SPIDR
First mtg of MPR at SPIDR about OOS 1980
First mtg of MIT-1982
First gathering of O's at SPIDR - 1983
First big O0 conference 1984

MPR
Speeches

Beginning of O0 profession (1980-1984)
NB Leon Miller came
August 3, 1983

Dear Colleague:

The Society for Practitioners in Dispute Resolution will have its annual meeting, October 5-7 in Philadelphia. On October 6, there will be an Ombudsman Workshop, which I am very much hoping you may be able to attend.

I have invited a corporate ombudsman, a public sector practitioner, and a university ombudsman who has also worked as a nursing homes ombudsman. Each of these people has, moreover, helped to build a formal or informal ombuds association. I have also invited some practitioners who have experience as an "external ombudsman."

I expect the initial three presentations to touch very briefly on what these different kinds of ombudsmen do, and on the reasons for their having helped to form ombuds associations. We hope to go on to outline agendas on several topics: for example, should ombudsmen adopt a uniform code of ethics? What kinds of ombuds research are being done and should be done? What kinds of practical questions can we address together within professional associations: job referrals and job listings, skills training, lists of consultants available for particular kinds of problems, how to be sure all kinds of constituents have equal access to our offices, and so on. What should we call ourselves (ombuds person, ombud, etc.)?

What I am hoping for, in this initial meeting, is that a hundred ideas will go up on the blackboard, rather than having discussion sidetracked onto any one idea. If you, for example, have any specific idea or case study or concern to share, please mail it to me at your earliest convenience, or bring a number of copies to the workshop. This might be your own office brochure (please bring lots), or a case study you've written, or a draft Code of Ethics, or a sign-up sheet for your relevant professional association, or a review of all your harassment cases, or a request for others to help in your research. We will try to use our limited time together to help people with similar interests get together and learn of resources, (like SPIDR, and NIDR, the ABA Special Committee, the work of our many Canadian colleagues, and the Harvard Negotiation Project).
If some of you have specific interests that you want to work on at the conference (e.g., planning a book of ombuds case studies; outlining a questionnaire for all ombudsmen; starting a professional journal) let me know promptly? I will try to let you know about other ombudsmen and other mediators at the conference who share similar interests. Since many SPIDR members of different kinds may share your specific interests, you may find this a good chance to talk with non-ombuds mediators.

I hope you will in fact enjoy the whole conference. Many ombudsmen have talked about the isolation of their jobs; others are interested in how other mediators function. And every ombudsman I know faces ethical questions; I am, myself, intensely interested to hear how other mediators face these questions, so I am very pleased about the main topic of this conference.

I look forward to seeing you in October.

Sincerely,

Mary P. Rowe, Ph.D.
Special Assistant to the President of MIT, and Chair of the SPIDR Committee on Ombudsmen

MPR:CAB

P.S. Please share this letter with any other ombudsman, mediator or arbitrator you may know.
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American Arbitration Association
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Washington, D.C. 20036

SPIDR National Office
C/o American Arbitration Association
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Washington, D.C. 20036
(202) 296-8510

December 1982

PUBLICATIONS OF SPIDR

"The Public Interest and the Role of the Neutral in Dispute Settlement"
Proceedings 1973 Conference
$10.00

"New Techniques in Labor Dispute Resolution"
Proceedings 1974 Conference
Available through Bureau of National Affairs

Proceedings 1975 Conference
Not Available

"New Dimensions in Dispute Resolution"
Proceedings 1976 Conference
$10.00

"Dispute Resolution: Public Policy and the Practitioner"
Proceedings 1977 Conference
$10.00

"Broader Prospectives in Dispute Resolution"
Proceedings 1978 Conference
$10.00

Proceedings 1979 Annual Conference
Not Available

"Neutrals' Response to a Society in Dispute"
Proceedings 1980 Conference
$10.00

"Conflict Resolution in Today's Economic Climate"
Proceedings 1981 Conference
$10.00

"SPIDR News" - not for distribution

SPIDR Vuepoints is no longer published.
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Robert Helsby

SPIDR OCCASIONAL PAPER SERIES

Limited numbers of copies of the following occasional papers are available.

Price: $2.00 per copy

"Labor Management Cooperation: A Response To An Economy In Crisis" by Kenneth E. Moffett (81-1)

"The Med-Arb Process In Labor Agreement Negotiations" by Jerome H. Ross (82-1)

"Isn't There A Better Way?" Reproduction of an address by Chief Justice Warren E. Burger (82-2)

"Community Dispute Resolution Through Outside Intervention" by Richard A. Salem (82-3)

"The Psychology Of A Mediator" by Jerome T. Barrett (83-1)

"Duty to Keep Secrets: A Re-evaluation" by Elise Snyder Beach and "Alcohol, Drugs and Arbitration" by Tia Schneider Denenberg (83-2)

"The Role of the Advisory, Conciliation and Arbitration Service (ACAS) in British Labor Relations" by Peter Parker and "Joint Contract Training: A Bridge over Troubled Waters" by E. William Hockenberry and Harold S. Gold (83-3)
Tom Fess - since 1971 from a classroom
- last resort
- report to Supt.
- now less way - more experienced
- used to be 14 - now 3 in public schools
- ready cut into any part of the system

Leon Miller - Indiana (34,000 funded by prwak fed)
- Civil Service Assoc. reported to Board (pushed forward by minority fed)

NJU - 80,000 access to all records
- was renewed @ 2 years
- fact finder, recommender, persuader agent
- accountability a major goal for O's

107-115 people in higher ed
-
June 21, 1983

TO: Leaders of Concurrent Sessions
FROM: Jeffrey B. Tener, Program Committee Chair
RE: 1983 Annual Conference

Thank you for agreeing to put together a workshop for SPIDR's 1983 Annual Conference at the Franklin Plaza Hotel in Philadelphia. The Conference dates are Wednesday, October 5, 1983 through Friday, October 7, 1983. It is time for us to get the program ready for printing. In order to provide us with the necessary information, I am asking each of you to complete the enclosed session information form. Please provide all information requested and return them to me by July 5, 1983. Thank you for your anticipated cooperation.

The dates and times of the workshop are as shown below:

<table>
<thead>
<tr>
<th>Thursday, October 6, 1983</th>
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<tr>
<td>Edward Feehan</td>
<td>Robert Coulson</td>
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<td>Eileen Hoffman</td>
<td>Edward Hartfield</td>
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<td>Robert Meade</td>
<td>Roger Kaplan</td>
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<td>Mary Rowe</td>
<td>Larry Ray</td>
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<td>Madeleine Crohn</td>
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<td>Tia Denenberg</td>
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<td>Gladys Gershenfeld</td>
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<td>Robert Kyler</td>
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MARY P. ROWE
Secretary to the President
JUN 27 1983

Ref. to
File
1983 SPIDR ANNUAL CONFERENCE
SESSION INFORMATION FORM

Session Leaders: Please complete this form and return it by July 5, 1983 to Jeffrey B. Tener, 697 Prospect Avenue, Princeton, New Jersey, 08540. This will be used to prepare the printed program so be sure of spelling, titles, etc. It will also be used to notify speakers regarding proceedings, etc.

Name of Session:

Name, address, telephone number and title, if any, and affiliation, if any, of moderator (or other title):

Name, address, telephone number, title, if any, and affiliation, if any, of each panelist, reactor, or other title:

1.

2.

3.

4.

Special equipment needed (audio-visual, etc.)

Other information
March 5, 1983

Mary P. Rowe, Ph.D.
Special Assistant to the President
Massachusetts Institute of Technology
77 Massachusetts Avenue, Room 10-213
Cambridge, Massachusetts 02139

Dear Dr. Rowe:

I am pleased to accept your invitation to present for the SPIDR Conference in Washington, D.C. When time permits, please drop a line informing me of the format, participants, costs, etc.

Until then, have a good Spring, and take care.

Sincerely,

Leon M. Miller
Ombudsman
Society of Professionals in Dispute Resolution

SPIDR

ETHICAL ISSUES IN DISPUTE RESOLUTION

Eleventh International Conference

Wednesday, Thursday, and Friday, October 5-7, 1983

FRANKLIN PLAZA HOTEL
Philadelphia, Pennsylvania
Wednesday, October 5, 1983

SPIDR Executive Board Meeting .................................. 12:00 - 4:00  Salon 10
Registration .......................................................... 5:00 - 7:00  Dominion Foyer—Ballroom Level
Reception ............................................................. 7:00 - 9:00  Provincial North

Thursday, October 6, 1983

Registration .......................................................... 8:00  Dominion Foyer—Ballroom Level
Panel Discussion or Films ............................................
Computers, word processors and Arbitration
Moderator
MARGERY GOOTNICK, Arbitrator, Rochester, NY
Panelists
EDWARD LEVIN, Arbitrator, New York, NY
SHARON WEIZENBAUM, Arbitrator, Tucson, AZ
TIA SCHNEIDER DENENBERG, Arbitrator, Red Hook, NY
JOHN J. MIKRUT, JR., Arbitrator, Columbia, MO

Preview of Newly Released Films .................................... 8:30 - 10:00  Dominion Ballroom D
“Older But Wiser” and
A New Film from Canada
JAMES L. MARCHESE, Assistant Regional Director, American Arbitration Association, Philadelphia
BRYAN M. DOWNIE, Chairman, Ontario Education Relations Commission

Coffee Break .......................................................... 10:00 - 10:15  Dominion Foyer

Plenary Sessions .....................................................
Welcoming Ceremonies ................................................ 10:15 - 10:45
Official Opening THOMAS R. COLOSI, SPIDR President
Welcome from City of Philadelphia
Welcome from Commonwealth of Pennsylvania, THOMAS P. QUINN, Director, Pennsylvania Bureau of Mediation
Arrangements Committee Report GLADYS GERSHENFELD, Professor, Philadelphia College of Textiles and Science
Program Committee Report JEFFREY B. TENER, Arbitrator, Princeton, NJ

The Supply of Arbitrators: ............................................. 10:45 - 11:15
Who’s “Making It?”
MARK L. KAHN, Professor, Wayne State University
President, National Academy of Arbitrators

Ethical Considerations in Dispute Resolution .................... 11:15 - 12:30
ANTHONY SINICROPI, Professor, University of Iowa
MARCIA GREENBAUM, Arbitrator, Boston, MA
WILLIAM F. LINCOLN, Co-Director, National Center for Collaborative Planning and Community Services, Mt. Pelier, VT
SAMUEL H. SACKMAN, Commissioner, Federal Mediation and Conciliation Service

Luncheon ............................................................... 12:30 - 2:00  Pacific Hall
Luncheon Address Dispute Resolution: Analyzing the Explosion
RONALD HAUGHTON, Member and Former Chairman, Federal Labor Relations Authority
CONCURRENT WORKSHOPS OR FIELD TRIP

CONCURRENT WORKSHOPS .......................... 2:15 - 3:30 Salons—Mezzanine level

A. Transportation: Whose Responsibility?
Moderator EDWARD G. FEEHAN, Regional Director
Pennsylvania Bureau of Mediation
Panelists JOHN F. TESAURO, Executive Director
New Jersey State Board of Mediation
STEVEN DeCOSTA, Associate General Counsel
New York City Office of Collective Bargaining

B. Evolving Arbitrator Development Programs
Moderator ROBERT E. MEADE
Vice President, Case Administration
American Arbitration Association
Panel Discussion

C. Alternatives to Big Case Litigation:
The Transferability of Dispute Resolution Techniques
Moderator EILEEN B. HOFFMAN, Commissioner
Federal Mediation and Conciliation Service
SPIR President-Elect
Panelists ERIC J. SCHMERTZ, Dean and Professor
Hofstra University Law School
JOHN H. MARTIN
Pre-Settlement Conference Director
U.S. Court of Appeals, 8th Circuit
St. Louis, MO
WILLIAM E. HARTGERING, Executive Director
INDISPUTE of Chicago

BREAK .................................................. 3:30 - 3:45 Mezzanine Foyer

CONCURRENT WORKSHOPS .......................... 3:45 - 5:00 Salons—Mezzanine Level

E. The Future of Family Mediation
Moderator ROBERT COULSON, President
American Arbitration Association
Panelists LINDA SINGER, Attorney
Executive Director, Center for Community Justice
FELICE PERLMUTTER, Professor
Temple University School of Social Administration

F. Federal Sector Arbitration: Arbitration and MSPB Appeals Procedures
Moderator ROGER KAPLAN, Arbitrator
Washington, DC
Panelists ROBERT TOBIAS
National Treasury Employees Union
Washington, DC
RONALD SANDERS
Labor Arbitration Manager
Department of the Air Force
PAUL TRAYERS, Labor Counsel
Office of the Chief Counsel
Merit Systems Protection Board

G. Critical Issues in Mediation
Moderator EDWARD F. HARTFIELD, Commissioner
Federal Mediation and Conciliation Service
Panelists SUSAN CARPENTER
Associate Director, Accord
Denver, CO
RICHARD EVARTS, Executive Director
Disputes Mediation Service of Dallas
GLORIA KORMAN, Mediator
New Jersey Public Employment Relations Commission
ADA SANTIAGO-MONTARE, Conciliator
Community Relations Service, New York, NY

H. Media’s Representation of Alternative Dispute Resolution: Are There Shades of Gray?
Moderator LARRY RAY
Director of the Special Committee on Alternate Dispute Resolution
American Bar Association
Speakers To Be Announced

— OR —

FIELD TRIP ................................. 2:00 - 5:00
Visit to Eagleville Hospital
Delegation Leader: TIA SCHNEIDER DENENBERG
A limited number of conference participants will travel to this non-profit alcohol and drug treatment center which has innovative programs. The purpose of the visit is to demonstrate treatment resources when an industrial or community dispute involves alcoholism or drug abuse.

RECEPTION ................................. 6:00 - 8:00 P.M.
Transportation will be provided to The Philadelphia Savings Fund Society Building, 12 S. 12th St., 33rd floor.
FRIDAY, OCTOBER 7, 1983

SPIDR ANNUAL BUSINESS MEETING ................. 8:00 - 9:30 Provincial Ballroom—North

Members' Breakfast

PLENARY SESSIONS ........................................... Dominion Ballroom D

Professional Responsibilities of Arbitrators to Themselves and the Parties

ARNOLD M. ZACK
Arbitrator
Boston, MA

Public Interest and Mediator Values ..................... 10:00 - 11:00

LAWRENCE E. SUSSKIND
Acting Executive Director
Program on Negotiation at Harvard Law School

JEROME H. ROSS
Arbitrator
McLean, VA

RICHARD A. SALEM
Mediator
Evanston, IL

COFFEE BREAK ............................................... 11:00 - 11:15 Dominion Foyer

Mediator Confidentiality ................................. 11:15 - 12:30

DANIEL P. DOZIER
General Counsel
Federal Mediation and Conciliation Service

MICHAEL F. HOELLERING
General Counsel
American Arbitration Association

RICHARD KASHER
Arbitrator
Bryn Mawr, PA

RUSSELL HORROCKS
Executive Director
Windsor-Essex Mediation Center
Windsor, ONT

PRESIDENTIAL LUNCHEON ............................... 12:30 - 2:00 Dominion Ballroom C

1984—How Can Neutrals Help

EILEEN B. HOFFMAN
CONCURRENT WORKSHOPS
2:15 - 3:30
Salons—Mezzanine Level

I. Institutionalizing Dispute Resolution Processes
Moderator MADELINE CROHN
President
National Institute for Dispute Resolution
Washington, DC
Panelists LAWRENCE SUSSKIND
Acting Executive Director
Program on Negotiation, Harvard Law School
THOMAS F. CHRISTIAN
Director
Community Dispute Resolution Centers
Albany, NY

J. Duty of Fair Representation
Moderator GLADYS GERSHENFELD
Professor
Philadelphia College of Textiles and Science
Panelists BRUCE JOEL JACOBOHN
Senior Labor Counsel
U.S. Postal Service
RICHARD KIRCHNER
Attorney
Washington, DC
FRANCES BAIRSTOW
Director, Industrial Relations Centre
McGill University, Montreal

K. The Arbitration of Alcohol and Drug Abuse Cases
Moderator TIA SCHNEIDER DENENBERG
Arbitrator
Red Hook, NJ
Panelists THOMAS W. JENNINGS
Attorney
Philadelphia, PA
ROBERT A. EDWARDS
Chief Counsel, Arbitration
Westinghouse Electric Corporation
Pittsburgh, PA
STEPHEN FINEMAN
Director, Department of Social Work
Eagleville Hospital, PA

L. Communication in Negotiations
Moderator STEPHEN WEISS-WIK
Professor
New York University
Graduate School of Business Administration
Panelists HARVEY YOUNG
Commissioner
Federal Mediation and Conciliation Service
STANLEY LIEBERMAN
Attorney
President, American Mediation Service
Paoli, PA

SPIDR EXECUTIVE BOARD MEETING .............. 3:30 - 5:00 Salon 10
OFFICERS AND DIRECTORS — 1982-1983

THOMAS R. COLOSI .......................................................... President
EILEEN B. HOFFMAN .................................................. President-Elect
MARCIA L. GREENBAUM ........................................... First Vice-President
BERNARD M. O'KEEFE ............................................. Second Vice-President

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LAMONT STALLWORTH
Region 6 — South Midwest
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Region 7 — West
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Region 8 — Canada
HARRY J. WAISGLASS

Parliamentarian
ROBERT HOWLETT
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CONFERENCE REGISTRATION IS TO BE SENT DIRECTLY TO:

LINDA FLICK, SPIDR National Office
c/o American Arbitration Association
1730 Rhode Island Avenue, N.W., Washington, D.C. 20036

Name ________________________________

Title and Affiliation ________________________________

Street ________________________________

City __________________ State __________ Zip __________

Fee Enclosed: SPIDR Member: $145________ Non-member: $165________

To assist in planning, please indicate your first choice of workshops:

Thursday, 2:15-3:30    Thursday, 3:45-5:00    Friday, 2:15-3:30

A ________ B ________ E ________ F ________ I ________ J ________

C ________ D ________ G ________ H ________ K ________ L ________

Eagleville Hospital Tour ________________________________

Hotel Reservation Is to Be Sent Directly to:

FRANKLIN PLAZA HOTEL, 2 FRANKLIN PLAZA, PHILADELPHIA, PA 19103

THE HOTEL HAS A SPECIAL WEEKEND PACKAGE. FRIDAY OR SATURDAY NIGHT, $59.00 PER NIGHT FOR TWO, INCLUDING INDOOR POOL, SAUNA, HEALTH CLUB AND FREE PARKING.

Arrow Indicates FRANKLIN PLAZA HOTEL

Name of Group: SOCIETY OF PROFESSIONALS IN DISPUTE RESOLUTION

Dates of Function: OCTOBER 5-7, 1983

Full Name: ________________________________

Street: ________________________________

City __________________ State __________ Zip Code __________

Roommate's Name: ________________________________

Arrival Date: ________  Arrival Time: ________  Departure Date: ________

Please circle rate desired:

Single Occupancy $69.00

Double Occupancy $79.00

Reservations Must Be Received 30 Days Prior to Arrival

Guaranteed Reservations:

Indicate one of the following:

A. Assured Reservation:

Credit Card Co. __________________________

Credit Card No. __________

Expiration Date __________

B. First Night Deposit Enclosed □