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Tennessee Supreme Court

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Rule 31 Continuing Mediation Education Accreditation Request Form

Provider Name: Tennessee Assoc. of Prof. Mediators

Address: P. O. Box 150626, Nashville TN 37215

Telephone/Fax: 615-383-8276 (TAPM Voice Mail)

615-498-1005 (Lisa Smith, Administrator, Cell Phone)

E-Mail Address: tapm@tenmediators.org

Course Title: "Understanding Mediation and Claim/Case Management within Large Corporations to Assist Mediators in their Effectiveness"

DATE: October 10, 2013 11:30 a.m. – Lunch Served

Program: 12:00 p.m. – 1:00 p.m.

Location(s): Lipscomb University, Ezell Center, Room 301

Fee for Members/Non-Members: \$25.00 – Members; \$30.00 Non Members

Fee for Conference Call: Members \$20.00/ Non Members \$25.00

Does this course have CLE Commission Approval? Approved 1 Hr. General

Session Description	Type of Credit Requested (General Continuing Education, General Mediation Issues, Mediation Ethics, or Family Law)	Start Time	End Time	Credit Approval (Office Use Only)
<p>“Understanding Mediation and Claim/Case Management within Large Corporations to Assist Mediators in their Effectiveness”</p> <p><u>Questions that will be answered and topics will, at a minimum, include:</u></p> <ol style="list-style-type: none"> 1. Who in corporate America is making the decisions on claims/case, e.g., settle, mediate, go to trial? Who are the “buyers” of mediation 	1 hr. General CME	12:00 p.m.	1:00	1.0 Hour General Mediation Issues

<p><i>at the corporate level and what influences them?</i></p> <p>To effectively provide mediation services and build a client base it is important to try and understand those that ultimately make the decisions on case strategy and the use of mediation. Here, we will discuss the typical departments that drive the decisions and their key decision makers.</p> <p>2. <i>How does insurance work in companies with large deductibles or “self-insurance?”</i></p> <p>Insurance for the alleged wrongdoing can be a major component of the case strategy decision making process if not all of it. For large companies, the role of insurance becomes less influencing and often has zero input depending on the level of risk the company has taken. Insurance is often misunderstood and here we will cover the basics of several key policies, explain “self-insurance,” how claims are handled including the use of third party administrators, and in particular for the larger companies how it is less about insurance and more about risk management. Mediators that understand this better relate and communicate with clients and will be more effective in mediations understanding the respective</p>				
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<p>roles of participants from the typically defense side.</p> <p>3. <i>We will review actual results of mediation for real cases/claims and how this financially impacts company reserves/results...why it matters.</i></p> <p>The bottom line for business is ultimately the measure of success. If mediation wasn't proving to save money, it wouldn't be used very often by corporate America. We will review some real-life examples and results that demonstrate it can work very effectively. We will explore how the financials of typical large publically traded companies reserve for claims/cases, adjust for the results and how claims/cases resolved favorably can impact those numbers. Mediators that better understand what goes on financially driving decisions can be more effective.</p> <p>4. <i>If mediation is working so well, then why aren't larger companies pro-actively using mediation and what can the mediation profession do about that?</i></p> <p>We will explore this question as to what mediators might do to better market themselves for this audience.</p> <p><i>About the Presenter:</i> Steve Heckle is a seasoned executive</p>				
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with a strong core experience in risk management and claim/case strategy. He has developed successful bottom –line improving risk management functions for Fortune 500 and 1000 firms. He also led teams through start-up or turnaround situations, in other operational functions such as employee benefits, telecommunications, HRIS, logistics, fleet and others to improve performance and results. Currently, Steve works for LKQ Corporation as their Risk Manager and as a member of their operating/executive team. LKQ is a publicly traded international company with over \$4B in annual revenue and the market leader in aftermarket car collision parts and automobile salvage operations. Steve has a passion for claim management and conflict resolution. This includes some not traditional approaches to impact the claim process for the best results, including skills and approaches learned through participation in over 200 plus mediations and thousands of claims/settlements over the past 20 plus years. He is trained (Rule 31) mediator himself. His work has also involved serving on executive “crisis teams” and taking the lead on many potentially damaging high profile public relations matters. Steve’s career in risk management began with SAFECO insurance company as an adjuster and litigation specialist. He earned his business degree from the University of Tennessee at Martin and his law degree from The Nashville School of Law. Steve lives in Brentwood, TN with his wife and children.

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**Total Approved CME: 1.0 Hour
Date Approved: June 20, 2013**