

Keynote Speaker Bios

THURSDAY SPEAKER:
"Crucibles for Change: Ombuds as
Leaders in Challenging Times"



Michelle LeBaron
University of British Columbia
Faculty of Law
Vancouver, BC, Canada

Michelle LeBaron is an internationally renowned scholar/practitioner, currently serving as Professor of Law and Director of the Dispute Resolution Program at UBC in Vancouver, Canada. Her current work explores how the arts and contemplative practices are vital resources for transforming cross-cultural conflicts. Michelle's books include *Bridging Cultural Conflicts: A New Approach for a Changing World* and *Bridging Troubled Waters: Conflict Resolution from the Heart*. Her latest book, *Conflict Across Cultures: A Unique Experience of Bridging Differences*, is the product of collaboration among five authors from four continents. Michelle is committed to fostering leadership practices that draw on the power of imagination, the wisdom of intuition and the human capacity for connection.

THURSDAY SPEAKER:
"Workplace Democracy Issues"



Richard C. Reuben
Associate Professor of Law
University of Missouri
Columbia, MO

Richard C. Reuben is Associate Professor of Law at the University of Missouri-Columbia School of Law, a Senior Fellow at the law school's Center for the Study of Dispute Resolution, and Vice-Chair of the Ombuds Committee of the ABA Section of Administrative Law and Regulatory Practice. He also served as a Reporter for the Uniform Mediation Act Project, which was recently enacted by the National Conference of Commissioners on Uniform State Laws and endorsed by the American Bar Association House of Delegates. A lawyer and journalist, Professor Reuben has been nominated for a Pulitzer Prize for his coverage of the U.S. Supreme Court and other legal matters. He is currently the Editor of *Dispute Resolution Magazine*, a quarterly publication of the American Bar Association, and works extensively with the University of Missouri-Columbia School of Journalism.

FRIDAY SPEAKER:
"Welcome to St. Louis"



James D. Weddle
Managing Partner
Edwards Jones Investments, Inc.
St. Louis, MO

James D. Weddle, Edward Jones Managing Partner, is a native of Illinois and a graduate of DePauw University in Greencastle, Indiana. He earned his MBA at Washington University and also graduated from the University of Pennsylvania Wharton School's Securities Industry Institute. James began his career at Edward Jones as a part-time intern in 1976. After completing his MBA, he became an Edward Jones investment representative. Weddle was named a principal in the firm in 1984. James assumed responsibility for one of the firm's largest areas, Mutual Fund Sales and Marketing. In 1997, he assumed responsibility for managing all of the firm's branch offices. James Weddle became Edward Jones' fifth managing partner in 2006.

FRIDAY SPEAKER:
"Dealing with the Emotional Side of Conflict: A Practical Framework for Ombuds"



Daniel L. Shapiro, Ph.D.
Associate Director of the
Harvard Negotiation,
Project Harvard Law School,
Cambridge, MA

Daniel L. Shapiro, Ph.D. is founder and Director of the Harvard International Negotiation Initiative and Associate Director of the world-renowned Harvard Negotiation Project. He is on the faculty at Harvard Law School and in the Department of Psychiatry at Harvard Medical School/McLean Hospital. He also has been on the faculty at the Sloan School of Management, Massachusetts Institute of Technology. Dr. Shapiro teaches negotiation to a wide range of groups around the world, from Microsoft and Starbucks to Fidelity and venture capital firms. He also has extensive international experience, including training Serbian Members of Parliament, Middle East negotiators, Chinese officials, Macedonian politicians, and senior U.S. officials. During the Bosnian War, he conducted conflict management trainings in Croatia and Serbia. Through funding from the Soros Foundation, he developed a conflict management program that reaches more than one million people across 30 countries. Dr. Shapiro recently co-authored the bestseller *Beyond Reason: Using Emotions as you Negotiate* with Roger Fisher (of *Getting to Yes* fame). *Beyond Reason* has received numerous awards, including the Outstanding Book Award for Excellence in Conflict Resolution from the International Institute for Conflict Prevention and Resolution. He has contributed to the *New York Times*, *O: The Oprah Magazine*, and many other popular and scholarly publications.

SATURDAY SPEAKER:
"Neutrality, Impartiality and More: What's an Ombuds to do?"



Gregory E. Firestone, Ph.D.
Director of the
Conflict Resolution Collaborative,
University of South Florida,
Tampa, FL

Gregory Firestone, Ph. D., Director of the University of South Florida Mediation Institute. He currently serves on the 1) Editorial Board of Family Court Review, 2) Florida Supreme Court Alternative Dispute Resolution Rules Committee, and 3) Association of Family and Conciliation Courts (AFCC) Advisory Council. He is currently the President of the Florida Chapter of AFCC and also serves as Official Observer on behalf of the Association for Conflict Resolution to the National Conference of Commissioners on Uniform State Laws (NCCUSL) Uniform Mediation Act Drafting Committee. Dr. Firestone is a practicing mediator, mediation trainer, and licensed psychologist. He mediates family, dependency, employment, ADA, business, and other disputes and is an Association for Conflict Resolution (ACR) Advanced Practitioner. Dr. Firestone serves as a primary trainer for 1) divorce/family mediation certification courses approved by ACR/AFM and by the Florida Supreme Court and 2) dependency mediation certification courses approved by the Florida Supreme Court.

SATURDAY SPEAKER:
"All About Assessment: The Ombudsman Role and Organizational Transformation"



David R. Brubaker
B.S., M.B.A., Ph.D.,
Assistant Professor of
Organizational Studies,
Conflict Transformation Program,
Eastern Mennonite University,
Harrisonburg, VA

David Brubaker is Assistant Professor of Organizational Studies in the Conflict Transformation Program of the Center for Justice and Peacebuilding at Eastern Mennonite University. He began his conflict transformation career in 1986 with Mennonite Conciliation Services and has since worked as a trainer, mediator and organizational consultant with over 100 organizations in the U.S. In 2000, David and four partners formed Cooperative By Design, an Arizona Peacebuilding Consortium. Internationally, David has consulted or trained in 12 countries in Latin America, Africa, Asia, Europe and the Middle East with a variety of non-governmental organizations. David is an active member of the Association for Conflict Resolution (ACR) and a former board member of the National Conference for Peacemaking and Conflict Resolution (NCPCR). His articles have appeared in *Mediation Quarterly*, *Conciliation Quarterly*, *Conflict Resolution Notes and Congregations* (published by the Alban Institute). David specializes in organizational development and conflict transformation, particularly in faith-based organizations. From his 20 years of practice with organizations, David has developed an intervention model that includes members of the organization in the assessment of organizational conflict and process design and implementation.