

CCMO 2006 Fall Conference Sessions

(Click on the links to read more about the presenters)

Friday, November 10, 2006

Session 1 (1:15 pm to 2:45 pm)

What is an Athlete Ombudsman?

Presenter: [John Ruger](#)

The law requires the U.S. Olympic Committee to attempt to mediate certain disputes, in particular between athletes and their sport's governing bodies. Come hear the Associate Ombudsman for the U.S.O.C. discuss how those mediations happen and what his role is.

Managing Your Session When Clients Are Chemically Impaired

Presenter: [Lawrence K. Weckbaugh](#), MHS, CACIII

Mediation professionals are often baffled and stymied when participants in a session appear to be intoxicated and/or impaired by alcohol and other drugs of chemical dependency. Participants in this workshop will learn how to identify impairment and develop and implement crisis protocols and action plans for ethical and positive outcomes for such cases. When intoxicated or addictive behaviors occur in a mediation session, keeping focus and order in a session can be a challenge. Participants will develop skills and a plan of action to assess the situation and preserve the mediation process. In addition, participants will gain knowledge of specific services and reliable community resources for chemical dependence and addiction intervention, assessment and treatment. Participants will observe specific role play scenarios, followed by group discussion of appropriate action tactics for each situation. Building strong collaborative relationships with chemical dependency professionals ensures a higher quality of service and integrity for one's practice. In addition, mediators maintain ethical and legal management of participants in a mediation session who are intoxicated and incapacitated by alcohol, prescription medications, and illegal/controlled chemicals.

Creating "Nano Bridges" & Healthy Relationships with Elders via Trans-generational Conflict Resolution

Panelists: [Diana Ward-Collins](#), [Dan Bunch](#), [Larry Cerillo](#), [Jennifer Golden-Marcos](#), [R.N.](#), [Hon. Frederic Rodgers](#)

How old is old? Do each of us define "old" differently? Who defines and then how do we deal with the age differences within our society? The purpose of this program is to explore the effects of societal aging and potential biases that may develop across generations, creating "gaps" and "isms." Our panel members, representing different professions and arenas that come in contact with trans-

generational conflict, will look at what factors lead to generational differences and conflict and will discuss how to build bridges. Issues addressed will include: changing demographics within the workplace and society, workplace conflicts (employer-employee and co-worker), home, family & long term care settings, international work projects including cultural factors and probate and other legal issues.

Session 2 (3:15 pm to 4:45 pm)

ADR Processes For Managing Organizational Change

Presenters: [Myra Isenhardt](#) and [Mike Spangle](#)

Change is a predictable, challenging element of modern organizational culture. During times of change, conflict is inevitable. Often organizations rely on displays of power to manage their problems, facilitating escalation and impasse. This session provides an ADR perspective about the nature of conflict induced by change and possibilities for dealing with it. Participants will discuss how to negotiate an organization's new reality and the kind of interrelationships desired.

Radical Practice in Mediation: Inviting Spiritual Presence in Reflective Practice

Presenter: [Nan Waller Burnett, MA](#)

How do we turn the tide in conflict systems while allowing the conflict to unfold before us at the mediation table? Human interaction within our practice can be hell...or it can be great spiritual practice. When you receive whoever comes into the sacred space of the "Present" as a noble guest, meet each person where they are, and allow them to Be... the possibility for change begins to grow. This workshop will be audience interactive and include discussion on how practitioners can impact their lives and their practice by inviting spirit with them to the table. Come and explore innovative ideas about evoking change in conflict systems.

Cultural Skills Training

Presenter: [Karen Lest](#)

This training will help participants build the skills needed to meet diversity respectfully by increasing competencies about the human similarities and differences that make up the complex fabric of our community. The first step of the training will be to provide a framework for understanding difference. This framework, which describes people as universally similar, culturally distinct and individually unique, comes from Kluckhohn's work in anthropology. Using this framework, the training will move past cultural stereotypes and begin to focus on skills needed to relate to individuals. The exercises in the training are designed to allow the participants to begin to question their own assumptions in a safe environment. The first exercise asks participants to look at the structures of

power in a critical manner. The second asks participants to role play a mediation session. In each exercise, the emphasis is on questioning assumptions and allowing the participant to relate to each individual respectfully.

Saturday, November 11, 2006

Session 3 (8:40 am to 10:10 am)

Med-Arb: The Best Uses of This Hybrid Process

Moderator: [Jean Stracy, MA](#)

Panelists: [Judy Larkins](#), Case Administrator, [Jim Eichberg](#), CPA, [Eugene M. Osman, JD](#)

Med-Arb, a combination of mediation and arbitration, is an effective method of resolving disputes in a timely and cost effective manner. Approximately 85% of filed arbitrations settle before hearing, pointing to the effectiveness of a combined process under certain circumstances. In this workshop the panelists will address the best uses of this hybrid process, including the ethical, procedural and practical pitfalls to avoid.

The Air Force ADR Program

Presenter: [Tinisha Agramonte](#)

This presentation will discuss the history of the Air Force ADR Program and provide a program overview, including metrics and current initiatives, such as the Negotiation Center of Excellence (including cross-cultural information), E-tools, and certification program.

~~*Options and Tools to Approach Conflict with Clarity and Confidence*~~

Presenter: [Joseph P. McMahon, Jr.](#)

Session postponed: Due to uncontrollable circumstances, Joe will be unable to participate in our fall conference. He has, however, agreed to do a presentation for us early next year. More information will be available soon.

An interactive combination of mini-lecture, dialogue and exercises examining the questions: What is included in a vision of conflict? What does it mean to be conflict competent? What are the benefits of conflict mapping? What forms of conflict assessment can be used to prepare for intervening in conflict? What skills do we need to do this? What skills are we seeking to develop in the parties? How does this work when parties are represented by lawyers?

Restorative Justice: A Taste of the Circle Process

Presenter: [Penelope Harley](#)

The principles of Restorative Justice are applied in three primary practices in this

country, namely: victim-offender mediation, community (or family group) conferencing, and peacemaking (or talking) circles. This session will offer participants a brief introduction to the circle process. The session will outline for participants both the inner and outer structural "frames" of circles and, in that the session will be highly experiential, it will allow participants to have a direct taste of the dialogue potential offered by the circle process.

Plenary Session (10:20 am to 11:10 am)

How Will the U.S. Department of Peace and Nonviolence Impact the Need for Professional Mediators?

Presenter: [Byron Plumley, Ph.D.](#)

There is currently a bill before both Houses of Congress to establish a United States Department of Peace and Nonviolence (DOPN). The first part of this presentation / workshop will describe: a) how the Department of Peace and Nonviolence will be organized, and b) the mission statement of each of its seven offices. The second part of the presentation will project how the operation of the DOPN will impact the need for professional mediators. The third part of the presentation will utilize a workshop format to solicit feedback from the audience on how the proposed mission of the DOPN might be modified to better enhance the mediation profession.

Session 4 (11:20 am to 12:50 pm)

High Conflict Groups

Presenter: [Judy Mares Dixon](#)

This session will focus on techniques for establishing a positive tone in the face of intense negativity and hopelessness. We will practice several "ice breakers" that have meaning and add value to the mediation process. We will examine ground rules and protocols that provide for a strong sense of security, understanding and commitment to the process.

The "Social Norms" Approach

Presenters: [Ron Ludwig](#)

The Conflict Center is in the middle of a 3-year project to reduce bullying and violence in an inner-city high school. The intervention, called the Social Norms Approach, is an adaptation of a modality used extensively in secondary and post-secondary educational institutions to reduce alcohol, tobacco and illegal drug use.

An Overview of ADR in the Federal Government Proceedings

Presenter: [Stephen Griffin](#)

This presentation will provide an overview of ADR in the federal government. The presentation will identify the laws that govern ADR, the forms of ADR used, and the limitations on the use of ADR in disputes involving the federal government and disputes that are taken to the federal courts.

Keynote Address (1:00 pm to 2:00 pm)

The Crossroads of Conflict: A Journey Into the Heart of Dispute Resolution

Speaker: [Kenneth Cloke](#)

CCMO 2006 Fall Conference Presenters

Tinisha L. Agramonte (“The Air Force ADR Program”) is Chief of the Civilian Equal Employment Opportunity (EEO) program at the United States Air Force Academy. In this capacity, she is responsible for the overall planning and directing of the Air Force Academy’s civilian discrimination complaints program and the ADR program, providing a full range of services designed to ensure that all civilian personnel policies, programs, and practices are free from discrimination and do not impede fair and open competition in the workplace. She provides advisory services and assistance in all areas pertaining to equal opportunity, human relations, diversity, and ADR. Mrs. Agramonte started her federal Air Force career in 1997. She has over 20 years experience in the human relations and diversity management arenas as a civil servant, consultant, university instructor and trainer/facilitator, presenting in England, Japan, and stateside. She has served as a mediator in private, not-for-profit, federal government, and military sectors. In addition to mediating workplace disputes, EEO complaints, family and small claims matters, she has conducted conflict reduction and resolution workshops for teams and organizations. She currently serves as an adjunct guest instructor, facilitating EEO and basic mediation courses at the Air Force Human Resource Management School, Ira C. Eaker College for Professional Development, Maxwell AFB, AL.

Dan Bunch ("Creating 'Nano Bridges' & Healthy Relationships with Elders via Trans-generational Conflict Resolution") is Manager of Employee and Labor Relations & HR Generalist with Coors Brewing Company. He consults with and counsels HR professionals and management on employee relations issues, supporting facilities in Memphis, Shenandoah and Golden as well as field sales. He collaborates and writes policies, processes and procedures related to human resources, helping drive business initiatives while balancing the interests of employees. Mr. Bunch demonstrates how to be an employee advocate and drive efforts to remain the largest union-free brewery in the world. Mr. Bunch leads conflict resolution processes at Coors including; mediation, appeals processes and formal complaint resolution. Dan’s educational preparation for conflict management came from University of Denver certificate program in ADR. Previously, he developed the Department of Cardiac Rehabilitation at Humana Hospital Aurora from its conception, formulating policies and procedures, budget, marketing, public relations, patient care and the supervision of employees and interns.

Note: Additional panelists for “Creating “Nano Bridges” & Healthy Relationships with Elders via Trans-generational Conflict Resolution” are [Diana Ward-Collins](#), [Larry Cerillo](#), [Jennifer Golden-Marcols, R.N.](#), and [Hon. Frederic Rodgers](#)

Nan Waller Burnett, MA (“Radical Practice In Mediation: Inviting Spiritual Presence in Reflective Practice”) is a high conflict mediator and a founding partner of Dispute Resolution Professionals, Inc. For the last seven years has served as an adjunct professor in Regis University undergraduate and graduate conflict resolution programs. She is an Advanced Practitioner in the Association

for Conflict Resolution's Family, Training and Workplace sections. She is the Co Chair of the national ACR: Spirituality Section. In addition to her mediation practice in employment/family law disputes, Nan has facilitated and developed conflict management training programs in all levels of government and small businesses. She is an experiential psychotherapist and as a mediator specializes in high conflict marital therapy, divorce mediation, crisis management, PTSD, and critical incident debriefings. In 1998, Nan designed the curricula for two co-parenting programs; *In the Best Interests of the Children* and *Growing Through Conflict*. DRP, Inc. is an organizational member Colorado Bar Association. Nan can be contacted by phone at 303-273-0459 or 303-881-8003 (direct) or by email at Nandrp@aol.com. Her website is www.disputepro.com.

Larry Cerillo ("Creating 'Nano Bridges' & Healthy Relationships with Elders via Transgenerational Conflict Resolution") is the founder of Collaborative Problem Solving and an Associate with Colorado Mediators & Arbitrators. On the door step of turning 70, Larry Cerrillo is well qualified to be a participant on our panel for cultural/generational issues. Larry has spent the bulk of his working life as a groundwater and environmental consultant nationally and internationally. He has lived and worked in such places as Somalia, Sri Lanka, Mongolia, Pakistan, Argentina, Philippines, and numerous others. Since 1998 he has been doing and studying mediation and facilitation. In addition to a certificate of advanced study in ADR from Denver University he has certificates of training in land policy disputes, environmental and public policy, victim-offender, parent/teen, arbitration, facilitation, and restorative justice.

Note: Additional panelists for "Creating "Nano Bridges" & Healthy Relationships with Elders via Trans-generational Conflict Resolution" are [Diana Ward-Collins](#), [Dan Bunch](#), [Jennifer Golden-Marcols, R.N.](#), and [Hon. Frederic Rodgers](#)

Kenneth Cloke (Keynote Speaker) is Director of the Center for Dispute Resolution and a mediator, arbitrator, consultant and trainer, specializing in resolving complex multi-party conflicts, including community, grievance and workplace disputes, organizational and school conflicts, sexual harassment and discrimination lawsuits, and public policy disputes, and in designing conflict resolution systems for organizations. He is a nationally recognized speaker and leader in the field of conflict resolution, and a published author of many journal articles and several books, including *Mediation: Revenge and the Magic of Forgiveness* and *Mediating Dangerously: The Frontiers of Conflict Resolution*. He received a B.A. from the University of California; a J.D. from U.C.'s Boalt Law School; a Ph.D. from UCLA; an LLM from UCLA Law School; and has done post-doctoral work at Yale Law School. He is a graduate of the National Judicial College in Reno, Nevada. His university teaching includes law, mediation, history and other social sciences at a number of colleges and universities, including Southwestern University School of Law, Pepperdine University School of Law, Antioch University, Occidental College, USC and UCLA.

Jim Eichberg, CPA (“Med-Arb: The Best Uses of This Hybrid Process”) is a Panel Member with Colorado Mediators & Arbitrators. He has over 35 years of business and financial experience and eighteen years as a private arbitrator and mediator and for the NASD, NYSE, and AAA. He has participated and chaired in 125 arbitrations and is adjunct professor for arbitration at the University of Denver. *Note: additional presenters for “Med-Arb: The Best Uses of This Hybrid Process” are moderator [Jean Stracy, MA](#) and panelists [Judy Larkins](#) and [Eugene M. Osman, JD](#)*

Jennifer Golden-Marcols, R.N. ("Creating 'Nano Bridges' & Healthy Relationships with Elders via Trans-generational Conflict Resolution") has a private case management company called Marcols Case Management. Her specialty is helping families and clients who are separated by long distance relationships where the client often prefers to stay in Colorado while the family lives in another state. Her experience includes several clients with dementia who have early stage issues and late stage issues. She has been a member of the Speaker's Bureau at the Alzheimer's Association for several years and has worked as a counselor on the support phone line. Jenni helps her clients and families find strategies to solve the many issues that surround declining health and mental capacity.

Note: Additional panelists for “Creating “Nano Bridges” & Healthy Relationships with Elders via Trans-generational Conflict Resolution” are [Diana Ward-Collins](#), [Dan Bunch](#), [Larry Cerillo](#), and [Hon. Frederic Rodgers](#)

Stephen Griffin (“An Overview of ADR in Federal Government Proceedings”) has over 24 years of experience in federal government contracting. During his career, Mr. Griffin has worked for both the federal government and government contractors. During his time with the federal government, Mr. Griffin worked for the U.S. Air Force, the U.S. Navy and the TRICARE Management Activity. At various times in his career with the federal government, Mr. Griffin has held contracting officer authority, and as such was responsible for the awarding of contracts and settlement of contract disputes on behalf of the federal government. Mr. Griffin holds a Bachelor of Science degree from California Polytechnic State University, San Luis Obispo and a Master of Arts degree from the University of Denver. Mr. Griffin is currently pursuing a Ph.D. degree at the University of Denver. Mr. Griffin holds a graduate level certification in ADR from the University of Denver, a Level III certification in contracting from the Department of Defense, and a Certified Federal Contract Manager designation from the National Contract Management Association.

Penelope Harley (“Restorative Justice Circles”) had a career as high school teacher and administrator in central London before moving to Minnesota seven years ago. In 2002 she gained her J.D. *magna cum laude* from Hamline University School of Law. She went on to be an adjunct professor at Hamline, teaching mediation and restorative justice classes in the Dispute Resolution Institute. Until recently, Penelope was working on an EU funded project to promote the use of

commercial arbitration and mediation in ten Middle East countries. She is currently teaching “Restorative Justice Practices and Principles” for the conflict resolution program at the University of Denver.

Myra Isenhardt, Ph.D. (“ADR Processes for Managing Organizational Change”) teaches, writes and consults about ADR. Currently a faculty member at the University of Denver, she has taught at the University of Colorado and St. Thomas Seminary. Her M.A. & Ph.D. are in Human Communication. Her ADR training includes CDR and Harvard Law School. She publishes articles and has coauthored several recent books, Collaborative Approaches to Conflict Management (2000) and Negotiation: Communication for Diverse Settings (2003). Dr. Isenhardt also works in organizational development, consulting, training and coaching. Her clients represent corporate, government and nonprofit organizations. She serves on several nonprofit boards. Dr. Isenhardt can be contacted at the University of Denver at (303) 796-8113 and by email at misenhar@du.edu.

Note: Myra’s co-presenter for “ADR Processes For Managing Organizational Change” is Mike Spangle [Mike Spangle](#)

Judy Larkins (“Med-Arb: The Best Uses of This Hybrid Process”) is Executive Director of Colorado Mediators & Arbitrators. She is a Senior Professional in Human Resource Management, a former stockbroker, insurance agent and NASD arbitrator. She has done graduate studies in Dispute Resolution at DU and EMU. Ms. Larkins has mediated 20 cases with the Denver Equal Employment Opportunity Commission. Ms. Larkins may be reached at (303) 864-9674 or by email at judy@CoMA.com. The Colorado Mediators & Arbitrators website is www.CoMA.com.

Note: additional presenters for “Med-Arb: The Best Uses of This Hybrid Process” are moderator [Jean Stracy, MA](#) and panelist [Jim Eichberg, CPA](#) and [Eugene M. Osman, JD](#)

Karen Lest (“Cultural Skills Training”) is the chair of the CCMO Multicultural Committee. Karen has been a volunteer mediator and facilitator with Jefferson County Mediation Services and Denver VORP for several years. While she works in administration at Regis University, Karen continues her journey in the promotion of diversity, which began with an undergraduate degree in International Affairs. International travel, beginning with living in Japan during college, has honed Karen’s cultural awareness. Other trips, including a peace delegation to South Africa, have added to Karen’s enthusiasm for bridging cultural gaps. Recently, Karen completed her Master’s of Arts degree in Communication and Social Justice. The Cultural Skills training for mediators came out of her work toward this degree and has been a way to put together Karen’s passion for multicultural awareness and conflict resolution. Ms. Lest can be reached at Regis University at (303) 458-4352 or by email at klest@regis.edu.

Judy Mares Dixon, M.A. (“High Conflict Groups”), owner of Mares-Dixon & Associates, former Partner with CDR Associates, has worked in the conflict resolution field since 1986 as a trainer, mediator, coach, facilitator, consultant, and dispute resolution systems designer in the United States, Canada, Germany, Australia, and New Zealand. She mediates disputes involving collective bargaining agreements, sexual harassment complaints, ADA complaints, other EEO complaints, grievances, interdepartmental conflicts, organizational conflicts, conflicts between parent organizations and their subsidiaries, conflicts involving cross-cultural issues, community and public policy disputes. Ms. Mares-Dixon has applied alternative dispute resolution procedures in the private and public sectors at the local, state, and federal levels. Ms. Mares-Dixon has trained human resource personnel, union officials, managers, lawyers, advocates, social service personnel, educators, law enforcement personnel, community organizers, and medical professionals in mediation, negotiation, coaching, facilitation, resolving cross-cultural issues and dispute resolution system design. Her clients include: United Airlines, National Institute of Health, The Department of the Interior, The US Army Corps of Engineers, Canadian Human Rights Tribunal, New Zealand Employment Tribunal, Fletcher Building, Fletcher Forest, Levi Straus and Co, Ohio Supreme Court, Oklahoma State Courts, Denver Public Schools, and The Department of Justice. Ms. Mares-Dixon holds a Master's Degree in social and multicultural education from the University of Colorado (1985) and a Bachelor's Degree in communication disorders from the University of Colorado (1977).

Ron Ludwig (“The Social Norms Approach”) is the Executive Director of The Conflict Center. He has been active in the peacemaking community since the Vietnam War era and has worked in the non-profit sector providing financial and accounting services to a number of grassroots organizations for over 25 years. He has taught classes in non-profit accounting at Metropolitan State College and for various non-profit technical training programs.

Joseph P. McMahon, Jr. (“Options and Tools to Approach Conflict with Clarity and Confidence”) works in facilitation, conflict transformation and dispute resolution, and has degrees in law and engineering. As a mediator, his focus is to facilitate the movement from mediator-centered “settlement conferences” where bargaining is positional, to party-centered mediations aimed at better understanding and mutual gains bargaining. As a facilitator, Joe seeks to use collaborative processes to assist stakeholders in defining, and then achieving, their desired outcomes. He has dispute resolution experience in business, public policy, environmental, construction, transportation, contract, securities, real estate, water, water rights, intellectual property, manufacturing, medical practice, tort, employment and inter-personal disputes, including multi-party, multi-issue mediations. Joe works to expand the narrow definition of ADR into a broader more systemic concept of conflict management and transformation. His approach to dispute resolution is explained at his website www.jpmmcmahon.com. Joe’s efforts

in international facilitation or program work (Asia, Africa and Latin America) are described at www.inter-mediation.org.

Due to uncontrollable circumstances, Joe will be unable to participate in our fall conference. He has, however, agreed to do a presentation for us early next year. More information will be available on that soon.

Eugene M. Osman, J.D. (“Med-Arb: The Best Uses of This Hybrid Process”) is a Panel Member with Colorado Mediators & Arbitrators. An attorney at law, he has been involved in the securities brokerage industry for over 20 years, the last 10 serving as a branch manager. He has served on many cases as an industry panelist on NASD arbitration panels. Mr. Osman is retired Lt. Colonel from the United States Air Force.

Note: additional presenters for “Med-Arb: The Best Uses of This Hybrid Process” are moderator [Jean Stracy, MA](#) and panelists [Judy Larkins](#) and [Jim Eichberg, CPA](#)

Byron Plumley, Ph.D. (“How Will the U.S. Department of Peace and Nonviolence Impact the Need for Professional Mediators?”) is a peace educator and activist. He is director of the Peace and Justice Studies program at Regis University, teaching courses on the foundations of justice and peace, nonviolence and Catholic social tradition. Part of his work is focused on infusing justice themes into curriculum across the university. He holds a master’s degree in Moral Theology and a doctorate in Spirituality and Nonviolent Social Change. For the past thirty years he has been involved with issues of nuclear disarmament, space warfare, militarism in Central America, war in Iraq, prison work, and for fifteen years was a weekly volunteer with the Catholic Worker Soup Kitchen. In January 2000 he participated in a humanitarian mission to Iraq with the Colorado Campaign for Middle East Peace. He is a board member of the Peace and Justice Studies Association. He currently works with the Colorado Committee for the Department of Peace and Nonviolence. Byron is married to Shirley Whiteside, who has been an outreach worker for the Colorado Coalition for the Homeless and works at Delores House shelter for women. He enjoys being a grandpa to three beautiful grandchildren, as well as sculpture, watercolor painting, gardening and hiking. Dr. Plumley may be contacted at bplumley@regis.edu.

Hon. Frederic Rodgers (“Creating 'Nano Bridges' & Healthy Relationships with Elders via Transgenerational Conflict Resolution”) was a part-time municipal judge in several mountain communities and in private practice when Governor Richard Lamm appointed him judge of the Gilpin County Court in 1986. His caseload consists of civil, criminal (traffic, misdemeanor and felony), domestic relations, juvenile and probate cases. He has been retained by election four times since. He is a graduate of Amherst College and Albany Law School, and first became a judge in 1969 when he was one of the first U.S. Army military judges in Vietnam where he was awarded two Bronze Stars and the Air Medal.

He has also been chief deputy district attorney in Denver and magistrate of the Denver Juvenile Court. He has volunteered for many boards including Big Brothers, Yellow Ribbon Foundation (teen suicide prevention), Family Builders by Adoption, Gilpin Historical Society, Westminster Community Education Foundation, Teen Court and Planned Parenthood. In 2002, 2003 and 2004 he provided judicial training and legislative drafting assistance to the Supreme People's Court in Vietnam, sponsored by the U.S.A.I.D. He is Senior Vice-president of the Colorado Bar Association and serves on the national boards of the American Bar Association, the American Judicature Society and the National Judicial College. He is married to Valerie McNaughton and they have one son, Gabriel. He skis, plays banjo, writes songs and had a low level top-40 record over 40 years ago.

Note: Additional panelists for "Creating "Nano Bridges" & Healthy Relationships with Elders via Trans-generational Conflict Resolution" are [Diana Ward-Collins](#), [Dan Bunch](#), [Larry Cerillo](#), and [Jennifer Golden-Marcols, R.N.](#)

John Ruger ("What is an Athlete Ombudsman?") is the Athlete Ombudsman for the United States Olympic Committee (USOC). In this role he provides independent advice to athletes at no cost about the applicable provisions of the Ted Steven's Olympic and Amateur Sports Act and the Bylaws of the USOC, national governing bodies, Paralympic sports organizations, international sports federations, the International Olympic Committee, the International Paralympic Committee, and the Pan-American Sports Organization, and with respect to the resolution of any dispute involving the opportunity of an amateur athlete to participate in the Olympic Games, the Paralympic Games, the Pan-American Games, world championships or other international competition. He assists in mediating disputes and develops and implements USOC policy that secures the rights and interests of athletes. John is a graduate of Rutgers University with a degree in economics and a European Masters in Sports Organization Management from the University of Claude Bernard Lyon, France. He has 25 years of experience in Olympic sport, having participated in ten Summer and Winter Games as an athlete (biathlon-Lake Placid), coach and administrator. His first Olympic Committee meeting was in 1980, where the USOC voted to boycott Moscow. He served twelve years on the USOC Board of Directors and five years on its Executive Committee and is past chair of the Athletes' Advisory Council. John is married with two children and lives in Boulder, Colorado. John's contact information is: John Ruger, Athlete Ombudsman, www.888athlete.org, john.ruger@usoc.org, 888.ATHLETE (toll free), 303.444.6615 (phone), 303.444.6626 (fax).

Mike Spangle ("ADR Processes for Managing Organizational Change") is an Associate Professor at Regis University in Denver, where he teaches negotiation, mediation, and conflict management. Dr. Spangle has a M.Div. from Luther Theological Seminary, M.S. from Kearney State College, and a Ph.D. from the University of Denver. He received post-graduate training in consensus building at both the Harvard School of Negotiation and M.I.T. He has provided training or

mediation for a wide variety of organizations that include corporations, schools, hospitals, government agencies and churches. He is co-author of three books, including two with Myra Isenhart. Dr. Spangle may be contacted at Regis University at (303) 458-4963 or at mspangle@regis.edu.

Note: Mike's co-presenter for "ADR Processes For Managing Organizational Change" is [Myra Isenhart](#)

Jean Stracy, MA ("Med-Arb: The Best Uses of This Hybrid Process") is an experienced dispute resolution specialist for family, workplace/ADA, business and community organizations. She is the Co-founder / former Director of Training of the NM Center for Dispute Resolution and former Executive Director of VORP of Denver. She has trained state and federal departments of corrections in conflict resolution and mediation. Ms. Stracy is adjunct instructor in dispute resolution studies at Regis University.

Note: additional presenters for "Med-Arb: The Best Uses of This Hybrid Process" are panelists [Judy Larkins](#), [Jim Eichberg, CPA](#), and [Eugene M. Osman, JD](#)

Diana Ward-Collins, RN, MSN ("Creating 'Nano Bridges' & Healthy Relationships with Elders via Trans-generational Conflict Resolution") is a nurse educator, author, and researcher with over 40 years of healthcare experience in a variety of settings ranging from hospitals, long-term care settings, ambulatory services, and home health. She has had comprehensive clinical & administrative experience including Total Quality Management. She has had extensive experience dealing with highly emotional issues ranging from patient care ethical dilemmas, employee/employer disputes, relationship issues, to managing quality work teams. As a mediator, Diana provides mediation services to various federal and state organizations as well as private parties. She has served as a board member of Colorado Council of Mediators (CCMO), functioning as the Vice President for 2003. Disability and family mediation holds a special interest for Diana, especially when family conflicts concern the elderly. Trans-generational mediation employs the process of balancing an elder's and adult child's rights with the sincere attempt to preserve dignity for all. A major goal in trans-generational mediation is to protect family and friend relationships. Similarly, individuals with disabilities have unique needs to be addressed supporting dignity for all parties involved. Diana's contact information is: Diana Ward-Collins RN, MSN, LNN Mediation CoMA, 80 97 SO Yukon Wy., Littleton, CO 80128, wardlnn@msn.com <<mailto:wardlnn@msn.com>>, Associate: CoMA <http://www.coma.com>.

Note: Additional panelists for "Creating "Nano Bridges" & Healthy Relationships with Elders via Trans-generational Conflict Resolution" are [Dan Bunch](#), [Larry Cerillo](#), [Jennifer Golden-Marcos, R.N.](#), and [Hon. Frederic Rodgers](#)

Lawrence K. Weckbaugh, MHS, CACIII ("Managing Your Session When Clients are Chemically Impaired") has 16 years of experience in treating chemically dependent individuals and their families. Currently, he is the Family Program Team Leader for CeDAR at the University of Colorado Hospital. Mr. Weckbaugh is the former President of Heart to Heart Counseling, where he

specialized in treating individuals whose lives were impacted by chemical dependency, affecting their intimate relationships and/or marriages. He was a preferred provider for the Betty Ford Center in the Denver metro area, providing interventions, assessment and aftercare counseling services. He has been active as a volunteer in a number of addiction treatment programs including Mile High Council on Alcoholism and Drug Abuse, as a seven-term board member with Eagle Lodge, a Native America treatment center in Denver, and as member of the Human Services Professionals Department, community advisory committee, at Metropolitan State College of Denver. He has a BS, with an emphasis in addictions, from that institution and a MHS (Master of Healthcare Systems) from the University of Denver. Additional professional training includes certification as an advanced clinician and couples workshop presenter with the Institute for Imago Relationship Therapy, a division of Imago Relationships International of New York City NY. Mr. Weckbaugh can be reached at CeDAR, University of Colorado Hospital, PO Box 6510, MS-F786, Aurora, CO 80045, by phone at (720) 848-3070 or (720) 848-3007, or by email at Lawrence.weckbaugh@uch.edu. The CeDAR website is www.CeDARColorado.org.