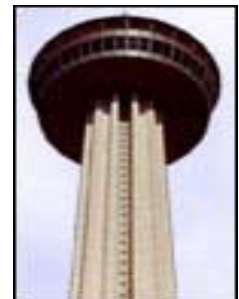
Fiesta Texas offers fun for the whole family with hair-raising thrill rides and a water park including a huge wave pool and water treehouse. Don't forget to jump on the award-winning Superman Krypton Coaster which flies through over 400 turns, spiral loops, and corkscrews at 70 miles an hour— all without a floor underneath you! Cap off your visit with the evening laser and fireworks spectacular. This all day outing includes transportation and admission to Fiesta Texas for \$37.62 per person.



Saturday, March 22, 2003

Tower of Americas

The Tower, 750 feet tall, offers a panoramic view of San Antonio and the surrounding area. Glass-walled elevators ascend over 500 feet to the restaurant and observation level. It was the theme structure for Hemis Fair in 1968 and symbolizes the progress made by the confluence of civilizations in the Western Hemisphere. This tour is from 3 pm - 6 pm and includes a visit to the observation level of the Tower of Americas; the Texas Adventure and a brief general city tour. It will originate at the Hilton Palacio Del Rio and is \$31.00 per person and includes transportation and all expenses.



**Deadline for ordering tickets – March 7, 2003.
See Tours Registration Form on the page 18.**

Registration Form
(see separate file)

The American Bar Association Section of Dispute Resolution Presents
The Annual Spring Conference



March 20-22, 2003

San Antonio, Texas

The Henry B. Gonzalez Convention Center – Hilton Palacio del Rio

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