Robert A. Creo

Arbitrator, Mediator & Educator

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Editor-in-Chief, How Arbitration Works, Bloomberg Law, Jan. 2022
(Ninth Edition released August 28, 2026)

EDUCATION

Washington University School of Law in St. Louis, J.D. 1977, (three-year full scholarship and living stipend)

- Washington University School of Law Quarterly, Senior Editor

B.A. 1974, Brandeis University, Waltham, Massachusetts

– Magna Cum Laude with Departmental Honors in History

COURT ADMISSIONS

U.S. Supreme Court, 1981
Pennsylvania Supreme Court, 1977
U.S. District Court for Western Pennsylvania, 1977

Faculty Appointments

Adjunct Professor, Duquesne University School of Law, 1991–2003, 2014–2021
Adjunct Professor, Chatham University, 2007–2019 (inactive)
Adjunct Professor, University of Pittsburgh School of Law, 2003–2013

PRIOR PRACTICE ACTIVITY AND EMPLOYMENT

Master Mediator Institute, 2008–2012
The Master Mediator Institute was co-founded by Mr. Creo and Monique McKay in 2008. MMI is a non-profit organization with a think tank function that provides research and educational opportunities, including Immersion Courses held at UCLA and Duke University.

Master Mediators LLC, 2009–2013
Counsel to Counsel, 2004–2010
Law Office of Robert A. Creo, 1998–2004
JAMS, 1995–1998
Creo & Shelly, 1995–1998

JUSTUS ADR Services, Inc., 1993–1995
United States Arbitration and Mediation, 1988–1993
Creo & Malley, 1985–1995
Law Office of Robert A. Creo, 1979–1985
Corporate Counsel, Ampco-Pittsburgh Corporation, 1977–1979

PROFESSIONAL EXPERIENCE

Mr. Creo has served as a neutral for over 5,000 days since 1979 in over 35 states. He has served as a Labor Arbitrator in all industries and all issues. He has mediated numerous serious injury and death claims, complex business transactions, and cases involving multi-million dollar settlements. His experience in substantive areas of practice includes: Antitrust, Banking, Bankruptcy, Business, Civil Rights, Class Actions, Commercial, Construction, Employment (ADA, Age, Discrimination, EEO), Energy, Environmental, Estates, Family Businesses, Finance, Healthcare, Insurance Coverage, Intellectual Property, Labor-Management, Medical Malpractice, Partnership, Personal Injury & Product Liability, Professional Malpractice, Securities, Software, Sports, Real Estate, and Trusts. He has served as Settlement Counsel to negotiate complex claims.

Significant Cases, Assignments, Achievements

Mr. Creo served as a Salary Arbitrator for Major League Baseball and the Major League Baseball Players Association from 1991 to 1998. He also served as a grievance arbitrator for the National Football League and National Football League Players Association to resolve disputes under the collective bargaining agreement from 1995 to 1998. He served as a neutral for the U.S. Senate Select Committee on Ethics, Office of Fair Employment Practices from 1992 to 1997. He has been on the panel as a mediator for the Court of Arbitration for Sport since 1998.

Mr. Creo has mediated complex cases involving dozens of parties. In 2008, he was appointed as a Special Master by Judge Stanton R. Wettick, Allegheny County Court of Common Pleas, to resolve an accident involving 42 vehicles. There were 6 fatalities and several injured parties represented by dozens of lawyers and insurance claims representatives. The United States Court for the Middle District of Pennsylvania appointed him to mediate a claim by over 60 plaintiffs against 11 defendants involving subprime mortgages. Courts have also appointed him to mediate disputes involving multiple plaintiffs and defendants, including real estate matters, gas land leases, and other commercial issues. Mr. Creo served as Settlement Counsel for complex cases involving life insurance sales fraud, bad faith, and catastrophic injuries. Mr. Creo also served as Special Mediation Counsel for an antitrust case between two health care systems.

Mr. Creo has been retained to serve as an Expert Witness for federal court litigation in Seattle involving settlement of thousands of hearing loss cases in the railroad industry. He has served as an expert witness in cases in the Court of Common Pleas of Allegheny County on arbitration.

When he served as Chairperson of the PA Bar Association Dispute Resolution Committee (May 1989–1990), he led the efforts to draft and enact the mediation privilege statute (42 PA C.S. 5949) of the judicial code. Mr. Creo worked closely with the primary drafter, Ann Begler of Pittsburgh, to create a clear and durable statute. The statute is unique because the privilege runs to the process itself and may not be waived by the mediator, counsel, or disputants.

In 2006, George T. Bisel Company, Inc. published Alternative Dispute Resolution for the Pennsylvania Practitioner, Mr. Creo's 1,600-page treatise on all aspects of ADR. He has authored the Effective Lawyer column for each issue of The Pennsylvania Lawyer since March 2015. He has published over 95 articles on mediation for Center for Conflict Resolution (CPR) Alternatives in the Master Mediator series.

In July 2018, Mr. Creo was interviewed by WFN1 News Corporation and featured in an episode of the online television series CEO Money to discuss his research in the field of happiness and his company Happy Effective Lawyer.

He was named Best Lawyer in America and Lawyer of the Year in mediation for Pittsburgh for the years 2017 and 2019, 2024, and as Lawyer of the Year in arbitration for 2021. He has recognized in the Judicial Edition for many years. He has been designated for ADR as a Superlawyer annually since 2006 and also in Florida since 2023. He is recognized by Martindale-Hubbell in Judicial Honors since 2020 and as AV since 1990.

In 2019, Mr. Creo was selected by peer review as one of the Top Mediators in the United States in the prestigious Chambers and Partners ranking. He received the 2018 Sir Francis Bacon Award by the Pennsylvania Bar Association, which recognized his impact in mediation and other forms of dispute resolution in Pennsylvania. Annually since 2005, Mr. Creo has been recognized in Pittsburgh Magazine, as well as one of "The Top 50" Lawyers within the Pittsburgh Area in 2011. He was included by Lawdragon in 2005 as one of the 500 Leading Judges in America. For decades he has maintained an A-V rating from Martindale-Hubbell, Inc. and is named as a Preeminent Attorney-Judicial Edition starting in 2022. He is listed in Marquis Who's Who, achieving its Lifetime Recognition Award in 2017, and several other publications recognizing professionals, including The Most Honored Lawyers by American Registry since 2021.

Arbitrator and Mediator Training

Mr. Creo apprenticed as a Labor Arbitrator with Samuel Krimsly and other prominent arbitrators from 1979 to 1981. He has attended and presented at arbitration programs sponsored by bar associations, the National Academy of Arbitrators, and the American Arbitration Association. Mr. Creo was trained as a mediator by Professor Len Riskin in 1986, by United States Arbitration and Mediation, and by Michael Lewis and Linda Singer.

In 2007, he received a Certificate for course completion in International Mediation: Maximizing Prospects for Success, from the United States Institute of Peace, Washington, DC. He has attended conferences and CLE programs sponsored by such organizations as the American Bar Association, the International Institute for Conflict Prevention and Resolution (CPR), the International Academy of Mediators, the Master Mediator Institute, the Pennsylvania Bar Association, universities, and various commercial entities.

Rosters of Designating Agencies & Organization Experience

ADR Chambers, Canada. 2011–2015
American Arbitration Association (AAA), 1980–present
CoralBridge Partners, LLC, Chicago, 2012–2015
Court of Arbitration for Sport (TAS-CAS) Lausanne, Switzerland, 1998–present
CPR Panel of Distinguished Neutrals, 1995–present
DeMars Associates, CAP-Ford ADR Program, 2018–present
Federal Mediation and Conciliation Service (FMCS), 1981–present
National Arbitration & Mediation (NAM), 2014–present
National Mediation Board (NMB), 1983–present
Pennsylvania Bureau of Mediation, 1981–present
Pennsylvania Labor Relations Board, 1982–present
The Labor Relations Connection, Inc., 2024–present
Resolute Systems, 2010–present
United States District Court for the Western District of Pennsylvania, ADR Roster, 2008–present

Labor Arbitrator Fees

$3,000 per diem plus travel expenses from closest location of Atlanta, Georgia, Delray Beach, Florida, Pittsburgh, and Rochester, MN
Arbitration Cancellation Fee for confirmed hearing date: Full day of $3,000 within 30 days and one-half day of $1,500 if notice received more than 30 days before the hearing date.

Commercial Arbitrator & Mediator Fees

Hourly Rate of $ 750. No fees for pre-appointment time, scheduling and routine administrative functions.

CURRENT OR PRIOR PROFESSIONAL AFFILIATIONS

Academy of Management (AOM); American Bar Association (ABA) Labor & Dispute Resolution Sections; Allegheny County Bar Association (ACBA); International Institute for Conflict Prevention and Resolution (CPR); Court of Arbitration for Sport (TAS-CAS); Decision

Analysis Society (DAS); International Association for Conflict Management; International Society for Labor and Security Law (ISSLS); Labor and Employment Relations Association (LERA); Master Mediator Institute (MMI) (Co-Founder); Mediation Council of Western Pennsylvania (MCWP); Mediators Beyond Borders International (MBBI) (Secretary/Treasurer & Co-Founder); National Academy of Arbitrators (NAA); Emeritus, National Academy of Distinguished Neutrals (NADN); The Moth; Storytellers Network; Pennsylvania Bar Association; Pennsylvania Council of Mediators (PCM); Society of Federal Labor Relations Professionals (SFLRP); Society for Judgment and Decision Making (SJDM); Western Pennsylvania Council of Mediators; World Intellectual Property Organization (WIPO); and World Mediation Forum.

Mr. Creo has served in various leadership capacities in sections and committees of the Allegheny County Bar Association and Pennsylvania Bar Association over the years, including being the founding Chairperson of the ACBA ADR Committee. He chaired the ACBA Labor and Employment Law Section, and the PA Bar Association Dispute Resolution Committee (1989).

EDUCATOR EXPERIENCE

Mr. Creo began teaching courses on labor arbitration in 1981 at the Philip Murray Institute of Community College of Allegheny County and the Penn State University Union Leadership Academy. In 1991, he was appointed as an Adjunct Professor at Duquesne University School of Law where he taught a course on Alternative Dispute Resolution from 1991 to 2004. From 2003 to 2011, he taught International Alternative Dispute Resolution at the University of Pittsburgh School of Law. He continues to teach and train nationally and internationally. From 2014–2018, he taught with Selina Shultz, Director of the Pepperdine Straus Institute of Dispute Resolution the course, Judgment and Decision Making for Lawyers, at Duquesne Law School and then solo again 2020.

Select Presentations & CLE Faculty: only 2003–present

- Use of Artificial Intelligence by Labor Arbitrator, NAA Continuing Education Conference (Zoom, 11.17.2026)
- Being Effective as a Young Lawyer, Legal Aid Society of Palm Beach County (5.6.2026).
- System Design for Organizations, Communities and the Complex Case; Pepperdine Straus Institute of Dispute Resolution, (Zoom, 1.24.2026).
- Mediation as an Equitable Process, The Center for Alternative Dispute Resolution, (Greenbelt, MD, 6.27.2025).
- System Design for Organizations; Accessibility; Durability & Reliability, Pepperdine Straus Institute of Dispute Resolution, (Zoom, 1.25.2025).
- Storytelling as Advocacy, myLAWCLE (Webinar 11.22.2024).
- Dealing with the Nightmare Client, American Law Institute (Webinar, 10.7.2024).
- Negotiation for the Transactional Lawyer, myLAWCLE (Webinar 4.26.2024).

- System Design and Mediation for the Complex Case, Pepperdine, (Zoom, 1.26.2024).
- The Myths and Traps of Decision Making, PA Judicial Conference, Hershey, 7.27.2023.
- Mediating for the Complex Case, Pepperdine LLM Program (Zoom, 1.27.2023).
- Honesty among lawyers: Moral character, game framing, and honest disclosures in negotiations, with Taya R. Cohen, PhD, Conflict Resolution Day, Pittsburgh (10.20.2022).
- Mediator Qualifications and Practice in the US, with Jeff Kichaven & Mylene Chan, Hong Kong Council of Mediators (Zoom, 6.22.2022).
- Mediation for the Complex Case, Pepperdine LLM Program (Zoom, 1.22.2022).
- Ethical Issues in Online ADR, PBI (Zoom, 8.31.2021).
- System Design Challenges & Solutions, Pepperdine Executive Program (Zoom, 7.29.2021).
- Thriving WorkStyles, CLE, PA Continuing Legal Education Board (Zoom, 7.21.2021).
- Storytelling as Persuasion, Center for ADR Annual Conference (Zoom, 6.23.2021).
- ADR as a Profession, Charleston Law School (Zoom, 6.9.2021).
- Breaking Impasse in Mediation, Charleston Mediation Center (Zoom, 6.2.2021).
- Lawyer Negotiation Behavior, ACBA CLE (Zoom, 12.17.2020).
- Mediating on Zoom by Zoom, Pennsylvania Office of General Counsel (8.10.2020).
- Grit & Resilience, Thriving Lawyer WellBeing Services, LLC, Pittsburgh, PA (2.26.2020).
- I Am More Than My Job! Thriving Lawyer WellBeing Services, LLC, Pittsburgh, PA (2.25.2020).
- Beyond Civility to Collegiality, Ethics and Benefits of Cooperation, Lawrence County Bar Association, New Castle, PA (11.21.2019).
- Effective Mediation Advocacy, PBI Employment Institute, Pittsburgh, PA (11.20.2019).
- Wednesday Night Live featuring Jessica Lee, James Gallery, and Steel City Storytellers, with musicians Mark Strickland and George Jones, Pittsburgh, PA (10.30.2019).
- Myth, Truth, and Uncertainty in Mediating Construction Claims, University of Copenhagen Faculty of Law, Copenhagen, Denmark (10.22.2019).
- Tesla—An Inspiring Spirit!, Pittsburgh Nerd Nite, Spirit, Pittsburgh, PA (10.3.2019).
- Ethical Issues Mediating in Federal Court, U.S. Western District Court, Pittsburgh, PA (10.3.2019).
- Ethics Issues in Arbitration of Oil & Gas Claims, PBI, Pittsburgh, PA, (8.7.2019).
- Yes, and …Improv & Storytelling to Resolution, Center for ADR, Annual ADR Conference, Greenbelt, MD (6.21.2019).
- Ask the Arbitrator, Public Employer Labor Relations Advisory Service (PERRAS), State College (3.20.2019).
- Happy Effective WorkStyles for Lawyers, ACBA Health Law Section (2.8.2019).
- Storytelling to Win in Negotiation, Mediation, and Arbitration, Resolving Construction Claims Conference, Dubai, UAE (12.12.2018).
- Improv for Lawyers, Impartial Dispute Resolution Services and Happy Effective Lawyer, Pittsburgh, PA (8.25.2018).
- Storytelling to Yes!, Impartial Dispute Resolution Services and Happy Effective Lawyer,

Pittsburgh, PA (8.25.2018).

- Competency & Contentment, Impartial Dispute Resolution Services and Happy Effective Lawyer, Pittsburgh, PA (9.10–12.1.2018).
- Robert A. Creo, The Happy Effective Lawyer, CEO Money, WFN1 News Corporation (7.6.2018).
- Navigating Emotions, West Virginia Bar Association, Morgantown, WV (7.11.2018).
- Storytelling for Mediators, CPR Mediation Committee, Teleconference (4.24.2018).
- INADR World Mediation Congress & 17th Annual International Law School Mediation Tournament, Philip H. Corboy Law Center, Chicago, IL (3.6–3.8.2018).
- Storytelling Skills, American Academy of Matrimonial Lawyers, Bedford Springs, PA (5.11.2018).
- Mediation Procedures Update, U.S. District Court, Western PA (11.2.2017).
- Women's Bar Association Color of Justice Program, Brasheer High School, Pittsburgh, PA (10.11.2017).
- The Art of Negotiation & Mediation, From the Storefront to the Major Leagues, Commonwealth of Pennsylvania, General Counsel University, Harrisburg, PA (9.8.2017).
- The Happy Professional, Center for Alternative Dispute Resolution, Greenbelt, MD (6.16.2017).
- The Happy Lawyer, ACBA, Pittsburgh, PA (3.28.2017).
- The Arbitration Process, University of Pittsburgh School of Law, Pittsburgh, PA (1.5.2017).
- ADR for the Effective Lawyer, Simply CLE, Pittsburgh, PA (12.17.2016).
- The Happy! Effective Lawyer, Simply CLE, Pittsburgh, PA (12.17.2016).
- The Happy! Effective Lawyer, PBI, Employment Institute West, Pittsburgh, PA (11.18.2016).
- ADR in Sports, Seton Hill University, Greensburg, PA (10.25.2016).
- The Happy! Effective Lawyer, The Rivers Club, Pittsburgh, PA (9.27.2016).
- ADR for the Effective Lawyer, Simply CLE, Pittsburgh, PA (8.24.2016).
- Using Science to Break Impasse in Mediation, Straus Institute for Dispute Resolution, Pepperdine University, Baltimore, MD (3.17–3.19.2016).
- Decision Making in Employment Claims, PBI, Pittsburgh, PA (11.12.2015).
- Effective Decision Making for Lawyers, PBI, Pittsburgh, PA (6.18.2015–12.18.2015).
- ADR Update, PBA Civil Litigation Section, Hershey, PA (4.17.2015).
- Labor Arbitration, County HR Executives, Cranberry, PA (4.10.2015).
- Tips for Student Mock Trials, Shaler Area School District (2.26.2015).
- Mediator Best Practices, Mediation Council of Western Pennsylvania (12.15.2014).
- The Science & Practice of Effective Communication, Employment Law Institute, PBI, Pittsburgh, PA (11.12.2014).
- Decision Making for Attorneys, Coralbridge Partners, Chicago, IL (10.28.2014).
- Ask the Arbitrator, PELRAS, Monroeville, PA (10.17.2014).
- Negotiation Skills, Greentree Area Rotary Club (9.4.2014).

- Decision Processes & Negotiation Best Practices, Pa. Conference of Mayors, Hershey, PA (7.18.2014).
- Identity, Decisions & Negotiations, Fox Chapel Area Rotary Club (4.30.2014).
- The Science of Decision Processes for Mediators, MAPS, Inc., New Orleans, LA (4.4.2014).
- Negotiation Skills, Fox Chapel Area Rotary Club (1.29.2014).
- Neuroscience, Mediator Sense and Decision Making Best Practices, Mediation Council of Western Pennsylvania (1.9.2014).
- Negotiation Skills, Employment Law Institute, PBI, Pittsburgh, PA (11.14.2013).
- Mediation Medley: Name That Tune, Court of Common Pleas of McKean County and McKean County Bar Association, Bradford, PA (10.16.2013).
- Neuroscience, Mediator Sense and Decision Making Best Practices, Multi-Door Staff Training, District of Columbia Courts, Washington, DC (9.13.2013).
- Mediation Magic, Center for ADR, Bowie, MD (6.14.2013).
- Effective Use of Mediation, Claims Litigation Management, Pittsburgh, PA (5.2013).
- ADR Symposium, Case Western Reserve University School of Law, Cleveland, OH (3.2013).
- Law School Mediation Advocacy Competition Judge, ICMA, Toronto, Canada (3.2013).
- Mediation Theory and Skills, William & Mary Law School, Williamsburg, VA (2.2013).
- The Nuts and Bolts of Mediation, ACBA Municipal Solicitors, Pittsburgh, PA (1.2013).
- Arbitration of Employment Discrimination Claims, PBI, Pittsburgh, PA (11.2012).
- Credibility of Witnesses in Labor Arbitration, AAA/NAA, Pittsburgh, PA (10.2012).
- Neuroscience, Risk Assessment & Decision Making, Claims Litigation Management, Philadelphia, PA (9.2012).
- Ask the Arbitrator, Labor-Management Conference, Indiana University of PA (4.2012).
- Ask the Arbitrator, PELRAS, State College, PA (3.2012).
- Anatomy of a Labor Arbitration, Allegheny County Bar Association, Pittsburgh, PA (3. 2012).
- Mediation Advocacy Competition, ICMA, Toronto, Canada (3.2012).
- Effective Decision Making in Mediation and Negotiation, U.S. Dist. Court, Western District of Pennsylvania & Federal Bar Association, Pittsburgh, PA (2.2012).
- Effective Decision Making for Lawyers, Philadelphia, PA (10.2011).
- The Art and Science of Decision Making, 360 Degree Institute, Las Vegas, NV (9.2011).
- The Art and Science of Decision Making, ADR Center, Bowie, MD (6.2011).
- Wired for Empathy: Understanding Human Connection, Trust and Effective Decision Making, Master Mediator Institute, at Claremont University, Los Angeles, CA (3.2011).
- Ethical Issues in Mediation, Mediation Council of Western Pennsylvania (9.2010).
- Negotiation Theory, Skills and Tactics, Duquesne Light, Pittsburgh, PA (6.2010).
- Perfectly Wired: Integrated Decision Making, MMI, at UCLA, Los Angeles, CA (10.2009).
- Advanced Mediator Training, ABA, Philadelphia, PA (10.2009).
- Labor Arbitrator Roundtable, Allegheny County Bar Association, Pittsburgh, PA (9.2009).

- The Art of Negotiation, Duquesne Light Company, Pittsburgh, PA (6.2009).
- Mediation Simulation, PAMIC, Harrisburg, PA (4.2009).
- The Science Behind the Sense, MMI, at Duke University, Durham, NC (3.2009).
- The Power of Apology in Medical Malpractice Claims, Duke University, NC (1.2009).
- The Science of Mediation, Southern California Mediator Association, Los Angeles, CA (11.2008).
- Breaking Impasse in Mediation, AMRI, Harrisburg, PA (9.2008).
- Ethical Issues in Mediation, Mediation Council of Western Pennsylvania, Pittsburgh, PA (5.2008).
- Social Media and Conflict Resolution, Carnegie Mellon University, Pittsburgh, PA (4.2008).
- Mediator Dilemmas, Pennsylvania Bar Institute, Pittsburgh, PA (5.2007).
- ADR in Practice: Diverse Choices/Diverse Perspectives, Chatham University (2.2007).
- Breaking Impasse, CPR, New York City, NY (1.2007).
- Mediator Basics, Federal District Court, Pittsburgh, PA (1.2007).
- Business Aspects of Neutral Practices, ACR, Phoenix, AZ (10.2007).
- Business Aspects of Neutral Practices, ACR, Philadelphia, PA (10.2006).
- The Business of Mediators, ABA, Philadelphia, PA (6.2006).
- Advanced Mediator Training, USAM Mid-West, St. Louis, MO (annually 2006–2008).
- Advanced Mediator Training, MAPS, New Orleans, LA (annually 2003–2006).
- Art of Mediation, Minnesota Bar Association, Minneapolis, MN (10.2005).
- Ethical Issues in Negotiation, Allegheny County Bar Association, Pittsburgh, PA (4.2005).
- Mediator Training, CPR, San Francisco and New York City (10.2004).
- Mediation: Beyond the Basics, Michigan Bar Association (10.2003).

Presentations: 1980–2003
Mr. Creo has presented dozens of times on a variety of topics in previous years covering arbitration, mediation, negotiations, ethics, employment law, and conflict resolution.

International Presentations
Mr. Creo has presented in United Arab Emirates, Ukraine, Poland, Bulgaria, Serbia, England, Canada, Italy, and Africa. He was also selected as a Fulbright Scholar for the United States State Department and received several teaching assignments abroad.

He has dual Italian citizenship and has conducted extensive mediator training in Italy (Milano, Naples, Palermo, and Roma), including multi-day sessions annually from 2000–2011.

MENTORING

Mr. Creo takes his obligation to mentor and nurture future generations of neutrals very seriously. For over 35 years, he has had interns and other novice arbitrators and mediators who serve as apprentices, assistants, or observers of cases. He has organized educational programs and

presentations about Alternative Dispute Resolution for bar associations and other professional organizations. He has taught ADR to hundreds of law students and both new and highly experienced mediators.

In 2026, Linda Taylor, of Maryland, enrolled in the National Academy of Arbitrators (NAA) Becoming A Labor Arbitrator (BALA) training program mentored by Mr. Creo which had previously been a joint endeavor between the NAA and the Federal Mediation and Conciliation Service (FMCS) until 2025.

Starting in May of 2025, Jeffrey D. Wedekind, Esq., formerly an Administrative Law Judge with the NLRB and Kurt T. Rumsfeld, Esq., formerly a counsel for the Federal Labor Relations Authority, became Associate Editors of How Arbitration Works and mentees of Mr. Creo on an informal basis.

In 2023–2025 Mr. Creo mentored labor arbitrator Lisa C. Smith of Texas who completed the BALA training program for labor arbitrators previously sponsored by the Federal Mediation and Conciliation Service and now sponsored by the National Academy of Arbitrators. She is an Associate Editor serving with Mr. Creo in his role as Editor-in-Chief of Elkouri and Elkouri, How Arbitration Works, Bloomberg Law.

In 2024 Mr. Creo mentored Shannon O. Braden, Esq. of Philadelphia in mediation and labor arbitration. She completed the BALA training program for labor arbitrators sponsored by the Federal Mediation and Conciliation Service. She is a former law student of Mr. Creo and intern and a 2007 graduate of the University of Pittsburgh School of Law.

Another FMCS BALA graduate, Joseph A. Gawlowicz, a lawyer located in Western New York, NY was mentored in 2024. He also participated in the FMCS program. Mr. Gawlowicz is a 2006 graduate, cum laude, of The University at Buffalo School of Law. He served as a labor and employment partner with the regional law firm of Trevett Cristo PC in Rochester where he represented parties in numerous mediations and arbitrations.

In 2021, Mediators Beyond Borders International created the Founders Fellowship in his name to provide a stipend and enter field projects for conflict resolution and peacebuilding. The first Founders Fellow was Sunita Kumar, of Greenville, South Carolina who was mentored from February to December of 2021.

From December 2021 through November of 2022, Mylene Chan participated in a 1-year Fellowship. She is a candidate of Pepperdine University Caruso School of Law's Straus Institute for Dispute Resolution (LL.M.), holder of several certificates of negotiation and mediation at Harvard Law School Program on Negotiation (2021), legal intern of the International Institute for Conflict Prevention & Resolution (2021), graduate of George Washington University Law

School (J.D. 2001), Yale University (B.A. 1996), and Juilliard School of Music (Diploma 1992), member of the New York Bar (since 2001), and currently living in Hong Kong, started a Mediators Beyond Borders International Founders Fellowship, an immersive mentoring experience involving moving to Pittsburgh April until December of 2022 to work closely with Mr. Creo and MBBI. Previously, she worked in Freshfields Bruckhaus Deringer, Hogan Lovells, and Simmons & Simmons in Beijing, Shanghai, and Hong Kong as a capital market transactional lawyer, and an attorney-advisor (corporate finance) at the United States Securities and Exchange Commission in Washington, DC.

From October of 2019 through June of 2021, Renee M. Bebe served as an Apprentice Arbitrator with Mr. Creo. Renee is a 2009 graduate of William and Mary Law School and a 2006 graduate of the University of Pittsburgh. She is the principal of Thriving Lawyer WellBeing Services, LLC. She worked for 5 years as an Associate at Buchanan, Ingersoll, & Rooney in the litigation department prior to starting her own practice focusing on representing construction contractors.

In 2006, Mr. Creo mentored a lawyer from abroad, Diedre Powell, for 4 months, which included her observing cases with other prominent neutrals in the Pittsburgh area. The success of this informal relationship prompted Mr. Creo in 2006 to create a formal Fellowship of one year duration for a minority lawyer to promote diversity in the field. This Fellowship included a stipend and benefits, conference fees and travel for one Fellow to attend programs sponsored by organizations, including International Academy of Mediators and American Bar Association.

For many years, lawyers licensed in foreign countries, as a requirement for their LL.M. degree from the University of Pittsburgh School of Law, Center for International Legal Education, have completed a summer internship with Mr. Creo, including students from Bosnia, Brazil, China, Cyprus, Italy, Kosovo, Saudi Arabia, Senegal, Syria, Russia, Ukraine, and other countries in the former Soviet Union.

CIVIC AND HUMANITARIAN ACTIVITIES

In 2006, Mr. Creo co-founded Mediators Beyond Borders International with Ken Cloke as a non-profit 501(c) (3) charitable and humanitarian organization to promote peace in troubled communities. He served as its Secretary-Treasurer until June 2009 and during his term he led a groundbreaking initiative to educate, rehabilitate, and relocate 100 former child soldiers from the Liberian civil wars from the U.N. Buduburam Refugee camp in Ghana back to Liberia. He also established yearlong training in vocational and life skills and treatment by professional mental health providers via a program established and funded by MBB at the University of Ghana in Accra. He spent over 30 days in the field in Africa leading volunteers he had recruited to donate their time and energy to this worthwhile endeavor. During these trips he created and conducted mediation training courses for professionals in Ghana and Liberia to assist in improving their justice system. He has sponsored the cost of the office overhead from 2006 to present and

continues to provide additional support for the mission of MBBI.

Mr. Creo has been a member of the Advisory Board of the Center for International Legal Education, University of Pittsburgh School of Law, since 1999. CILE is an internationally recognized program which provides a Master's degree for lawyers educated and licensed abroad.

Mr. Creo was an active volunteer and contributor to the Josh Gibson Foundation, located in Pittsburgh. The Josh Gibson Foundation believes in the endless possibilities for potential in today's youth. By providing academic and athletic programs that foster leadership and scholarship, the skills necessary for tomorrow's successes are created today. Mr. Creo also supports mental health for homeless and other needy individuals from the African-American community through the Steel Smiling outreach entity. He helps sponsor the university education of a female activist from Kabul, Afghanistan at American University in Lebanon who seeks to use her education to empower women politically and culturally in the Middle East. He donates ten percent of his annual gross revenues to charitable and humanitarian activities.

PUBLICATIONS

Mr. Creo has published extensively on arbitration, mediation, dispute resolution, federal sector, negotiation, decision making, effective lawyers, and contentment for legal professionals.

Current Publications

The Master Mediator is Mr. Creo's regular column published by the International Institute for Conflict Prevention and Resolution, (CPR). It was published from 2005 to 2009 and restarted in November of 2012 in print format in the CPR Alternatives monthly publication. Starting in 2015, the Pennsylvania Bar Association publication, the Pennsylvania Lawyer, has created a Department, The Effective Lawyer, for an article in each issue.

Mr. Creo is the Editor-in-Chief for the updates and current edition of How Arbitration Works by Elkouri and Elkouri found only online at Bloomberg Law which assumed ownership of all BNA publications. The project is done in conjunction with the ABA Labor and Employment Section ADR Group.

PODCASTS

The CPR Master Mediator Podcast Series was a three-part audio discussion conducted by Mr. Creo in 2009. The podcasts are available online at www.westlegaledcenter.com. The topics were as follows:

- 1st podcast (4.13.2009) "I'm Sorry? Acknowledgment and Apology in Preventing Medical Malpractice Claims": explores the pros, cons, ethics, legal ramifications, and efficacy of health care providers discussing medical errors with patients and family, and the role of apology in resolving claims.
- 2nd podcast (5.11.2009), "The Ethics of Fictional Lawyers": discusses popular portrayal of

lawyers and the ethics issue they raise under the ABA's Model Rules of Professional Conduct.

- 3rd podcast (9.28.2009), "The Science of Conflict" with Monique McKay: discusses the Master Mediator Institute, effective negotiation, and decision making in conflict.

All Publications

- The Effective Lawyer, PIF: Entering the Arena, The Pennsylvania Lawyer, 50 November/December 2026.
- The Effective Lawyer, Professional Identity Formation (PIF): Commanding Character, The Pennsylvania Lawyer 48, September/October, 2026.
- The Effective Lawyer, Professional Identity Formation (PIF): Character Quotient, The Pennsylvania Lawyer 46, July/August, 2026.
- The Effective Lawyer, Professional Identity Formation (PIF): Whole Lawyer, The Pennsylvania Lawyer 48, May/June 2026.
- The Effective Lawyer, The Path to Professional Identity: Legal Education, The Pennsylvania Lawyer 50, Mar/April 2026.
- The Effective Lawyer, The Path to Professional Identity: Belonging Connection and Community, The Pennsylvania Lawyer 50, Jan/Feb 2026.
- The Effective Lawyer, Well-being and Contentment: Fueling the Firm—Eating for Optimal Productivity, The Pennsylvania Lawyer 54, (Nov/Dec, 2025).
- The Effective Lawyer, Well-being and Contentment: Rejuvenate! The Pennsylvania Lawyer 52 (Sept/Oct 2025).
- The Effective Lawyer, Well-being and Contentment: Sleep, The Pennsylvania Lawyer 50 (July/Aug, 2025).
- The Master Mediator, Mediation as an Equitable Process: Impartiality & Neutrality, 43 CPR Alternatives No.5, 80, (May, 2025).
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