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211 Houston Street
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TMCA

18TH ANNUAL SYMPOSIUM

October 22, 2022
8:25 am to 5:00 pm

Live via Zoom*

WOW!!! This Is a Symposium You Won't Want to Miss!

The morning sessions are crafted by world-renowned mediator Hesha Abrams, who provides an in-depth and compelling "master course" in mediation based on her new book, *Holding the Calm: The Secret to Resolving Conflict and Defusing Tension*. She even brings in some of her "master mediator" buddies to provide examples of how her techniques work in action. After lunch, Pattie Porter and her panel of experienced mediators share their experiences with story-telling based on a session title to which all mediators can relate, "Lies, Darn Lies, and Other Mediation Stories." Then, fan-favorite Mike Schless will lead an interactive conversation about the challenges of this new era in mediation, and how we might meet these challenges. And, yes! We will be using Mentimeter in all these sessions. The day will close with the highly valued dialogue between Supreme Court Justice Debra Lehrmann and Hon. John Coselli.

BONUS: Each "early bird" 2022 Symposium registrant who has paid in full on or before 10/2/22 will receive a complimentary copy of Hesha Abrams' new book, *Holding the Calm*, in ebook or audiobook format (see the registration page for options).

* To get the most out of our Symposium, we encourage live and interactive participation. We will also provide a recorded version for paid registrants.

6.5 hours, incl. 3.25 ethics
CLE Course No. 174167108

8:25 am – 8:30 am	WELCOME John Palmer
8:30 am – 9:30 am	HOLDING THE CALM: THE SECRET TO RESOLVING CONFLICT AND DEFUSING TENSION, PART 1 (1 hour; .5 ethics) Hesha Abrams <i>People don't know what they want. They don't know what will work. They don't know what's possible. You do. That's why they have hired you. That's why you've been invited to their party. Don't immediately accept their limitations. Investigate first. Ask questions. What would happen if? How would that look when? People will always pay more than they think and take less than they want. Learn how to "diagnose" people to discover the right approach in mediation.</i>
9:30 am – 9:45 am	15-MINUTE BREAK
9:45 am – 10:45 am	HOLDING THE CALM: THE SECRET TO RESOLVING CONFLICT AND DEFUSING TENSION, PART 2 (1 hour; .5 ethics) Hesha Abrams <i>High emotions are not just symptoms; they are an opportunity to look under the hood and diagnose (yes, there's that word again 😊). Hesha and her friends and master mediators John DeGroote, David Aaron DeSoto, and Dawn Estes share stories about holding the calm in the craziest of situations.</i>
10:45 am – 11:00 am	15-MINUTE BREAK
11:00 am – 12:00 pm	HOLDING THE CALM: THE SECRET TO RESOLVING CONFLICT AND DEFUSING TENSION, PART 3 (1 hour; .5 ethics) Hesha Abrams <i>Why does politeness and civility matter and how can it be really effective? Learn how to create small, winnable victories and the importance of being the grown-up in the room.</i>
12:00 pm – 12:45 pm	45-MINUTE LUNCH BREAK
12:45 pm – 1:00 pm	PRESENTATION OF TMCA'S OUTSTANDING CREDENTIALLED MEDIATOR AWARD AND JAMES GIBSON SCHOLARSHIP
1:00 pm – 2:15 pm	LIES, DARN LIES, AND OTHER MEDIATION STORIES (1.25 hours; 1 ethics) Panelists: Othel Bursey, Denise Coggiola, Linda McLain, Barry Ross Moderator: Pattie Porter <i>Fool me twice, shame on me... What would you do to distinguish "the truth" from something less? This panel will share experiences, ethical considerations, and practice tips around story-telling in mediation and more.</i>
2:15 pm – 2:30 pm	15-MINUTE BREAK
2:30 pm – 3:45 pm	OH, THE TIMES THEY ARE A-CHANGIN'...AND HOW!? (1.25 hours; .5 ethics) Mike Schless <i>An interactive conversation about the challenges of a new era in mediation, and how we might meet them.</i>
3:45 pm – 4:00 pm	15-MINUTE BREAK
4:00 pm – 5:00 pm	LATEST FROM "THE SUPREMES" (1 hour; .25 ethics) Justice Debra H. Lehrmann and Hon. John Coselli <i>Learn about the latest Texas cases affecting your mediation practice and the status of the impact of COVID-19 on the administration of justice from Texas Supreme Court Justice Debra Lehrmann and her devoted side-kick, Judge John Coselli</i>
5:00 pm	ADJOURN

REGISTER NOW at www.TXMCA.org

2022 TMCA SYMPOSIUM SPEAKERS

HESHA ABRAMS

Also an attorney, Hesha is an internationally acclaimed master mediator, with a unique talent to manage big egos and strong personalities and a keen ability to create synergy among the most diverse personality types, driving them toward agreement. She has created settlements worth billions of dollars and saved clients billions more using her innovative approaches to deal making, crafting innovative solutions for complex or difficult matters. This is how she developed her new book, *Holding the Calm*, an insightful, practical, and easy-to-use tool kit, forged in the trenches of resolving human conflict, that identifies the secrets that will enable you to know how to approach every situation to prevent explosions, disarm conflicts, settle cases, and reduce drama, helping make our world a little less acrimonious and a little more harmonious.



OTHEL BURSEY

For the past 21 years, Othel has improved the efficiency and effectiveness of both state and county government. In his home state, he served the Illinois Department of Corrections and the Illinois Department of Human Services Bureau of Collections. In Dallas, Othel worked in the Dallas County Domestic Relations Office and was responsible for executing administrative and legal remedies related to thousands of cases and conducted over 900 Child Support Review Hearings. Currently, he serves as the ADR Coordinator/Administrator over the Dallas County Dispute Resolution Center. This Center has reached a milestone of 10 years of operation and is one of two county-administered programs in North Texas. Othel holds a Master's Degree in Public Administration from Southern Illinois University at Carbondale.



DENISE COGGIOLA

Denise graduated with her Masters in Dispute Resolution from SMU in 2008 and was named the Distinguished Student of the Year. She began her private family mediation practice called It Takes Three Mediation LLC in May of 2008. She has served her clients over 14 years full time in Collin, Denton, and Dallas counties. Each year, more than 95% of Denise's clients are pro se and she has helped over 500 clients complete their divorce with her peaceful process.



HON. JOHN COSELLI

John has been a State District Judge for over 20 years. He served as the presiding Judge of the 125th Civil District Court of the State of Texas for 10 years, and continues to serve as an assigned State District Court Judge. Prior to taking the Bench, he was in private practice with the law firm of Carl, Lee, & Coselli from 1977 until appointed to the Court by the Governor in 1999. John now also mediates and arbitrates.



JOHN DEGROOTE

John serves as a mediator and arbitrator in complex business and technology matters involving parties and interests around the country and beyond, often before litigation is filed. Since serving as general counsel of a \$3 billion global technology consulting firm, John has been appointed to serve in a number of roles requiring a trusted outside advisor, including management of the Hawker Beechcraft Salaried Plan Participant Fund and leadership of CONMEBOL USA, Inc., the U.S. arm of the South American Football Confederation. John is a Past Chair of the ADR Section of the State Bar of Texas, a past Chair of the Dallas Bar Association's ADR Section, and a former Scoutmaster for Boy Scout Troop 70.



DAVID AARON DESOTO

David is an attorney, mediator, and arbitrator at Mann Law Firm PLLC in Houston, Texas. As a mediator, David has assisted hundreds of individuals and institutions in resolving their disputes in an extensive array of civil matters including bankruptcy, real estate, consumer issues, and divorce. In addition to a busy litigation practice, he serves as an ADR neutral on the rosters of several organizations. David is a frequent speaker at continuing legal education seminars and has authored dozens of legal education articles. He regularly serves as a volunteer mediator with the Dispute Resolution Center for Harris County, and also assists in educating, training, and mentoring new mediators. David is a TMCA Credentialed Distinguished Mediator.



DAWN ESTES

Dawn is widely regarded as an attorney of great stature, not only for her track record in state and federal court but also because, well, she's very tall—even before she steps into her signature stiletto heels. Those who've seen her in court say she towers above her competition, literally and figuratively. Dawn serves as a court-appointed mediator and as an arbitrator on the



American Arbitration Association's National Panel of Commercial and Employment Arbitrators. Dawn has been chosen by fellow members of the Texas Bar Association as a Texas Super Lawyer in Business Litigation every year since the award was created. She has served as an Adjunct Professor at SMU's Dedman School of Law and is the lead singer of her own band.

JUSTICE DEBRA H. LEHRMANN

Debra H. Lehrmann is the Senior Justice on the Supreme Court of Texas, having been elected twice following her appointment in 2010. With more than 30 years of judicial experience, she was a trial judge in Tarrant County prior to her appellate service and has served the Bar in leadership capacities on both a state and national level. She serves as the Court's liaison to the State Bar of Texas, the Board of Disciplinary Appeals, the State Bar Judicial Section's Judicial Ethics Committee, the Texas Association for Court Administration, the State Bar Family Law Section, the Family Law Council, the Texas Mediator Credentialing Association, and the Texas Attorney-Mediator Coalition. Prior to her appointment to the Court, she served as a trial judge in Fort Worth for 23 years.



LINDA MEEKINS MCLAIN

Linda is a full-time mediator and owner of McLain Mediation Services. In August 2021, she joined forces with her daughter as co-founder of McLain Legal Services, Navasota, Texas, for their combined practices. She mediates a variety of civil content areas, with emphasis on family law matters. McLain previously served on the Executive Council of the ADR Section of the State Bar of Texas, including as its Chair, and has been a frequent writer, trainer, and speaker at CLE programs. She enjoys mentoring aspiring mediators and has provided shadowing opportunities for undergraduate and law school students who have shown an interest in dispute resolution.



PATTIE PORTER

Pattie is the President of Conflict Connections®, Inc. in San Antonio, TX. She is a 28-year dispute resolution practitioner having worked extensively as a workplace mediator, facilitator, and conflict coach supporting leaders and their teams to address tough issues through sticky conversations. Pattie trains and facilitates extensively for federal agencies throughout the U.S. on topics related to conflict management and resolution. She primarily leads and mentors training teams in organizational change and conflict resolution programs. She is also a



professional mentor for conflict coaches, U.S. Navy mediators, and government facilitators. Pattie teaches in the SMU graduate dispute resolution program in Dallas. She is a Past President of the Texas Association of Mediators.

BARRY ROSS

Best known for his speedy resolution of real estate, business disputes, and trust and estate matters, Barry has developed a highly effective mediation practice since 1993. He regularly resolves cases related to real estate, banking, business, lender liability, agency, escrow, title, homeowner association, commercial and employment law, and professional liability. Barry has mediated more than 2700 litigated and non-litigated cases with an exceptionally high resolution rate. Barry is admitted to practice law before the U.S. Supreme Court, the Texas Supreme Court, the California Supreme Court, and the Court of Appeals for the District of Columbia. Barry is an MC3-Certified Mediator in California & Virginia, and a TMCA Credentialed Distinguished Mediator.



MIKE SCHLESS

The Texas ADR statute in 1987 required the judges in the state to devise a plan to implement ADR in their jurisdictions. Mike figured if he were going to be ordering people to mediate, he ought to know what mediation is. So he took his first course in ADR and immediately became hooked. A mediator and arbitrator since he left the bench in 1992, Mike has been actively involved in the ADR community. In addition to his full-time ADR practice, since 2012 Mike has been teaching Negotiation and Mediation to the brilliant young minds at the UT School of Law.



SYMPOSIUM FEES:

Register NOW at www.TXMCA.org*

EARLY BIRD DISCOUNT BY 10/2/22

\$100 (current Credential holders [CH])

\$125 (non-Credential holders [NCH])

AFTER 10/2/22: \$125 (CH) \$150 (NCH)

*Please register by Friday, October 14th

Receive a 10% discount

on your application/renewal fee when you apply for or renew your TMCA Credential by 12/31/22