

## PRESIDENT'S MESSAGE - [LEIGH ANN ROBERTS](#)

**January  
2010**

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Dear TAPM Members,

I hope this message finds you all well and still rested from a wonderful holiday season. This newsletter is full of exciting information about the coming year for TAPM.

Our TAPM Advertising and Public Education Committee has developed a gorgeous new face for the TAPM webpage to ensure increased ease of use for all users of our website, whether an individual is seeking to hire a professional mediator, find information about mediation, or is simply a TAPM member looking to find information about upcoming events. I hope

you all will stay tuned for our new look and these exciting updates.

Likewise, the TAPM conference in March is shaping up to be another exciting event for mediators across our state. More details are below regarding the renowned speaker and a topic which promises to be of interest to all TAPM members.

Also, this year, there will be a continued effort to gather professional mediation stakeholders from across the state at a half-day event held in conjunction with the annual conference. Stay tuned for more details and how you can participate.

Last, but certainly not least, we ring in the new year with a more clear vision of mediation in Tennessee. Check out the recently issued press release detailing more about statewide efforts to coordinate increased mediation awareness and usage in Tennessee. Great things are to come in 2010 and I want to thank each of our members who took an active part in these statewide efforts.

Keep up the great work everyone and, for those of you who have not yet found a committee or project that interests you, look again! Check out all the opportunities to participate in TAPM, whether it be increasing membership benefits, helping members market their practices, getting published in the TAPM newsletter, or simply attending a TAPM peer group meeting to "talk shop" and hone your skills. Make a commitment this year to get involved in TAPM, and seize these opportunities to help shape the face of mediation in our great state!

Have a great 2010 everyone,

Leigh Ann Roberts

Attorney-Mediator, Arbitrator & Nonprofit Consultant  
PAPA & ROBERTS, PLLC  
PHO: (615) 425-2268  
FAX: (615) 523-1327

## The Role of Emotions in Commercial Mediations

By [Randal S. Mashburn](#)  
Past President of TAPM

Some mediators who specialize in family law mediations might assume that those of us who deal primarily with business and commercial disputes are less likely to face emotional factors as a large part of the mediation process. Based on my experience, I can assure you that emotion also plays a big part in mediations between businesses over contractual and commercial issues.

Certainly, the level of emotion that is displayed in a business case may not always equal what a mediator sees in a divorce, child custody or parenting matter. However, the same underlying emotions will often be a prominent factor. After all, many lawyers refer to "business divorce" cases where there is a fight over ownership or dissolution of a company. And some business owners view their companies as their "babies" that they created and nurtured for decades.

In fact, some of the most difficult and acrimonious mediations I have handled have been between business partners that have worked together for 20 or 30 years or, in some cases, virtually their entire lives. Suddenly they have come to believe that their friend and business associate that they have trusted and treated like family has defrauded them or is out to ruin them through a breakup of the business. In cases of that type, practical business considerations often take a back seat to the anger and hostility that has developed between the former business associates.

I have seen this occur in a wide variety of business situations ranging from business dissolutions to executive compensation matters to pure contractual issues. One might assume that the emotional element is more prevalent in a small business setting, but that is not necessarily true. Even in a large business enterprise, there are usually key individuals who have been personally affected by a dispute and who therefore "take it personally" when it comes to trying to resolve it.

Even when big business is involved, a contract dispute may involve an individual who has dealt with someone at the other company in the dispute for years and considered their counterpart at the other business to be a friend until the blowup over the contract. Likewise, it is not uncommon to have some employee's individual bonus or compensation directly or indirectly affected by the outcome of a business dispute, in which case people involved in the mediation process may have a personal stake that goes beyond the more general financial effect on the company. Aside from the financial impact on the individuals, there may be a feeling that someone lied to them or that someone they trusted has now stabbed them in the back.

My experience with this aspect of mediation is apparently quite typical. A poll conducted by Field Fisher Waterhouse found that half of all commercial disputes get personal in one way or another. The study found that a majority of disputes launched by companies are led by executives' hearts rather than their heads and that almost half of the respondents (47 percent) to a poll conceded that a personal dislike of the other side had led their company into expensive litigation.

*(The Role of Emotions Continued on page 3)*

*(The Role of Emotions Continued from page 2)*

Commenting on the findings of the survey, Field Fisher commercial litigation chief Peter Stewart said: "One of the major factors contributing to the escalation of disputes is the emotion involved. Whether it's personal pride, dislike of the other side or a point of principle, these emotions will inevitably distract from rational decision-making."

Of course, there are no magic bullets when it comes to dealing with emotions in business dispute mediations. I believe strongly that the most important thing is simply to recognize the role of emotions and not to deny the significance of that factor. Lawyers who represent the parties in a mediation can often help deal with this issue – but can also exacerbate the problem. Sometimes lawyers are so focused on the legal issues or the logical result they think should be achieved that they do not give credence to the importance of their clients' emotional stake in the matter. At other times, we see lawyers that have become so adversarial or have become so emotionally involved themselves that they stir up client emotions that otherwise would not be that significant.

More than anything else, I think that there needs to be an opportunity for the business people to vent and to "tell their story." Sometimes that can be done in a joint session with the other party, but often it can be accomplished in a separate session with the mediator and out of earshot of the other party. Often, a party simply needs to explain to a neutral party how he or she feels wronged, how the trust that had developed over a period of time has been destroyed, and how it has taken a personal toll on them that goes beyond the pure economic impact on the business. Sometimes, after they are able to get this "out of their system," they are better able to move on to practical and financial implications of the dispute.

I think it is a mistake to steer parties away from the emotional factors too quickly – before they have had a chance to vent their frustrations and explain the impact the actions of the other party has had on them personally. It is easy to start asking questions about the financial issues and to pose "reality check" type inquiries about the pure economic angles in order to move the discussion away from the emotional factors, but I think a mediator should not attempt to divert attention away from the emotional factors too early in the mediation. At some point it may become necessary to take this tact, but, in most cases, it is better to be sure that the parties are ready to move on to the non-emotional considerations before you push too hard.

In dealing with business disputes in mediation, I often hear people say that, in the end, "it's just about the money." That is sometimes true, and eventually it is possible to get to the pure economic analysis in most disputes. However, I personally have found that "it is never just about the money." In other words, while the money may be the ultimate deciding factor in a resolution, there are usually other non-economic issues underlying the dispute, and sometimes those other factors are tied to very strong emotions that developed in the course of the dispute and arise out of a history of personal relationships that should never be discounted or ignored.

*(Randal Mashburn is an attorney and mediator who often mediates cases involving a wide variety of commercial and business issues. He is a founding member and former president of TAPM.)*

## BEYOND THE MEDIATION

### (Ethical Considerations)

By [Regina Newson](#) and [Marietta Shipley](#)

TAPM had its final quarterly meeting on December 10<sup>th</sup>. [Howard Vogel](#) of Knoxville, Tennessee was the featured speaker. He did an excellent job of discussing legal cases with ethical issues that grew out of the mediation. Although most of the cases cited were from the Western sector of the country; the issues are important to all us.



The bulk of these cases went to the heart of the mediation – confidentiality. Fortunately, the mediators were not the people who broke the silence (confidentiality). It was the parties. The cases described conduct during the mediation and afterwards.

There are important lessons to be learned as mediators. What goes on in mediation has far reaching implications long after the mediation is over and the mediator is no longer involved in the case. Often times lines of communications are opened up. This communication may result in a future settlement or a law suit depending on the positions of the parties. In the case of [Simmons v. Gahderi](#), a 2008 Supreme Court of California case, a reluctant plaintiff, who had orally agreed to a settlement but refused to sign a written order could not be forced to settle, as the confidentiality of the mediation prevented any other participants from discussing the terms of the settlement.

Mediators have to remember that in every mediation whether it results in a settlement or not, information is traded (shared). More information is traded in a mediation than any other phase of a law suit. The parties and their representatives have an opportunity to sit across from each other and talk to each other. The information that each gleans from the other creates a new knowledge base. This new basis is what lays the ground work for the settlement. However, information received in mediation should not be used beyond that mediation. This sharing of information becomes a problem when no settlement is reached, if the parties attempt to bring to court information they learned in mediation. . A good example of this prohibited disclosure beyond mediation was [Rodderick Hill v. Greyhound Lines](#), a Florida Court of Appeals case, where the plaintiff, following an unsuccessful mediation, raised issues with his doctor to recommend additional medical care. The Trial Court found that the defendant was prejudiced and order sanctions against the plaintiff.

Another case, [Cassel v. Superior Court of Los Angeles, Wasserman, Conden, Casselman and Pearson](#), in which the client had sued his attorney for forcing him to sign a settlement agreement, distinguished between lawyer-client confidentiality and mediation confidentiality. If communication is made between a lawyer and client and not in an open meeting or just with the mediator, it is not protected mediation confidentiality. A client may waive the privilege between himself and his attorney, unlike confidentiality in a mediation. Thus his former attorney had to testify to their private conversations.

All these cases remind us that we as mediators must be careful with the concept of confidentiality for ourselves and as a reminder to the participants.

## Tennessee Leaders Call for State to Dramatically Increase Access to Mediation in *Make It Real* Report

[www.makeitrealtn.org](http://www.makeitrealtn.org)

*Mediation valuable tool to ease conflicts arising from 2009 economic woes, Christmas blues*

NASHVILLE (Dec. 16, 2009) – Heading into a new decade, Tennessee’s citizens are experiencing the most stress and economic turmoil of their lifetimes, resulting in an increase in conflicts, leading to violence or other harmful effects.

At the same time, resources for mediation are shrinking, said Larry Bridgesmith, executive director of Lipscomb University’s Institute for Conflict Management (ICM). making December 2009 a pivotal moment to release an important statewide plan for promoting mediation – a proven, low-cost method to resolve a host of interpersonal conflicts.

Bridgesmith is one of 15 signatories to *Make It Real: The Tennessee Vision for Mediation*, a state-wide call to action to increase awareness of and access to mediation in Tennessee, released today.

The state’s top experts and leaders in conflict resolution, including Lipscomb’s ICM in Nashville, the Tennessee Association of Professional Mediators, and Tennessee’s 13 non-profit Community Mediation Centers, have come together to call to draw attention to the need to expand access to mediation, especially as the nation continues to recover from an economic downturn.

Action is needed now more than ever, according to the *Vision*, as, “Economic downturns intensify pre-existing conflicts in families, businesses, organizations and even churches. The current troubles are no exception, and by the summer of 2009, Tennessee mediators were facing a crisis: The demand for their services was growing rapidly, but finances for non-profit and private practice mediation services were declining.”

Tamara Losel, executive director of the Nashville Conflict Resolution Center, agrees that the need for mediation is growing in our state, especially during the holidays. She noted that the number of people filing for divorce rises in December as do referrals to Community Mediation Centers to mediate various issues such as the details of Christmas vacations for divorced couples or other child-rearing issues for non-married couples.

“The plan clearly demonstrates a collaboration among passionate and committed mediators and mediation supporters,” said Lorig Charkoudian, executive director of Community Mediation Maryland, an extensive network of community mediation centers established through collaborative efforts beginning in 1999. “(The *Vision* Report) is particularly exciting because much of what we have today in Maryland started with collaborative processes grounded in a shared vision. Tennessee residents are fortunate that they have mediation services currently available and they will soon have even greater access to these peacemaking processes.”

“The *Tennessee Vision for Mediation* represents an important step on the road to educating the public about the importance of considering mediation and other alternative forms of resolving disputes, rather than relying solely on traditional dispute resolution methods such as litigation, avoid-

*(Make It Real Report Continued from page 5)*

ance, or violence,” Marvin E. Johnson, director of the Center for Alternative Dispute Resolution, a national training institute also based in Maryland, said.

**What They Are Saying About  
*Make It Real: The Tennessee Vision for Mediation***

“The Tennessee Association of Professional Mediators (TAPM) supports the efforts of the Tennessee Vision and our members are working diligently to build awareness about the use of mediation in all stages of disputes – both in and out of litigation. Mediation is an important component in these economic times to resolving disputes, and attorneys, government and court officials, policymakers, and community leaders are taking note of what mediation can do for their clients and constituents. Mediation can help people in conflict preserve time, money, energy, reputations, and valuable relationships, and TAPM is committed to supporting the work of the Tennessee Vision in 2010 and beyond.”

[Leigh Ann Roberts](#)

President of the Tennessee Association of Professional Mediators  
615.425.2268  
lroberts@paparoberts.com

“Non-profit mediation centers are so important to our communities because they offer folks a place to turn to when conflict has overwhelmed their lives. Community Mediation Centers serve low-income populations through free (or low-cost) mediation that saves families and communities time, money and stress. In these hard economic times, mediation is even more of a pressing need for those in conflict. That is why our *Make It Real* initiative is so important; the public needs to know that pro bono/volunteer mediators are available throughout the state at 13 Community Mediation Sites.”

[Tamara Losell](#)

Executive Director of the Nashville Conflict Resolution Center  
615.333.8400  
Tamara.NCRC@gmail.com

“The number of conflicts in the community is exploding, but most of the people involved are unaware that mediation can prevent dangerous escalation of conflict and help figure out how to work together to protect children, salvage business relationships and get members of organizations focused on mission instead of infighting. Facilitated agreements achieved through mediation are far less likely to unravel than competitive win-lose situations. At this time our nation needs more solution to growing problems, and mediation can help provide those solutions at the grassroots level.”

[Larry Bridgesmith](#)

Executive Director of the Institute for Conflict Management  
Lipscomb University  
615.966.6680  
Larry.Bridgesmith@lipscomb.edu

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## MID SOUTH MEDIATION SERVICES TEACHES MANAGEMENT CLASSES AND MEDIATION

By

[Mary Ellen Bowen](#)

Sometimes people need some problem solving help to enable them get along better in life. Parents and high school students in Hickman, Lewis, Perry, Lawrence, Williamson and Wayne and (soon) Giles Counties are learning to get along better with their classmates, teachers, and family at home through the efforts of Mid South Mediation Services. The 21st and 22nd judicial district program offers mediation training and conflict management classes that teach ways to handle disagreements without fighting, and how to manage anger, fear, resentment and other negative emotions that can lead to or result from confrontations with others. The classes are part of a total effort to create more peaceful solutions to the problems we see and read about every day.

Conflict resolution classes teach skills that can prevent the kind of problems that require mediation in the first place. Students find that the first thing they must learn is how to listen to others. Sometimes just being able to suspend judgment, keep your mouth shut, and pay attention to another person is all that's needed to turn a potentially explosive situation into a minor encounter. In any case, careful listening is a main part of resolution and a crucial part of being able to effectively deal with disagreements that naturally arise between people.

One of the main lessons is about, "it's not just what you say, it's how you say it." Once we have listened to others, or sometimes before, we need to be able to express ourselves in a way that does not threaten or demean the other person. We need to be careful about the words we use and the way we phrase our thoughts. "You didn't care enough about me to call me back" sounds much more harsh than, "I felt really disappointed when I didn't get a call back from you." The second statement tells how the person feels without conveying anger and blame. Taking a deep breath here is very important to control the emotion.

In fact, emotions are an important part of our interactions with others, and conflict resolution helps people learn how to identify and manage the emotions that come up when we are dealing with others. Anger management is given particular attention, and students or class participants learn to watch for "triggers" that routinely cause hostile reactions. By observing their own behavior in stressful situations, people can see where adjustments to their attitudes and patterns can be helpful, and can open up to creative solutions rather than keep habitual responses. Classes are free of charge and funding for them comes in part from grants. For a class schedule and registration, call Mid South's main office at 931-796-0487 or email [vorp7@hotmail.com](mailto:vorp7@hotmail.com).

The primary activity of Mid South Mediation Services is providing face-to-face mediations between victims and offenders or parties in dispute. The program has been operational for three years beginning in Lewis County and progressing to Hickman, Perry, Lawrence, Williamson, Wayne and Giles Counties. There have been nearly 7,000 cases processed thanks to the support of Judges Billy Townsend (Lewis), Sam Smith (Hickman), Kim Hinson (Perry), Al Nations, Denise Andre, M. Taylor (Williamson), Patty McGuire (Lawrence), James Ross (Wayne), John Dameron (Giles) and other court personnel. Cases are referred by the judge, court staff or district attorney, the police or sheriff's department, the school resource officer or guidance counselor, Department of Children's Services and individuals. The opportunity to talk directly with each other for the persons involved in a crime or dispute makes the process extremely valuable and effective for really resolving the feelings. Participants feel that they have more ownership of the situation and are able to take more responsibility for righting the wrong that has been done and move on with their lives. At the end of the mediation, the two parties agree and sign a contract stating what action will be taken to bring back the balance and correct the situation.

Mid South Mediation Services provides training for volunteer mediators in the counties it serves. For more information about training or classes, call [Mary Ellen Bowen](#), Executive Director at 931-796-0487.

## TAPM Civil Mediators Peer Group Learn about New Trends at Record Turnout Meeting

by [Marnie Huff](#)\*

The TAPM civil mediators peer group had a record turnout at its January 13, 2010 lunch & learn program on "Tennessee ADR 2010: Developments That Will Impact Your Practice." TAPM President **Leigh Ann Roberts** began the program with some of the statistics compiled by the TN Administrative Office of the Courts. The two highest numbers of reported mediations in Tennessee are family law and tort cases. The leading reasons for complaints against Rule 31 mediators relate to confidentiality and bias issues.

Next, **Billye Sanders**, Chair of the Community and Pro Bono Mediation Advisory Committee for the TN Access to Justice Commission, reported on the four main goals developed thus far by the Commission: 1) education of the public, judges, and attorneys, including better use of the AOC web site, 2) increasing participation of attorneys and law students in pro bono work, 3) making courts more user-friendly, and 4) removing barriers to access to justice, including language, literacy, disability and other barriers. Sanders noted that the Commissioners discussed credentialing of non-Rule 31 mediators, but are unlikely to recommend this as a TN Supreme Court initiative. Also, given the economic climate, additional AOC staffing for mediation initiatives is unlikely.

Past TAPM President **Marietta Shipley** described the value of Jack Himmelstein's book, *Understanding-Based Mediation*, which will be included as part of TAPM's annual CLE on March 5. Shipley also provided information about collaborative law in Tennessee. **Jackie Kittrell**, Executive Director of the Knoxville Community Mediation Center (CMC), described the 2009 legislation passed for Knox County which allows for litigation tax increases each year, up from \$1 to \$5 per case for the benefit of the Knoxville CMC. Kittrell estimated that, after 4 years, this could ultimately result in \$200,000/year for that CME - certainly something other community mediation centers across the state may want to seek for their counties.

**Roger Conner**, Director of the Advocacy Project and an adjunct professor at Vanderbilt Law School, gave information on the report, "Make it Real: The Tennessee Vision for Mediation," the result of a state-wide dialog of community mediation volunteers and for-profit mediators. The report supports 5 principles: knowledge, access, choice, quality and self-determination (more information at [www.makeitrealtn.org](http://www.makeitrealtn.org)). **Marnie Huff** provided information on bills in Congress called The Arbitration Fairness Act which, if passed, would invalidate certain pre-dispute mandatory arbitration clauses, such as clauses found in contracts involving consumers and employees. This development is perhaps a harbinger of more businesses considering mediation as an alternative to both litigation and arbitration.

(CIVIL PEER GROUP Continued on page 9)

*(CIVIL PEER GROUP Continued from page 8)*

**Larry Bridgesmith**, President-elect of TAPM, wrapped up the session with his vision for 2010. He expect an increasing interest in mediation of cases outside of litigation. Bridgesmith shared his concept of the "flexible mediator": rather than being pegged as a "facilitative," "evaluative," or "transformative," perhaps we should aspire to bring all the skills available and use them when needed. Bridgesmith summarized some national data on mediator malpractice claims, the top three categories being lack of self-determination, lack of impartiality, and lack of competence. As a result, a key goal for TAPM and the mediation field should be a dedication to competence.

**Save the date:** next TAPM Civil Mediators Peer Group lunch & learn: **Wed. Feb. 10, 2010 at 11:30 a.m.** (location to be announced). If you would like to plan a future lunch & learn program for the TAPM civil mediators peer group, contact Marnie Huff at 615-812-5557.

\*Marnie Huff provides mediation, arbitration and workplace conflict management training services. A founding member of TAPM, Marnie chairs the TAPM Civil Mediator Peer Group. She co-chairs the ABA Dispute Resolution Section's Ethics Committee and serves on the Executive Council, Tennessee Bar Association Dispute Resolution Section. She co-chairs the TBA Study Committee on

## MEMBERSHIP DUES 2010 RENEWAL FORM

Name: \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Email: \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

**Please renew my TAPM DUES – ANNUAL MEMBERSHIP (JAN – DEC.)**

\_\_\_\_\_ **Member: \$100 (Rule 31 trained) - This entitles you to be a voting member, attend all meetings, receive e-news, maintain an individual web page on the TAPM website, plus discounted CME.**

\_\_\_\_\_ **\*\*PLEASE SET UP 3 RECURRING MONTHLY PAYMENTS OF \$35.00 EACH (Total of \$105.00 – includes Annual Dues of \$100.00 plus \$5.00 handling fee) USING MY CREDIT CARD INFORMATION BELOW.**

\_\_\_\_\_ **Non-voting Member: \$50-- This category includes students, volunteer mediators and interested members of the public or judiciary. This entitles you to attend all meetings, receive e-news, and have discounted CME.**

Pay online at [www.tennmediators.org](http://www.tennmediators.org), or mail a check to TAPM, P. O. Box 150626, Nashville, TN 37215



**ANNUAL MEETING  
MARCH 4-6, 2010  
& 2010 DUES INVOICE**

**The Understanding-  
Based Approach to Mediation**

Presented by

**Jack Himmelstein**

Co-founder and Co-director of the  
Center for Understanding in Conflict

**Thursday, March 4, 2010 7 - 9 p.m.  
Pre-Meeting Reception and Dialogue**

**Friday, March 5, 2010 8:30 a.m. - 4:30 p.m.  
6 Hours CLE/CME Approved**

**Saturday, March 6, 2010  
9 a.m. til Noon  
Inaugural Post-Session Mediator Summit**

Lipscomb University  
Ezell Center  
3901 Granny White Pike  
Nashville, TN 37204-3951

**Register & Pay 2010 Dues before February 19, 2010 to save \$25.00!**

TAPM ANNUAL MEETING & CLE/CME  
MARCH 4, 5 & 6, 2010  
REGISTRATION FORM & 2010 DUES INVOICE

Pay Online by Clicking [HERE](#) or mail a check to:  
**TAPM, P. O. Box 150626, Nashville, TN 37215**  
**615-383-TAPM (8276)**

**Registration Fees:**  
**CLE/CME Fee includes lunch and Jack Himmelstein’s award winning book**  
**Challenging Conflict: Mediation Through Understanding**

PAID ON OR BEFORE FEBRUARY 19, 2010:	PAID AFTER FEBRUARY 19, 2010:
<b>1. TAPM Member Renewing 2010 Dues</b> \$125.00 CLE/CME Fee <del>\$100.00</del> 2010 Dues <b>\$225.00 TOTAL</b>	<b>4. TAPM Member Renewing 2010 Dues</b> <b>\$150.00 CLE/CME Fee</b> <del>\$100.00</del> 2010 Dues <b>\$250.00 TOTAL</b>
<b>2. 2. Previously Renewed TAPM Member</b> \$125.00 CLE/CME Fee	<b>5. 5. TAPM Member who has paid 2010 Dues Previously</b> <b>\$150.00 CLE/CME Fee</b>
<b>3. NON TAPM MEMBER</b> \$150.00 CLE/CME Fee	<b>6. NON TAPM Member</b> <b>\$175.00 CLE/CME Fee</b>

\_\_\_\_\_ I plan to attend Thursday, March 4 Pre-Session Reception 7—9 p.m.

\_\_\_\_\_ I am registering for 6 Hr. CLE/CME under Option No. \_\_\_\_\_ Check is Enclosed for \$ \_\_\_\_\_ or PAY ONLINE BY clicking [HERE](#).

\_\_\_\_\_ I plan to attend the post-session summit on Saturday, March 6, 2010

**Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Company** \_\_\_\_\_

**Address** \_\_\_\_\_

**Address** \_\_\_\_\_

**City** \_\_\_\_\_ **State** \_\_\_\_\_ **Zip** \_\_\_\_\_

**Email** \_\_\_\_\_ **\*required for TAPM MEMBER WEB PAGE**



**TAPM MISSION STATEMENT:**

The Tennessee Association of Professional Mediators exists to promote mediation as a valuable and effective process empowering people in resolving disputes.

P.O. Box 150626  
Nashville, TN 37215  
tapm@tenmediators.org  
www.tennmediators.org

**TAPM CALENDAR OF EVENTS**

**Annual Meeting - March 4-5, 2010**

**TAPM BOARD  
2009-2010**

**Leigh Ann Roberts  
President**

**Larry Bridgesmith  
President Elect**

**Regina Newson  
Secretary**

**Mark Travis  
Treasurer**

**Paul DeHoff  
Director**

**Doris Brocker  
Director**

**Richard Murrell  
Director**

**Doug Berry  
Director**

**Clayton Osborn  
Director**

**The Understanding-Based  
Approach to Mediation  
presented by  
Jack Himmelstein  
Co-Founder & Co-Director  
Center for Understanding Conflict**

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**Family Peer Group  
January 28 2010  
Noon to 1 p.m.**

**Jan Walden & Marietta Shipley will discuss:**

- 1. How TAPM members fit in the collaborative law process;**
- 2. Review the book "Challenging Conflict - Mediation Through Understanding" written by Gary Friedman & Jack Himmelstein, who will be the guest speaker at the Annual Conference on March 5, 2010.**

**Oasis Center  
1704 Charlotte Ave.  
Nashville, TN 37204**

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**CIVIL PEER GROUP  
MEETS WED. FEB 10, 2010  
NOON  
LOCATION & TOPIC TBA**

**TAPM Mediation News will be published on the following dates:**

- January 15, 2010**
- March 15, 2010**
- May 15, 2010**
- July 15, 2010**
- September 15, 2010**
- November 15, 2010**

**Lisa W. Smith  
TAPM Administrator  
615-383-TAPM**

**If you would like to submit an article or be featured as the Mediator**