



AMY L. LIEBERMAN, Esq.

Executive Director

INSIGHT EMPLOYMENT MEDIATION LLC

INSIGHT MEDIATION GROUP LLC

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EMPLOYMENT

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

Insight Employment Mediation LLC and Insight Mediation Group LLC provide mediation of cases in litigation, internal workplace disputes, EEOC charges, business/commercial disputes, interpersonal and executive conflict. Other neutral services include training in conflict management, communication, liability avoidance, harassment and discrimination, business ethics, investigation and mediation skills, as well as facilitation and independent investigations. Our mission is to prevent and resolve conflict – when it counts.

Ms. Lieberman is a frequent public speaker on mediation and related topics. Her professional distinctions in the field of ADR include:

- *Best Lawyers in America*
- *Southwest Superlawyers*
- *Arizona's Finest Lawyers*
- *Ranking Arizona, Leading Lawyers*
- *Top Lawyers in Phoenix, Phoenix Magazine*
- *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*
- *AAA Mediator and Arbitrator*
- *EEOC Mediator*
- *FINRA Mediator and Arbitrator*
- *Arizona Association of Realtors, Mediator and Arbitrator*

Ms. Lieberman is privately retained by counsel and/or individuals and organizations. She has also 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; FINRA; Arizona Association of Realtors; Justice Courts; State of Arizona; U.S. Air Force

Arbitrator, American Arbitration Association (Commercial/Employment); FINRA; U.S. District Court, Arizona Association of Realtors

Hearing Officer, State of Arizona Personnel Board; 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; Judicial Merit System Commission, Maricopa County; City of Goodyear; Lake Havasu City

Judge Pro Tem, Superior Court of Arizona, Maricopa County

Faculty, Arizona Employer's Council, AGTS, Ross-Lieberman Training Center, IEM

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, Cople & 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, 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; Former Board of Directors, Young Lawyers' Division

Maricopa County Bar Association - ADR section, Corporate Counsel 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, 2006-2008**)

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

International Personnel Managers Association, Arizona Chapter

Employee Assistance Program Association

Scottsdale Training and Rehabilitation Services, Advisory Board

Scottsdale Leadership, former Board of Directors

Vistage, former Member
Women President's Organization, Scottsdale, AZ Chapter

PUBLICATIONS

"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 in Health Care: The Smart Way to Resolve Conflict" Az HealthCare HR Association Newsletter, June 2008
"Anatomy of a Mediation" Arizona ADR Forum, December, 2005
"Maximize Your Mediation" Arizona ADR Forum, December, 2004

REPRESENTATIVE SPEAKING ENGAGEMENTS/PRESENTATIONS

"Impact of the Economy on Resolution of Employment Disputes" - AzSHRM, September 2010
"Secrets to Successful Conflict Resolution: Lessons from the Expert" - Vistage National Speaker, 2010-2011
"Mediating the Non-Litigated Case" - ABA ADR Section, 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" - AzSHRM Annual Seminar, September 2009
"Conducting Effective Investigations" - AzSHRM Annual Seminar, 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 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 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

1/10/11