



AMY L. LIEBERMAN, Esq.

Executive Director

INSIGHT EMPLOYMENT MEDIATION

21090 North Pima Road

Scottsdale, Arizona 85255

(480) 246-3366 amy@insightemployment.com

EMPLOYMENT

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

Insight Employment Mediation is a workplace conflict consulting firm devoted to resolving conflict through mediation, training, neutral investigation and fact-finding, and arbitration. The firm provides ADR services for cases in litigation, for early resolution of claims and charges, and business and executive management mediation. Training is available for mediation skills, conflict management, workplace communication, liability avoidance, harassment and discrimination, ethics and investigations.

Ms. Lieberman is independently retained as a mediator and/or arbitrator by counsel for litigated matters, as well as corporate and public entities for internal disputes and claims. She is a frequent public speaker on mediation and related topics. Professional distinctions include:

- *Best Lawyers in America, ADR* (2004-2009)
- *Ranking Arizona, Leading Lawyers in ADR* (2006-2009)
- *Top Lawyers in Phoenix, ADR*, Phoenix Magazine (2006-2009)
- *Southwest Super Lawyers, ADR* (2007-2009)
- *Fellow, American College of Civil Trial Mediators* (2007-2009)
- *CPR Panel of Distinguished Neutrals* (2009)
- *ACR Advanced Practitioner, Workplace Mediation, Employment Arbitration*
- *Who's Who of Leading Lawyers*, Phoenix Business Journal (2006)

Ms. Lieberman serves or has 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; National Association of Securities Dealers; Arizona Association of Realtors; Justice Courts; State of Arizona; U.S. Air Force

Arbitrator, American Arbitration Association (Commercial/Employment Panel); National Association of Securities Dealers; U.S. District Court, Arizona Association of Realtors

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

Judge Pro Tem, Superior Court of Arizona, Maricopa County

Faculty, 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, 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, Copples & 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 (2008-9); Member, 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)
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

PUBLICATIONS

- “**The Driving Force of Desires: Reaching Resolution in Mediation**”, Arizona Attorney, July/August 2008 cover feature
- “**The A-List: Emotions in Mediation**”, Dispute Resolution Journal, American Arbitration Association, April 2006
- “**Anatomy of a Mediation**”, Arizona ADR Forum, December, 2005
- “**Maximize Your Mediation**”, Arizona ADR Forum, December, 2004

SPEAKING ENGAGEMENTS/PRESENTATIONS

- “Age and Disability Discrimination”, AAA and ICDR Neutrals Conference, February, 2009
- “Strategic Use of ADR in the Workplace”, AzSHRM Conference, January, 2009
- “The Driving Force of Desires – Reaching Resolution in Mediation”, AzSHRM State Conference, September, 2008
- “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, Phoenix, AZ, October, 2007
- “Marketing your Mediation Practice,” ACR Annual Conference, Phoenix, AZ, 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 in the Public and Private Sector”, AzSHRM 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
- “The A-List of Emotions in Mediation,” State Bar, Labor & Employment Section, May, 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, Bar 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