

# ADR Practitioners Lunchtime Teleconference Series

**November 17, 2009 12:00 noon - 1:00 p.m.**

## **Call In Information**

1-888-453-4221 Participant Passcode: 838404#

## **Topic: 'I'm Sorry': the Power of Apology in Mediation**

As mediators, we talk a lot about acknowledgement, but often fail to assist clients with an apology. Yet in many mediations, there has been an injury, which may call for an apology. In Victim-Offender mediation, the act of apology is understood as one of the core reparative opportunities in damaged relations. But apology is relevant in a wide variety of mediations. It's not easy, however. And in the United States our legal system has seldom found a place for the importance of apology.

Put on your headsets and join in a timely discussion with Carl Schneider as he explores what makes a genuine apology, how to recognize when such an opportunity is present, and how to prepare and support clients in offering and hearing an apology. Help clients have the last word and apologize.

## **Speaker: Carl D. Schneider, Ph.D.**

**Carl D. Schneider, Ph.D.**, is the director of *Mediation Matters*, a training, consultation, and service organization located in Bethesda, Maryland. He is a licensed clinical psychologist and a licensed Clinical Marriage and Family Therapist. Dr. Schneider holds a M. Div. degree from Union Theological Seminary in N.Y.C., and his Ph.D. from Harvard University. Carl has trained several thousand mediators over the past 25 years. He has served on the Board of Directors of the national Academy of Family Mediators and on the Editorial Board of *Mediation Quarterly*. He has been an Approved Consultant and Practitioner Member of the Academy of Family Mediators. A mediator since 1981, Carl is a Certified Mediator with the Maryland Council for Dispute Resolution and also with the Supreme Court of Virginia. He is an Approved Mediator with the Frederick County Civil and Family Mediation Programs, the Howard County and Prince George's County Custody Mediation Programs and the Montgomery County Juvenile Dependency Mediation Program.

Carl has taught widely. He has been on the faculty of Harvard University, the University of Chicago, Indiana University, DePaul University, Woodbury College, the Illinois School of Professional Psychology, and the Antioch Graduate School of Education in New England.

For some years now Carl has been intrigued with trying to understand the power and paradoxes of apology and has been a student of its role in mediations.

**Brought to you by the Maryland Mediation and Conflict Resolution Office (MACRO)**

The purpose of the series is to bring topics of interest to Maryland ADR practitioners. Four (4) times a year, ADR practitioners will be able to participate in either a 60 or 90 minute presentation from the comfort of their telephone.

**Watch** for the upcoming conferences.

**Feel free to bring your lunch!**