

Robert A. Creo

Arbitrator, Mediator & Educator

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EDUCATION

J.D. 1977, Washington University School of Law in St. Louis

- Washington University Law Quarterly Senior Editor
- Tied Scholar (full tuition scholarship and stipend for 3 years)

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

CURRENT PRACTICE

Impartial Dispute Resolution Services (IDRS), 1990-present

IDRS is a conflict resolution and educational resource center founded by Mr. Creo to provide a variety of Alternative Dispute Resolution (ADR) services on both a regional and national basis. As an accredited PA CLE Board Provider since 2006, Mr. Creo offers workshops and presentations for substantive or ethics CLE credits covering a wide range of topics, including negotiation theory and skills, mediation advocacy, and mediator training.

The Happy Effective Lawyer, LLC and Effective Lawyer Institute (principal)

Providing information on soft skills, contentment and peak performance of lawyers online at www.happy.lawyer and www.happyeffectivelawyer.org. CLE and Certificate Programs are provided by my educational affiliate, Effective Lawyer Institute.

Steel City Storytellers, LLC, 2019 – present (Principal)

Providing storytellers for educational and entertainment on a volunteer or compensated basis.

Faculty Appointments

Adjunct Professor, Duquesne University School of Law, 1991-2003, 2014 –present

Adjunct Professor, Chatham University, 2007-present (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 provided 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, 1979-85

Corporate Counsel, Ampco-Pittsburgh Corporation, 1977-79

PROFESSIONAL EXPERIENCE

Mr. Creo has served as a neutral 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 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 Sports 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 U.S. 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 on negotiation for a federal court in Seattle for litigation involving settlement of thousands of hearing loss cases in the railroad industry.

When he served as Chairperson the Pa. Bar Association Dispute Resolution Committee (May 1989-90) he lead the efforts to draft and enact the mediation privilege statute (42 Pa C.S. 5949) of the Pa. judicial code. Mr. Creo worked closely with the primarily drafter, Ann Begler of Pittsburgh, to create a clear, simple, and durable mediation privilege statute. The statute is unique in that the privilege runs to the process itself and may not be waived by the mediator, counsel, or disputants.

In 2006, George Bissel Co. published Alternative Dispute Resolution for the Pennsylvania Practitioner, his 1,600 page treatise on all aspects of ADR.

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 as Best Lawyer in America as Lawyer of the Year in mediation for Pittsburgh for the years 2017 and 2019, and as Lawyer of the Year in arbitration fo 2021. He has been designed as a Superlawyer every year since 2006 for ADR.

Professional Recognition

In 2019, Mr. Creo was selected by peer review as one of the Top Mediators in the US 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 the Alternative Dispute Resolution category by Best Lawyers in America, Super Lawyers, and 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. He is listed in Marquis Who's Who, achieving its Lifetime Recognition Award in 2017, and several other publications recognizing professionals accomplished in their fields. Best Lawyers in America recognized him as 2014 and 2017 Mediator of the Year for Pittsburgh and in 2021 as Lawyer of the Year for Arbitration.

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 & Organizations Experience

ADR Chambers, Toronto, Canada

ADR Systems of America, LLC

American Arbitration Association (AAA), 1980-present

CoralBridge Partners, LLC

Court of Arbitration for Sports (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

Mediation and Conciliation Network (MCN)

National Arbitration & Mediation (NAM), 2014-present

National Mediation Board (NMB), 1983-present

Pennsylvania Bureau of Mediation, 1981-present

Pennsylvania Labor Relations Board, 1982-present

Resolute Systems, LLC

United State District Court for the Western District of Pennsylvania, ADR Roster, 2008-present

PROFESSIONAL AFFILIATIONS & MEMBERSHIPS

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); 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 Associations 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.

Since 2014, he has taught with Selina Shultz the course, Judgment and Decision Making for Lawyers at Duquesne Law School.

Select Presentations & CLE Faculty: 2003 – present

- 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, 11.21.19
- Effective Mediation Advocacy, PBI Employment Institute, Pittsburgh, 11.20.19

- Wednesday Night Live featuring Jessica Lee, James Gallery, and Steel City Storytellers, with musicians Mark Strickland and George Jones, Pittsburgh, PA, 10.30.19
- Myth, Truth, and Uncertainty in Mediating Construction Claims, University of Copenhagen Faculty of Law, Copenhagen, Denmark, 10.22.19
- Tesla—An Inspiring Spirit!, Pittsburgh Nerd Nite, Spirit, Pittsburgh, 10.3.19
- Ethical Issues Mediating in Federal Court, U.S. Western District Court, Pittsburgh, 10.3.19
- Ethics Issues in Arbitration of Oil & Gas Claims, PBI, Pittsburgh, 8.7.19
- Yes, and ... Improv & Storytelling to Resolution, Center for ADR, Annual ADR Conference, Greenbelt, MD, 6.21.19
- Ask the Arbitrator, Public Employer Labor Relations Advisory Service (PERRAS), State College, 3.20.19
- Happy Effective WorkStyles for Lawyers, ACBA Health Law Section, 2.8.19
- Storytelling to Win in Negotiation, Mediation, and Arbitration, Resolving Construction Claims Conference, Dubai, UAE, 12.12.18
- Improv for Lawyers, Impartial Dispute Resolution Services and Happy Effective Lawyer, Pittsburgh, PA, 8.25.18
- Storytelling to Yes!, Impartial Dispute Resolution Services and Happy Effective Lawyer, Pittsburgh, PA, 8.25.18
- Competency & Contentment, Impartial Dispute Resolution Services and Happy Effective Lawyer, Pittsburgh, PA, 9.10-12.1.18
- Robert Creo, The Happy Effective Lawyer, CEO Money, WFN1 News Corporation, 7.6.18
- Navigating Emotions, West Virginia Bar Association, Morgantown, WV, 7.11.18
- Storytelling for Mediators, CPR Mediation Committee, Teleconference, 4.24.18
- INADR World Mediation Congress & 17th Annual International Law School Mediation Tournament, Philip H. Corboy Law Center, Chicago, IL, 3.6-7, 8-10.18
- Storytelling Skills, American Academy of Matrimonial Lawyers, Bedford Springs, PA, 5.11.18
- Mediation Procedures Update, U.S. Court, Western District of Pa., 11.2.17
- Women's Bar Association Color of Justice Program, Brasheer Highschool, Pittsburgh, PA, 10.11.17
- The Art of Negotiation & Mediation, From the Storefront to the Major Leagues, Commonwealth of Pennsylvania, General Counsel University, Harrisburg, PA, 9.8.17
- The Happy Professional, Center for Alternative Dispute Resolution, Greenbelt, MD 6.16.17
- The Happy Lawyer, ACBA, Pittsburgh, PA 3.28.17
- The Arbitration Process, University of Pittsburgh School of Law, Pittsburgh, PA 1.5.17
- ADR for the Effective Lawyer, Simply CLE, Pittsburgh, PA, 12.17.16
- The Happy! Effective Lawyer, Simply CLE, Pittsburgh, Pa., 12.17.16
- The Happy! Effective Lawyer, PBI, Employment Institute West, 11.18.16, Pittsburgh, Pa
- ADR in Sports, Seton Hill University, Greensburg, PA, 10.25.16

- The Happy! Effective Lawyer, The Rivers Club, Pittsburgh, PA, 9.27.16
- ADR for the Effective Lawyer, Simply CLE, Pittsburgh, PA, 8.24.16
- Using Science to Break Impasse in Mediation, Strass Institute of Dispute Resolution, Pepperdine University, March 17-19, 2016, Baltimore, Md.
- Decision Making in Employment Claims, PBI, November 12, 2015, Pittsburgh, Pa.
- Effective Decision Making for Lawyers, PBI, Philadelphia, 6.18.15, Pittsburgh, 12/18.15.
- ADR Update, PBA Civil Litigation Section, April 17, 2015, Hershey, Pa.
- Labor Arbitration, County HR Executives, April 10, 2015, Cranberry, Pa.
- Tips for Student Mock Trials, Shaler Area School District, February 26, 2015.
- Mediator Best Practices, Mediation Council of Western Pennsylvania, December 15, 2014.
- The Science & Practice of Effective Communication, Employment Law Institute, PBI, Pittsburgh, PA, November 12, 2014.
- Decision Making for Attorneys, Coralbridge Partners, Chicago, October 28, 2014.
- Ask the Arbitrator, PELRAS, Monroeville, PA, October 17, 2014
- Negotiation Skills, Greentree Area Rotary Club, September 4, 2014
- Decision Processes & Negotiation Best Practices, Pa. Conference of Mayors, Hershey, Pa., July 18, 2014
- Identity, Decisions & Negotiations, Fox Chapel Area Rotary Club, April 30, 2014.
- The Science of Decision Processes for Mediators, MAPS, Inc., New Orleans, April 4, 2014.
- Negotiation Skills, Fox Chapel Area Rotary Club, January 29, 2014.
- Neuroscience, Mediator Sense and Decision Making Best Practices, Mediation Council of Western Pennsylvania, January 9, 2014.
- Negotiation Skills, Employment Law Institute, PBI, Pittsburgh, PA, November 14, 2013.
- Mediation Medley: Name That Tune, Court of Common Pleas of McKean County and McKean County Bar Association, Bradford, PA, October 16, 2013.
- Neuroscience, Mediator Sense and Decision Making Best Practices, Multi-Door Staff Training, District of Columbia Courts, Washington DC, September 13, 2013.
- Mediation Magic, Center for ADR, Bowie, Maryland, June 14, 2013.
- Effective Use of Mediation, Claims Litigation Management, Pittsburgh, PA, May 2013.
- ADR Symposium, Case Western Reserve University School of Law, Cleveland, OH, March 2013.
- Law School Mediation Advocacy Competition Judge, ICMA, Toronto, Canada, March 2013.
- Mediation Theory and Skills, William & Mary Law School, Williamsburg, VA, February 2013.
- The Nuts and Bolts of Mediation, ACBA Municipal Solicitors, Pittsburgh, PA, January 2013.
- Arbitration of Employment Discrimination Claims, PBI, Pittsburgh, PA, November 2012.
- Credibility of Witnesses in Labor Arbitration, AAA/NAA, Pittsburgh, PA, October 2012.
- Neuroscience, Risk Assessment & Decision Making, Claims Litigation Management, Philadelphia, PA, September 2012.

- Ask the Arbitrator, Labor-Management Conference, Indiana University of Pa., April 2012.
- Ask the Arbitrator, PELRAS, State College, PA, March 2012.
- Anatomy of a Labor Arbitration, Allegheny County Bar Association, Pittsburgh, March 2012.
- Mediation Advocacy Competition, ICMA, Toronto, Canada, March 2012.
- Effective Decision Making in Mediation and Negotiation, US Dist. Court, Western District of Pennsylvania & Federal Bar Association, Pittsburgh, PA, February 2012.
- Effective Decision Making for Lawyers, Philadelphia, PA, October 2011.
- The Art and Science of Decision Making, 360 Degree Institute, Las Vegas, NV, September 2011.
- The Art and Science of Decision Making, ADR Center, Bowie, MD, June 2011.
- Wired for Empathy: Understanding Human Connection, Trust and Effective Decision Making, Master Mediator Institute, at Claremont University, Los Angeles, CA, March 2011.
- Ethical Issues in Mediation, Mediation Council of Western Pennsylvania, September 2010.
- Negotiation Theory, Skills and Tactics, Duquesne Light, Pittsburgh, PA, June 2010.
- Perfectly Wire: Integrated Decision Making, MMI, at UCLA, Los Angeles, CA, October 2009.
- Advanced Mediator Training, ABA, Philadelphia, PA, October 2009.
- Labor Arbitrator Roundtable, Allegheny County Bar Association, Pittsburgh, PA, September 2009.
- The Art of Negotiation, Duquesne Light Company, Pittsburgh, PA, June 2009.
- Mediation Simulation, PAMIC, Harrisburg, PA, April 2009.
- The Science Behind the Sense, MMI, at Duke University, Durham, NC, March 2009.
- The Power of Apology in Medical Malpractice Claims, Duke University, NC, January 2009.
- The Science of Mediation, Southern California Mediator Association, Los Angeles, CA, November 2008.
- Breaking Impasse in Mediation, AMRI, Harrisburg, PA, September 2008.
- Ethical Issues in Mediation, Mediation Council of Western Pennsylvania, Pittsburgh, PA, May, 2008.
- Social Media and Conflict Resolution, Carnegie Mellon University, Pittsburgh, PA, April 2008.
- Mediator Dilemmas, Pennsylvania Bar Institute, Pittsburgh, PA, May, 2007.
- ADR in Practice: Diverse Choices/Diverse Perspectives, Chatham University, February 2007.
- Breaking Impasse, CPR, New York City, NY, January 2007.
- Mediator Basics, Federal District Court, Pittsburgh, PA, January 2007.
- Business Aspects of Neutral Practices, ACR, Phoenix, AZ, October 2007.
- Business Aspects of Neutral Practices, ACR, Philadelphia, PA, October 2006.
- The Business of Mediators, ABA, Philadelphia, PA, June 2006.

- Advanced Mediator Training, USAM Mid-West, St. Louis, MO, annually 2006-2008.
- Advanced Mediator Training, MAPS, New Orleans, annually 2003-2006.
- Art of Mediation, Minnesota Bar Association, Minneapolis, MN, October 2005.
- Ethical Issues in Negotiation, Allegheny County Bar Association, Pittsburgh, PA, April 2005.
- Mediator Training, CPR, San Francisco and New York City, October 2004.
- Mediation: Beyond the Basics, Michigan Bar Association, October 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, 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 25 years he has had interns and other novice arbitrators and mediators serve as apprentices, assistants, or observers of cases. He has organized educational programs and presentations on the subjects of Alternative Dispute Resolution for bar associations and other professional organizations. He has taught ADR to hundreds of law students.

Starting in October of 2019, Renee M. Schwerdt, served as an Apprentice Arbitrator with Mr. Creo, Renee is a 2009 graduate of William and Mary Law School and a 2006 graduate of 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 3 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, such as the International Academy of Mediators and the American Bar Association.

For many years, lawyers licensed in foreign countries, as a requirement for their LLM degree from the University of Pittsburgh School of Law, Center for International Legal Education, have

completed a summer internship with Mr. Creo. Students from Bosnia, Brazil, China, Cyprus, Italy, Kosovo, Senegal, Syria, Russia, Ukraine, and other countries in the former Soviet Union.

Starting in 2020, he is sponsoring Renee M. Schwerdt, an attorney since 2010, in a formal apprenticeship to become a labor arbitrator.

Civic and Humanitarian Activities

In 2006 Mr. Creo co-founded Mediators Beyond Borders with Ken Cloke as a non-profit 501(c) 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 Liberia civil wars from the U.N. Buduburam Refugee camp in Ghana back to Liberia. He also established year long 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 MMBI.

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 already educated and licensed abroad.

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.

Gray Matters, co-authored with Selina Shultz, is published online monthly in Expert Analysis, Law360.com starting in April, 2017.

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 (4/13/09), “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 (5/11/09), “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 (9/28/09), “The Science of Conflict” with Monique McKay: discusses the Master Mediator Institute and effective negotiation and decision making in conflict.

All Publications

- The Effective Lawyer: Core Competencies: Agility and Creativity, PA Lawyer 14 (Sept/October, 2020).
- The Master Mediator, Zoom, Zooming, Zoomed Into the Future! 38 CPR Alternatives No. 8, 119 (Sept. 2020).
- The Effective Lawyer: Core Competencies: Ability and Agility, PA Lawyer, 14 (July/August 2020).
- The Master Mediator, Can’t We All Just Get Along?, 38 CPR Alternatives No. 6, 96 (June, 2020).
- The Effective Lawyer: Core Competencies: Attitudes and Attributes, PA Lawyer, 20 (May/June 2020).
- The Master Mediator, Who Cares? Me and You, But Never ‘I’, 38 CPR Alternatives No. 4, 55 (April 2020).
- The Effective Lawyer: Our Chosen Business: Beyond Civility to a Culture of Collegiality, PA Lawyer, 14 (Mar/April 2020).
- The Master Mediator, The ADR Victims’ Unit: Reviving the Cold Case, 38 CPR Alternatives No. 2, 27 (2020).
- The Effective Lawyer: Core Competencies: Achievement & Actualization, PA Lawyer, 14 (Jan/Feb 2020).
- The Master Mediator, The Storytelling Technique, Complex Litigation Style, 37 CPR Alternatives No. 10, 168 (Dec 2019).
- The Effective Lawyer: Core Competencies: Autonomy and Accountability, PA Lawyer, 14 (Nov/Dec 2019).
- The Master Mediator, How Mediation Can REALLY Allow the Clients to Talk and Decide, 37 CPR Alternatives No. 9, 130 (Oct 2019).
- The Effective Lawyer, Core Competencies: Affiliation and Association, PA Lawyer 14 (Sept/Oct 2019).

- The Effective Lawyer, Our Chosen Business: The Benefits of Resilience and Grit, PA Lawyer 16 (July/Aug 2019).
- The Master Mediator, Pushing the Envelope with Ex-Parte Field Trips, 37 CPR Alternatives No. 5, 65 (May, 2019).
- The Effective Lawyer: Our Chosen Business: Developing Core Competencies, PA Lawyer 14 (May/June 2019).
- The Effective Lawyer: Our Chosen Business: From Imposter to Imposing Counsel! PA Lawyer 14 (Mar/April 2019).
- The Master Mediator, Whose Reality Is It? 37 CPR Alternatives No. 3, 7 (March, 2019).
- The Effective Lawyer: The Business We Have Chosen, PA Lawyer, 12 (Jan/Feb 2019).
- The Master Mediator, A Roundup, Part 3: Good Luck Has Arrived: Positive Emotions Means Successful Mediation Is at Hand, 37 CPR Alternatives No. 11, 7 (January, 2019).
- The Master Mediator, A Roundup, Part 2: It's No Surprise, Humor Can Help, or Hurt, at the Bargaining Table, 36 CPR Alternatives No. 10, 163 (December, 2018).
- The Master Mediator, A Roundup, Part 1: The Emotional Journey Review, 36 CPR Alternatives No. 10, 149 (November, 2018).
- The Effective Lawyer: Professional Development Core Competencies: Perpetual Learning, PA Lawyer, 12 (Nov/Dec 2018).
- The Master Mediator, Tell the Participant: 'You Are Very Angry.' Then Wait. That's 'Affect Labeling.' And It Works, 36 CPR Alternatives No. 8, 115 (Sept 2018).
- The Effective Lawyer: Navigating Emotions—De-escalating Intense Emotions, PA Lawyer 56 (Sept/Oct 2018).
- The Master Mediator, Avoiding Isolation, and Creating a Connection, To Help Lonely Parties Settle their Cases, 36 CPR Alternatives No. 7, 103 (July/Aug 2018).
- The Effective Lawyer: Navigating Emotions—Emotional Intelligence Competency, PA Lawyer 14 (July-Aug 2018).
- The Master Mediator, Green: The Color of Money, and the Color of Envy, 36 CPR Alternatives No. 6, 89 (June 2018).
- The Effective Lawyer: The Art of Persuasion: Pitches – A Primer, PA Lawyer 14 (May/June 2018).
- The Master Mediator, The Humble Neutral, At Your Service, 36 CPR Alternatives No. 4, 55 (April 2018).
- The Master Mediator, The Contagious Emotion: Gratitude Is Us, 36 CPR Alternatives No. 3, 39 (March 2018).
- The Effective Lawyer: The Art of Persuasion: Educational Presentations—A Primer, PA Lawyer, 14 (Mar/Apr 2018).
- The Master Mediator, Be Kind... Purposely, Not Randomly, 36 CPR Alternatives No. 2, 23 (February 2018).

- The Master Mediator, The Benefits and Pitfalls of Humor In the Bargaining Room, 36 CPR Alternatives No. 1, 6 (January 2018).
- The Effective Lawyer: The Art of Persuasion: The Written Word –Asking Adversaries, PA Lawyer, 14 (Jan/Feb 2018)
- The Master Mediator, How Hope Can Confront Even the Most Hellish of Problems, 35 CPR Alternatives No. 11, 163 (December 2017).
- The Master Mediator, Stay Positive: How and Why Joy and Serenity Emerge at the Bargaining Table, 35 CPR Alternatives No. 10, 147 (November 2017).
- The Effective Lawyer: The Art of Persuasion: The Written Word –Briefs, PA Lawyer, 14 (Nov/Dec 2017).
- The Master Mediator, Fear and Anxiety as Tools of Hope, 35 CPR Alternatives No. 9, 131 (October 2017).
- The Master Mediator, No Surprise Party for Us! Here’s What Happens When the Unexpected Arises at the Mediation Table, 35 CPR Alternatives No. 8, 123 (September 2017).
- The Effective Lawyer: The Art of Persuasion: The Written Word –Emailing and Texting, PA Lawyer, 14 (Sep/Oct, 2017).
- Co-author, Selina J. Shultz, Gray Matters: Clients Are Not Really ‘Emotional’, Law360.com, Posted July 28, 2017.
- The Master Mediator, Who Could Have Known? Dealing with Surprise in Mediation, 35 CPR Alternatives No. 7, 102 (July-August, 2017).
- The Effective Lawyer, The Art of Persuasion: The Written Word – Letters, PA Lawyer, 14 (July-August, 2017).
- The Master Mediator, Emotional Legitimacy: The Choices We Make, 35 CPR Alternatives No. 6, 87 (June, 2017).
- Co-author, Selina J. Shultz, Gray Matters: Identities Are Us, Expert Analysis, Law360.com, Posted May 30, 2017.
- The Master Mediator, Having Second Thoughts? How Regret Motivates Settlement Decisions, 35 CPR Alternatives No. 5, 71 (May, 2017).
- Co-author, Selina J. Shultz, Identity, Gray Matters, Expert Analysis, Law360.com, Posted April 25, 2017.
- The Effective Lawyer: After the Table: Basics of Papering the Deal, PA Lawyer, 14 (May.- June, 2017).
- Co-author, Selina J. Shultz, Gray Matters: The Attorney-Client Team, Expert Analysis, Law360.com, Posted April 21, 2017.
- The Master Mediator, Bargaining Room Partners: Economics and Empathy at Work, 35 CPR Alternatives No. 4, 51 (April, 2017).
- Co-author, Selina J. Shultz, Gray Matters: Decision Error, Expert Analysis, Law360.com, Posted March 23, 2017.

- The Master Mediator: Coming to Grips with Sadness and Its Multicolored Manifestations, 35 CPR Alternatives No. 3, 33 (March, 2017).
- Co-author Selina J. Shultz, Harnessing the Power of Mindfulness in Mediation, PA Lawyer, 42 (Mar.-April, 2017).
- The Effective Lawyer: At the Table: Dealing, Power and Leverage, PA Lawyer, 14 (Mar.-April, 2017).
- The Master Mediator: On Emotional Processes: Engaging Disgust: How to Settle, Contemptuously! Part 2, 35 CPR Alternatives No. 2, 21 (February, 2017).
- The Master Mediator: On Emotional Processes: Coming to Grips with Disgust, Part 1, 35 CPR Alternatives No. 1, 9 (January, 2017).
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