**2025 Lavender Law Conference and Career Fair**

***Alternative Dispute Resolution Skills for LGBTQ+ Professionals and Clients***

Overview: This program focuses on enhancing skills for working as authentic

LGBTQ+ professionals and effectively serving LGBTQ+ clients in the Alternative Dispute Resolution (ADR) space, including arbitration and mediation practice.

Audience: Attorneys, Judges, ADR Professionals, Law Students

Duration: 75 minutes

Panel: The program features four experienced Neutrals from JAMS, which

is the world’s largest private dispute resolution provider.

Moderator

Genesis Fisher, Esq.

Neutral at JAMS

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Panelists:

Hon. Mary College Roberts (ret.)

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Hon. James Synder (Ret.)

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Michael A. Zuckerman, Esq.

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**TIMED PROGRAM AGENDA**

1. **Welcome and Introductions**
2. Hon. Mary Colleen Roberts (Ret.)
3. Hon. James Synder (Ret.)
4. Michael A. Zuckerman, Esq.
5. **ADR Foundations and Community Advancements [20 Minutes]**
6. Advancing LBGTQ+ Professionals
   1. *Develop Skills*: Provide practical skills and strategies for professionals to engage authentically and empathetically with LGBTQ+ clients
   2. *Understand Ethical Consideration*: Legal ethics applies in the ADR space, and how ethical rules and considerations impact the LGBTQ+ community.
   3. *Promote Inclusivity*: Foster an inclusive environment in the ADR space that respects and understands diverse sexual orientations and gender identities and encourages people to seek ADR careers.
   4. *Facilitate Dialogue*: Create discussions and share experiences related to LGBTQ+ issues in the legal field.
7. Practice of ADR
   1. Nuts and Bolts of ADR
      1. What is ADR?
      2. Why does it matter?
   2. Players, Roles, and Attributes
      1. Advocate (e.g., attorney)
      2. Client (e.g., corporate rep., individual, insurer)
      3. Neutral (e.g., mediator, arbitrator)
      4. Institutions (e.g., JAMS, AAA)
8. **Ethical Considerations for LGBTQ+ Professionals [20 Minutes]**
   1. Legal Ethics Apply in ADR
   2. ABA Model Rules (Selected)
      1. Rule 8.4–Misconduct
      2. Rule 1.6–Confidentiality
      3. Rule 4.5–Neutrality
   3. Gaps and Challenges (“Cannot” v. “Must”)
   4. Convergence of Ethics and Practical Considerations
9. **Challenges in ADR for LGBTQ+ Professional and Clients [20 Minutes]**
   1. Barriers to Access & Common Challenges
      1. Specific barriers LGBTQ+ clients may face in accessing legal services and ADR processes
      2. Topics to include discrimination, bias, comfort, lack of information, experience, mediator selection, impediments to resolution, safety
   2. Participant Discussion #1 - Mediator Scenario
      1. Description of Response to Mediator Scenario
      2. Do you raise the issue with the mediator?
      3. If so, in what way do you raise the issue with the mediator?
   3. Participant Discussion #2 - Share with the Group
      1. Review real-life scenarios where LGBTQ+ clients faced challenges in ADR, emphasizing lessons learned
   4. Skill-Based Engagement
      1. Engaged, Demonstrated Empathy
      2. Building Trust: Techniques for establishing rapport and trust with LGBTQ+ clients
      3. Active Listening and Empathy: Practice active listening skills and empathic responses to better understand clients' needs and concerns
      4. Inclusive Language: Discuss the importance of using inclusive language and pronouns in legal communication.
10. **Practical Exercises [15 minutes]**
    1. Role-Playing Scenarios
       1. Description of various scenarios with assigned roles
       2. Participants will engage in role-playing exercises to practice skills in real-world situations, allowing them to experience the challenges faced by LGBTQ+ clients.
    2. Discussion: Strategies to improve serving LGBTQ+ clients and our work as LGBTQ+ legal professionals.

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The Panelists would be happy to take your questions after the program or by email. Thank you for attending.

Attached Materials:

Panelist Bios

ABA Model Rules -https://www.americanbar.org/groups/professional\_responsibility/publications/model\_rules\_of\_professional\_conduct/model\_rules\_of\_professional\_conduct\_table\_of\_contents/

Article: “The Power of Authenticity”