



## AMY L. LIEBERMAN, Esq.

Executive Director

INSIGHT MEDIATION LLC

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### EMPLOYMENT

2002-present

Mediator, Arbitrator and Executive Director, Insight Employment Mediation LLC, and Insight Mediation Group LLC, Scottsdale, AZ

**Conflict Resolution Professional Services:** (1) **Mediation** of claims, EEOC charges and employment lawsuits; individual, multi-party, collective and class actions; internal workplace disputes; interpersonal, executive and group conflict; commercial, partnership and labor-management disputes. (2) **Investigation** of harassment, discrimination, retaliation and hostile work environment claims. (3) **Arbitration** of employment and business disputes. (4) **Conflict Coaching and Training** in mediation, conflict management, communication, investigations, harassment and discrimination laws. (5) **Hearing Officer** for government personnel boards.

**Professional Distinctions:** Ms. Lieberman has resolved over 1500 conflicts. She is the author of the acclaimed book, *“Mediation Success: Get it Out, Get it Over, Get Back to Business,”* and numerous published articles on ADR topics. She speaks nationwide on mediation, arbitration, conflict management and resolution. Past and current professional distinctions include:

- *Best Lawyers in America - ADR (13+ years)*
- *Southwest SuperLawyers – ADR (10+ years)*
- *Top 25 Women Southwest SuperLawyers 2015 -2018*
- *Top 100 Lawyers in AZ – AZ Business 2017-2018*
- *Ranking Arizona Leading Lawyers – ADR (Ranked #1 in ADR 2013)*
- *Top Lawyers in Phoenix – ADR (10+ years)*
- *Arizona’s Finest Lawyers – ADR (10+ Years)*
- *AAA Mediator and Arbitrator*
- *ACR Advanced Practitioner, Workplace Mediation*
- *ACR Advanced Practitioner, Employment Arbitration*
- *Fellow, American College of Civil Trial Mediators*
- *National Academy of Distinguished Neutrals*
- *CPR Panel of Distinguished Neutrals*
- *IMI certified Mediator*
- *EEOC Mediator*
- *FINRA Mediator and Arbitrator*
- *U.S. Bankruptcy Court Roster of mediators*
- *Arizona Association of Realtors, Mediator and Arbitrator*

- **GSA Contractor, Mediation, Conflict Management Training (2011-2016)**

Ms. Lieberman is retained by individuals, private entities and public sector organizations. She has also served in the following capacities:

**Mediator**, American Arbitration Association; Equal Employment Opportunity Commission; Arizona Civil Rights Division; Bureau of Reclamation; Department of Interior; Bureau of Land Management; Bureau of Indian Affairs; FINRA; Arizona Association of Realtors; Justice Courts; State of Arizona; U.S. Air Force

**Arbitrator**, American Arbitration Association; FINRA; U.S. District Court, Arizona Association of Realtors

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

**Judge Pro Tem**, Superior Court of Arizona, Maricopa County (2002-2012)

**Faculty**, IEM, 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 work involving similar service capacities as above.

**1993-2001**      **Assistant City Attorney, City of Scottsdale, Arizona**

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 Resources, Risk Management, Police Department.

**1988-1993**      **Partner, Horne, Kaplan and Bistrow, P.C., Phoenix, Arizona**

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**

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**

Insurance defense litigation, including depositions, motions, settlement negotiations, research, and trial work.

**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), Executive Council**

(2008-11); Labor and Employment Section, (CLE committee 2013-14); Former Board of Directors, Young Lawyers' Division  
**Maricopa County Bar Association** – ADR, Corporate Counsel Sections; Former Board of Directors, Young Lawyers' Division  
**American Bar Association**, Labor and Employment and ADR sections  
**American Arbitration Association**, Employment Advisory Board, Arizona (Chair, 2006-2008)  
**Arizona ACR** – Founding Member, Former Board of Directors  
**Association for Conflict Resolution (ACR)** – Workplace and Training Section Member  
**Maricopa County ADR Association**, past member, Board of Directors  
**Valley of the Sun Human Resources Association (AZ SHRM)**  
**Scottsdale Training and Rehabilitation Services**, Advisory Board  
**Scottsdale Leadership**, former Board of Directors  
**Vistage**, former Member, Speaker  
**Women President's Organization**, Phoenix, AZ  
**Workplace Investigations Group**

## PUBLICATIONS

### Book

**“MEDIATION SUCCESS: GET IT OUT, GET IT OVER, and GET BACK TO BUSINESS” (ISBN 9781475012033, May 2012)**

### Articles:

“**The Art of the Apology**,” Attorney at Law Magazine, January 2018  
“**10 Rules for Working with Pro Se’s in Mediation and Arbitration**,” Attorney at Law Magazine, October 2017  
“**2017: 17 Essential Factors to Evaluate and Respond to Risk**,” Attorney at Law Magazine March 2017  
“**Peace of Mind: The Resolution Ratio**,” Attorney at Law Magazine, October 2016  
“**The Great 8 Conflict Currencies**,” Attorney at Law Magazine, August 2016  
“**Top 10 Mistakes in Drafting Arbitration Agreements**,” Attorney at Law Magazine, June 2016  
“**9 Tips for Dealing with the Bully in Mediation**,” Attorney at Law Magazine, February 2016  
“**Cognitive Bias in Mediation**,” Attorney at Law Magazine, November 2015  
“**Trends in Business for Resolving Disputes: Mediation**,” AZ Business Magazine, July/August 2015  
“**When Mediation Doesn’t Work**,” Attorney at Law Magazine, July 2015  
“**Is Mandatory Mediation a Bad Idea?**” Attorney at Law Magazine, May 2015  
“**Choosing Your Mediator**,” Attorney at Law Magazine, March 2015  
“**Mediation Success Checklist**,” Attorney at Law Magazine, January 2015  
“**Negotiation in Mediation: The Balance of Power**,” Attorney at Law Magazine, November 2014  
“**Anticipating the Obstacles**,” Attorney at Law Magazine, September 2014  
“**The Three P’s of Mediation Psychology**,” Attorney at Law Magazine, July 2014  
“**Top 10 Persuasions to Mediate Disputes**,” Attorney at Law Magazine, May 2014  
“**Words of Wisdom for Success in Mediation**,” Attorney at Law Magazine, March 2014  
“**Resolving Disputes: Covenants not to Compete**,” Attorney at Law Magazine, January 2014  
“**The Importance of Expectations**,” Attorney at Law Magazine, November 2013  
“**To Disclose or Not to Disclose**,” Attorney at Law Magazine, September 2013  
“**The End Game**,” Attorney at Law Magazine, July 2013  
“**ADR in Business**,” Attorney at Law Magazine, May 2013  
“**Anger and Violence in Mediation**,” Arizona Attorney April 2013  
“**Psychic Income**,” Attorney at Law Magazine, March 2013  
“**Ten Steps to Effective Arbitration Advocacy**,” Attorney at Law Magazine, September 2012  
“**Myths and Misconceptions of Negotiation in Mediation**,” Attorney at Law Magazine, July 2012  
“**The ABC’s of Mediation**,” Arizona Business Magazine, March/April 2012  
“**Resolving Law Firm Conflicts**,” Attorney at Law Magazine, February 2012  
“**It’s Not Business, It’s Personal**,” Attorney at Law Magazine, December 2011  
“**The Driving Force of Desires: Reaching Resolution in Mediation**,” Arizona Attorney, July/August 2008 (Cover Feature), and ACCTM American Journal of Mediation, 2010  
“**The A-List: Emotions in Mediation**,” Dispute Resolution Journal, American Arbitration Association, April 2006 and AAA’s 2010 Handbook on Mediation

**“Disputes in the C-Suite: 8 Rules of Negotiation and Resolution,”** Vistage Bizmore, February 2010  
**“Mediation: The Smart Way to Resolve Conflict,”** AZ HealthCare HR Newsletter, June 2008  
**“Anatomy of A Mediation,”** Arizona ADR Forum, December 2005  
**“Maximize Your Mediation,”** Arizona ADR Forum, December 2004

#### **REPRESENTATIVE SPEAKING ENGAGEMENTS / PRESENTATIONS**

**“C-Suite Harassment – Beyond the Law”** – AZ SHRM Legislative and Employment Annual Conference, January 2018  
**“The Great 8 Conflict Currencies and the Resolution Ratio,”** Texas Mediators Ass’n, February 2018; AZ SHRM Annual Conference, August 2017; IMA Annual Meeting, Las Vegas, July, 2016  
**“Best Practices in Employment Arbitration,”** AZ State Bar Labor & Employment Section, November, 2017  
**“Managing Litigation Risk,”** DRI Annual Conference, Phoenix February 2017  
**“Dealing with Pro Se Parties in ADR,”** AZ State Bar Annual Conference, June 2017  
**“Secrets to Successful Conflict Resolution,”** AZ Ombuds Association, March 2016  
**“Top 10 Mistakes in Drafting Arbitration Clauses”**, AZ State Bar Business Law Section, February, 2016  
**“Debunking Myths: Just How Effective are Mediation Strategies?”** AZ State Bar ADR Section, January 2016  
**“Power and Influence: Mediation Skills”**, U. of Denver Power and Influence graduate course presentation, March 2016  
**“The Mediator’s Perspective,”** Littler Mendelson conference, October 2015  
**“Enhancing your Skills: Resolving Cases outside the Courtroom,”** AZ State Bar CLE by the Sea, July 2015, San Diego, CA  
**“Saving Money and Time: Mediating Federal Cases,”** U.S. District Court 9<sup>th</sup> C. Annual Meeting, Tucson, March 2015  
**“12 Secrets to Mediation Success: Powerful Preparation and Persuasion,”** Scottsdale Bar Association, October 2014  
**“Mediation Do’s and Don’ts from the Experts,”** NELA Annual Convention, Boston, June 2014  
**“Mediation in the Business Setting,”** IMA, June 2014  
**“Mediation Success: What Does it Take?”** AZ State Bar, April 2014  
**“Secrets to Successful Conflict Resolution,”** TEC Canada, Edmonton, Vancouver, Montreal, to Toronto CAN April 2014- 2016; Vistage Dallas August 2015  
**“The Power of Conflict: Embrace the Emotion”** NAHRA, April 2014  
**“Tips for Successful Mediation of Employment Disputes,”** AZELA, February 2014  
**“Getting the Money Right in Mediation: The Drama of Dollars and the Value of Psychic Income,”** HRSW Conference, Dallas, October 2013, and AZ SHRM Annual Conference, September 2013  
**“Mediation Success: Get it Out, Get it Over and Get Back to Business”** – Arizona Association for Conflict Resolution, July 2012; AZ SHRM Annual Conference, September 2012, HR Southwest Annual Conference, Dallas, October, 2012; Northwest Valley HR Association, August 2012, Northern AZ HR Association, October, 2012  
**“The Business Case for Mediation in the Public Sector”** – Western Region IPMA Annual Conference, April 2012  
**“Resolving Conflict: Psychic Income”** – Northern AZ HR Association, March 2012  
**“Preparing for Mediation and The Opening Session”** – ABA Section of Dispute Resolution Annual Advanced Mediation and Advocacy Skills Institute, San Diego, November 2011  
**“Control Your Destiny: Be Dispute-Wise”** – AZ SHRM, September 2011  
**“EEOC Technical Assistance Program – Mediator’s View”** – August, 2011  
**“6 Secrets of Successful Conflict Resolution”** – Int’l Ass’n of Venue Managers, July 2011  
**“Impact of the Economy on Resolution of Employment Disputes”** – AZ SHRM, September 2010  
**“Secrets to Successful Conflict Resolution: Lessons from the Expert”** - Vistage National speaker, 2010-2014  
**“Mediating the Non-Litigated Case”** - ABAADR Annual Meeting, April 2010; AZ State Bar, January 2010  
**“Building Better Workplace Communication”** - Northland Pioneer College, November 2009  
**“The Mediator’s Perspective: Effective Preparation and Advocacy In Mediation”** - Arizona State Bar Labor and Employment Annual Seminar, October 2009  
**“Resolving Executive Level Conflict”** – AZ SHRM Annual Conference, September 2009

**“Conducting Effective Investigations”** – AZ SHRM Annual Conference, September 2009  
**“The Vanishing Jury Trial”** - Arizona State Bar Annual Seminar, June 2009  
**“Phoenix EEOC Technical Assistance Seminar– Mediation of EEOC Charges”** - June 2009  
**“Drafting Employment Arbitration Agreements”** - Arizona State Bar and AAA, May 2009  
**“The Driving Force of Desires – Reaching Resolution in Mediation”** - Institute of Management Accountants, April 2009; IPMA, March 2009; AzSHRM State Conference, September 2008  
**“Age and Disability Discrimination”** - AAA and ICDR Neutrals Conference, February 2009  
**“Strategic Use of ADR in the Workplace”** - AzSHRM Conference, January 2009  
**“Conflict Resolution in the Workplace”** - American Society of Women Accountants, July 2007  
**“Decision-Making and Award Writing in Labor and Employment Arbitration: Advanced Concepts”** - ACR Annual Conference, Phoenix, AZ, October 2007  
**“The A-List: Emotions in Mediation”** - ACR Annual Conference, October 2007, Arizona State Bar Labor & Employment Section, May 2006  
**“Marketing your Mediation Practice”** - ACR Annual Conference, 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”** - AzSHRM Annual 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  
**“Avoiding Workplace Liability”** - Hacienda Builders April 2006  
**“Etiquette and Protocol in Mediation”**- National Structured Settlement Trade Assn, 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 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 Fundamentals”** - City of Mesa, 2001

**REFERENCES:** Testimonial references located at [www.insightmediation.com](http://www.insightmediation.com)

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