

# Robert A. Creo

## Arbitrator, Mediator & Educator

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### **EDUCATION**

St. Augustine University Law Quarterly Senior Editor  
J.D. The George Washington University School of Law (1977) (Superior Lawyer)

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**

#### **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. As an accredited PA CLE Board Provider (2006) conducting programs for substantive or ethics CLE credits for a wide range of topics, including negotiation theory and skills, ADR neutral and advocacy training.

#### **Editor-in-Chief, How Arbitration Works, BNA/Bloomberg Publications, Jan. 2022-present**

#### **The Happy Effective Lawyer, LLC and Effective Lawyer Institute, 2017-present**

Providing information on soft skills, contentment, and peak performance of lawyers online at [www.happyeffectivelawyer.org](http://www.happyeffectivelawyer.org) ([www.happyeffectivelawyer.org](http://www.happyeffectivelawyer.org)). CLE and Certificate Programs are provided by Mr. Creo's educational affiliate, Effective Lawyer Institute.

#### **Steel City Storytellers, LLC, 2019-present (Principal)**

Providing storytellers for educational and entertainment on a volunteer or compensated basis, <https://www.steelcitystorytellers.com/> including the monthly Just Sayin' series.

## **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 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 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 on 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 primarily 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 Bissel Co. published Alternative Dispute Resolution for the Pennsylvania Practitioner, Mr. Creo's 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 and Lawyer of the Year in mediation for Pittsburgh for the years 2017 and 2019, and as Lawyer of the Year in arbitration for 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 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 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. and is named as a Preeminent Attorney-Judicial Edition starting in the 2022 Edition. 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. Best Lawyers in America recognized him as 2014 and 2017 Mediator of the Year and in 2021 as Lawyer of the Year for Arbitration for the Pittsburgh region.

### **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, 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

Energy Extraction Dispute Resolution Specialist, LLC

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**

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 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.

From 2014-2018, he has taught with Selina Shultz the course, Judgment and Decision Making for Lawyers, at Duquesne Law School and then solo in 2020.

**Selected Presentations & CLE Faculty: 2003-present**  
University of Pittsburgh, School of Law, (11.8.2022).

- The Myths and Traps of Decision Making, PA Judicial Conference, Hershey, 7.26.2023.
- 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).
- The ADR Program at Penn Allegheny State University (Sandra D. PAQ (4.2022) School of Law, (3.30.2022).

- Mediation for the Complex Case, Pepperdine LLM Program (Zoom, 1.22.2022).
- Ethical Issue 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 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 & 17<sup>th</sup> Annual International Law School Mediation Tournament, Philip H. Corboy Law Center, Chicago, IL (March 6-8, 2018).
- Storytelling Skills, American Academy of Matrimonial Lawyers, Bedford Springs, PA (5.11.2018).
- Mediation Procedures Update, U.S. Court, Western District of PA (11.2.2017).
- Women’s Bar Association Color of Justice Program, Brasheer Highschool, 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, Strass Institute of Dispute Resolution, Pepperdine University, Baltimore, MD (3.17-19.2016).
- 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 Wire: 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 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 about Alternative Dispute Resolution for bar associations and other professional organizations. He has taught ADR to hundreds of law students.

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 of 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 Mediator 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. Behe, 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 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, 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 LL.M. 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.

## **Civic and Humanitarian Activities**

In 2006, Mr. Creo co-founded Mediators Beyond Borders International 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 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 become an active volunteer and contributor to the Josh Gibson Foundation (<https://www.joshgibson.org/>) 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 <https://www.steelsmilingpgh.org/> 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 woman 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 publications 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](http://www.westlegaledcenter.com). The topics were, as follows:

- 1<sup>st</sup> 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.
- 2<sup>nd</sup> 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.
- 3<sup>rd</sup> 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 Master Mediator, Curiosity is Necessary for Neutral's Success 41 CPR Alternatives No. 5, 79, May, 2023).
  - The Effective Lawyer, Making Decisions: Decision Fatigue, Pa Lawyer 52, (May/June, 2023).
  - The Effective Lawyer, Making Decisions: The Underdog Effort, PA Lawyer 50 (Sept/Oct 2022).
  - The Master Mediator, The Science of Apology and Forgiveness, Part 2, 41 CPR Alternatives, No. 6, 101, (June, 2023).
  - The Master Mediator, More Tips, Suggestions, and Techniques for Effective Listening and Hearing, 40 CPR Alternatives No. 8, 133 (September, 2022).
  - The Effective Lawyer, Making Decisions: Anchoring Cognitive Biases, PA Lawyer 50 (Nov/Dec. 2022).
  - The Master Mediator, The Effective, Powerful, and Making Decisions into the Past and Future, Pa Lawyer 50 (March/April 2022).
  - The Effective Lawyer, Making Decisions: Never Give Up?, Pa Lawyer 50 (May/June 2022).
  - The Master Mediator, Mentoring Then and Now, 40 CPR Alternatives No. 2, 22 (February 2022).
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- The Effective Lawyer: Making Decisions—Nuisances and Nuances, PA Lawyer 12 (January/February, 2022).
- The Master Mediator, Our Obligation to the Profession, and Ourselves, 39 CPR Alternatives No. 11, 175 (December 2021).
- The Effective Lawyer: Making Decisions—Navigating the Noise, PA Lawyer 12 (November/December 2021).
- The Master Mediator, The Large Power of Small Talk, 39 CPR Alternatives No. 9, 139 (October 2021).
- The Effective Lawyer: Making Decisions—Judgment Amidst the Cacophony, PA Lawyer 14 (September/October 2021).
- The Effective Lawyer: Judgment and Irrationality, PA Lawyer 14 (July/August 2021).
- The Master Mediator, The Pandemic Compromise: Hybrid Mediation, 39 CPR Alternatives No. 7, 111 (July/August 2021).
- The Effective Lawyer: Essential Persuasion Skills: Deciding and Deciding Again, PA Lawyer 14 (May/June 2021).
- The Master Mediator, Articles of ADR Faith: In Whom Do We Trust? 39 CPR Alternatives No. 5, 79 (May 2021).
- The Master Mediator, Fair and Balanced in the Eyes of the Mediation Parties. Not Yours. 39 CPR Alternatives No. 3, 48 (March 2021).
- The Effective Lawyer: Essential Persuasion Skills: Yes, And – Improvisation, PA Lawyer 14 (March/April 2021).
- The Master Mediator, Here Are Neutrals’ Approaches for When The RDM—Real Decision Maker—Is Absent, 39 CPR Alternatives No. 1, 8 (January 2021).
- The Effective Lawyer: Essential Persuasion Skills: Once Upon A Time..., PA Lawyer 12 (January/February 2021).
- Bob Creo & Monica Nassif Haddad, Zooming into the Future, 48 West Virginia Bar 50 (Winter 2020).
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