



## AMY L. LIEBERMAN, Esq.

Executive Director  
INSIGHT EMPLOYMENT MEDIATION  
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### EMPLOYMENT

**2002-present**      **Mediator/Arbitrator and Executive Director, Insight Employment Mediation  
Scottsdale, AZ**

Full-time neutral, and Executive Director of Insight Employment Mediation, a full-service workplace conflict consulting firm devoted to preventing and resolving employment and business conflicts through mediation, training, investigation, fact-finding, neutral evaluation, arbitration and other forms of ADR.

Training provided in mediation, conflict resolution skills, workplace communication, workplace liability avoidance, harassment and discrimination, ethics and conducting effective investigations. Frequent public speaker on mediation and related topics.

*“Advanced Practitioner - Workplace Mediation”*, and *“Advanced Practitioner – Employment Arbitration”*, Association for Conflict Resolution. *“Best Lawyers in America - Alternative Dispute Resolution”* (2004-2007). Phoenix Business Journal, *“Who’s Who of Leading Lawyers”* (2006). *“Top Lawyers in Phoenix”*, ADR, Phoenix Magazine (2006). *“Southwest Superlawyers”*, ADR (2007). *American College of Civil Trial Mediators* (2007)

Independently retained as a mediator/arbitrator by counsel and various corporate and public entities. Serves or has served in the following capacities:

**Mediator**, American Arbitration Association (Commercial/Employment); Equal Employment Opportunity Commission; Arizona Civil Rights Division; Bureau of Reclamation; Bureau of Land Management; Bureau of Indian Affairs; National Association of Securities Dealers; Arizona Association of Realtors; Justice Courts; State of Arizona; U.S. Air Force

**Hearing Officer**, State of Arizona Personnel Board; Maricopa County Merit Commission; Phoenix Employment Relations Board; University of Arizona; Arizona State University; City of El Mirage; City of Williams; Gila Crossing Community School; Phoenix Civil Service Board; City of Surprise; Mohave County Superior Court

**Arbitrator**, American Arbitration Association (Commercial/Employment Panel); National Association of Securities Dealers; U.S. District Court, Arizona Association of Realtors

**Judge Pro Tem**, Superior Court of Arizona, Maricopa County

**Faculty**, Arizona Employer’s Council, AGTS, Ross-Lieberman Training Center

- 2001-2002**            **Employment Mediation and Training Specialist, Out-of-Court Solutions, Phoenix, AZ**
- Full-time neutral, involving similar work and service capacities as above.
- 1993-2001**            **Assistant City Attorney, City of Scottsdale, Arizona**
- Practice concentrated in employment law and general civil litigation, negotiation and resolution of complex disputes and personnel matters. Certified “Civil Treatment” trainer, for managers and employees. Instructed management on employment discrimination, ADA, FMLA, EEOC claims, grievances, and risk management issues. Represented city departments in Personnel Board Hearings. Legal advisor to Human Resource Systems, Risk Management, Scottsdale Police Department.
- 1988-1993**            **Partner, Horne, Kaplan and Bistrow, P.C., Phoenix, Arizona**
- Practice concentrated in employment law, complex commercial and general civil litigation, administrative, construction and government contracting law, as well as personal injury and domestic relations. Significant trial experience in both tort and commercial cases.
- 1986-1988**            **Associate Attorney, Black, Robertshaw, Copple & Pozgay, Phoenix, Arizona**
- Practice concentrated in insurance defense and general civil litigation. Significant trial experience, including arbitrations, superior court trials, federal court appearances and appeals.
- 1984-1986**            **Associate Attorney, O’Connor, Cavanagh, et. al., Phoenix, Arizona**
- Practice concentrated in insurance defense litigation and trial work, including depositions, motions, settlement negotiations, research, trial preparation, and appearance in court.
- 1980**                    **Congressional Intern, Office of Congressman Nicholas Mavroules**  
Washington, D.C.

**EDUCATION**

- 1981-1984**            **J.D. with highest distinction, University of Arizona College of Law**  
**1977-1981**            **B.A. with highest distinction, University of Denver - Psychology/Political Science**

**AFFILIATIONS**

- State Bar of Arizona**  
**Chair, “ADR” Section (2003-2004);** Vice-Chair 2002-2003  
 Member and CLE Speaker, Labor and Employment Section  
 Former Board of Directors, Executive Council, Young Lawyers’ Division
- Maricopa County Bar Association**  
 Member of ADR section, Former Board of Directors, Young Lawyers’ Division
- American Bar Association,** Labor and Employment and ADR sections  
**American Arbitration Association,** Employment Advisory Board, Arizona (**Chair, 2006-2007**)  
**Arizona ACR** – founding member, Former Board of Directors  
**Association for Conflict Resolution (ACR),** *Advanced Practitioner/Workplace Mediation, Advanced Practitioner/Employment Arbitration;* member, Training Section  
**Maricopa County ADR Association,** past member, Board of Directors

**Arizona State Human Resources Association**  
**International Personnel Managers Association, Arizona Chapter**  
**American Society for Training and Development, Arizona Chapter**  
**Employee Assistance Program Association**  
**Scottsdale Training and Rehabilitation Services, Advisory Board**  
**Scottsdale Leadership, former Board of Directors**

## **PUBLICATIONS**

**“The A-List: Emotions in Mediation”** Dispute Resolution Journal, AAA, April 2006  
**“Anatomy of a Mediation”** Arizona ADR Forum, December, 2005  
**“Maximize Your Mediation”** Arizona ADR Forum, December, 2004

## **SPEAKING ENGAGEMENTS/PRESENTATIONS**

“Decision-Making and Award Writing in Labor and Employment Arbitration: Advanced Concepts”, ACR Annual Conference, Phoenix, AZ, October, 2007  
“Concepts”, ACR Annual Conference, Phoenix AZ, October, 2007  
“The A-List: Emotions in Mediation,” ACR Annual Conference, Phoenix, AZ, October, 2007  
“Marketing your Mediation Practice,” ACR Annual Conference, Phoenix, AZ, October, 2007  
“Resolving Conflict: Power and Perception,” AzSHRM State Conference, September, 2007  
“Conflict Resolution in the Workplace,” City of North Las Vegas, September, 2007  
“The Role of Corporate Counsel in Mediation,” Maricopa County Bar Association, June, 2007  
“Conflict Resolution in the Workplace,” City of Goodyear, June, 2007  
“Handling Employee Grievances: Consider All the Angles,” North Las Vegas Human Resource Association Annual Conference, May, 2007  
“Employees’ Privacy Rights in the Public and Private Sector”, AzSHRM Conference, February, 2007  
“Emotional Stages in Resolving Workplace Conflict Through Mediation” Arizona Employers’ Council, November, 2006  
“Culture Based Behaviors: Clash Avoidance,” AzSHRM State Conference, September, 2006  
“How to Market a Mediation Practice,” Association for Conflict Resolution, September, 2006  
“Building Effective Workplace Communication,” Safari International, September, 2006  
“Appearing Before, Choosing, and Becoming a Mediator,” State Bar Convention, June, 2006  
“The A-List of Emotions in Mediation,” State Bar, Labor & Employment Section, May, 2006  
“Avoiding Workplace Liability,” Hacienda Builders April, 2006  
“Etiquette and Protocol in Mediation,” National Structured Settlement Trade Association, January, 2006  
“Handling Employee Grievances and Complaints,” IPMA Spring Conference, April, 2006  
“Harassment and Discrimination,” City of Peoria, October, 2005  
“Comparisons of Workplace, Family and Probate Mediation,” AZ ACR, September, 2005  
“An Inside View of the EEOC’s Mediation Program,” AzSHRM Conference, February, 2005  
“Distinctions Between Mediations,” ACR, September, 2005  
“Starting Your Own Law-Related Business,” Women Mentoring Women, January and May 2005  
“Sexual Harassment and Discrimination,” First National Bank of Arizona, April, 2005  
“Affirmative Action,” First National Bank of Arizona, April, 2005  
“Harassment and Discrimination,” Matador, August, 2005-2007  
“Business Ethics: Harassment, Discrimination and Related Topics,” MTI Inc, 2004  
“Conflict Management 101,” IPMA-HR, October, 2004  
“On Leadership...A Seminar to Develop Your Leadership Skills,” Arizona Water Company, 2004  
“Mediation of Employment Disputes,” State Bar of Arizona, Bar Convention, June 2003  
“Factors to Consider in Valuing Your Case for Mediation,” State Bar Labor and Employment Section, Spring, 2003  
“Improving Customer Service,” Arizona Water Company, 2002  
“Mediation and Other Forms of ADR,” AzSHRM Conference, 2002  
“Proactively Managing Workplace Disputes,” AzSHRM State Conference, September 2002

“Conflict Resolution Process,” AZCOP, October, 2001  
“Avoiding Employment Liability: Best Practices,” EPLI, 2001  
“Conflict Resolution,” City of Mesa, 2001

**REFERENCES:** References can be found at [www.insightemployment.com](http://www.insightemployment.com)