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# Tennessee Supreme Court

## ALTERNATIVE DISPUTE RESOLUTION COMMISSION

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Hon. Sharon G. Lee

## Rule 31 Continuing Mediation Education Accreditation Request Form

**Provider Name:** Private Dispute Resolution Services, LLC  
**Address:** 5746 Marlin Road, Suite 102, Chattanooga, TN 37411  
**Telephone/Fax:** 423-266-4050 423-756-1845  
**E-Mail Address:** [contact@4pdrs.com](mailto:contact@4pdrs.com)  
**Course Title:** Ethics in Professional Practice  
**Date(s) Held:** December 15, 2017  
**Location(s):** 5708 Uptain Road, Suite 1200, Chattanooga, TN 37411  
**Fee for Members/Non-Members:** \$99  
**Does this course have CLE Commission Approval?** Submitted/Pending

**Presented by Carol Berz:** Focusing on solution-based, collaborative problem-solving, in both the public and private sectors, Carol Berz has been a Tennessee Supreme Court Rule 31 Listed General Civil and Family mediator and trainer for more than 25 years.

Dr. Berz is the owner and Chief Executive Officer of Private Dispute Resolution Services, LLC, a mediation services and training organization headquartered in Chattanooga, Tennessee. She also serves as a Councilwoman for the City of Chattanooga, where she currently chairs the Budget and Finance Committee.

Through public/private partnerships, Dr. Berz has overseen the renaissance of commerce, economic development and connectivity in a diverse business environment that includes health care, construction, government, employment and finance. Dr. Berz does extensive practice and teaching in both the public and private sector in the areas of mediation, law and ethics, and employment and labor/management issues relative to the costs of corporate conflict. She also is recognized as an authority in Family Mediation, with expertise in the special circumstance of domestic and workplace violence.

Formerly the Director of Forensic Services for Joseph W. Johnson Mental Health Center, and subsequently its Executive Director, Dr. Berz also has served as a visiting professor at the University of Tennessee, Chattanooga, teaching social policy, law and ethics. She is a Board Certified Diplomat in Clinical Social Work, with extensive post-doctoral training in mediation, law and conflict management system design.

Dr. Berz served as the Chair of the Curriculum and Continuing Education Committee of the Mediation Association of Tennessee before becoming its President. She also chaired the Mediation component of the Hamilton County Courts' Pilot Project relative to Tennessee's Parenting Plan law. She spent eleven years as a commissioner with the Chattanooga Human Rights/Human Relations Commission, dealing with employment and civil rights matters, becoming the first Chairwoman of that body. In 2014 recipient of the organization's Grayfield Gray Public Service in Mediation Award.

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)
Introduction and Conceptual Framework Legal Reasoning v Moral Decision-Making: Ethical dilemmas in our professional and personal lives are a regular occurrence. The challenge is to determine the best way to address these matters without spending inordinate amounts of time and energy – and at the same time maintain sanity.	General Continuing Education	8:30am	9:00am	.5 hours General Continuing Education
Conceptual Framework continued Review of Basic Definitions and Ethical Duties: Law, Ethics, Ethical Dilemmas, Ethical Misconduct, Complaint, Myth of Neutrality  Review of TSC Rule 31 and Appendix A /Rule 2.4 RE: Confidentiality, informed consent, professionalism, conflicts of interest, full disclosure	Mediation Ethics	9:00am	10:00am	1 hour Mediation Ethics
Lunch	Break	10:00am	10:15am	N/A
Law and Ethical Dilemmas Review of relevant rules, TN cases of interest and opinions Group Exercise: Real-World Ethical Dilemmas- Individual review of scenarios with ethical dilemmas. Report back to group: What would you do?	Mediation Ethics	10:15am	11:30am	1.25 hour Mediation Ethics
Legal References / Resources Review of Legal References that apply to ethical dilemmas Rule 31/ Appendix A/Case Law /Opinions Final Discussion/Comments	General Mediation Issues	11:30am	11:45am	.25 hours General Mediation Issues

**OFFICE USE ONLY**

**Total Approved CME: 3 hours  
Date Approved: September 15, 2017**