

# ADR QUARTERLY CALL- February 12, 2020

## 1. Overview of the ADR Committee- Co-Chairs

Lisa Unger (Chair), Kelly Hopper-Moore, Cayce Lynch, Richard Dowd (Co-Chairs)

## 2. Visibility

- Keep the Submissions Going
- Continue to Infiltrate Conferences, Authoring Articles, Webinars
- Invite Others to Join our Committee
- Think Outside the Box and Partner with Other Committees for Ideas and Topics

## 3. Co-Chair Updates –Articles & Webinars

### **-Articles- Kelly & Cayce-**

Upcoming Publications-

1. Complex Coverage Resolution Between Carriers – authored by Kelly Hopper-Moore & Bridget Moorhead of Selman – Being published in March

Kelly and Cayce have created a new ADR article series that explores claims professionals' most memorable case and the lessons learned around creative case resolution. The goal is to bring a human element into the article series by personalizing the claims handling story and the effective techniques employed to resolve these memorable claims.

**The first article in “A Most Memorable Claim” series was published in December and discussed a memorable medical malpractice claim.**

We are seeking volunteers to be featured on the following topics for additional articles in the series: *Cyber, EPL, and Legal Malpractice.*

## WEBINARS FOR 2020

### **Feb. 5 - Bill vs Paid**

- Presented by Jim Kaiser, James Conaghan & Kristi Blackwell
- Excellent attendance! Over 200 attendees!

### **April 29 - Mediating Cases Involving Liability When There Is No Coverage**

Arising From Apps (Uber/Lyft)  
Independent Contractors  
Issues involving CD Cases

-Presented by Jean Lawler & TBD

**Aug 26 - Technology in Mediations** (Attny, Fellow Expert)-  
Use of On Line Mediations (one Hour Mediation/ First Court)  
Appearance via Skype

#### **4. Claims College- School of Mediation–Sept 9-12, 2020**

Deans – Joseph Mak and Michele Newman

This school provides education, training and recognition for claims professionals involved in the mediation process. The program covers the role of the claims professional in mediation, and how to prepare for mediation versus litigation, as well as several other concepts including how to determine if a claim is a good candidate for early resolution, how to select the best mediator for the case and how to handle an impasse. Final exam is a role play mediation with real mediators. We had a great group of students of varying levels of experience this year who were engaged and motivated to learn.

We will have scholarships available. Let me know if you know of anyone who might be interested in attending Claims College this year.

#### **5. ANNUAL CONFERENCE- MARCH 18-20, 2020 – Dallas, Texas**

-Register for the committee meeting!

#### **6. Continue to Navigate the CLM Website**

-Review/Update Preferences  
-Sign up for Webinars

#### **7. Questions, Comments, Thoughts, Insights**