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Education

Graduate Certificate in Dispute Resolution, Marquette University, 1997

Juris Doctor, University of Wisconsin-Madison Law School, 1992

Bachelor of Arts, University of Wisconsin–Madison, 1988

Professional Experience

Program Coordinator for Dispute Resolution and Adjunct Professor of Law, Marquette University Law School, 2007– Present

Consultant, Conflict Management Concepts, LLC, Mediation, Arbitration, Training, Systems Design, 2005 – Present

Assistant Director of Training and Research, Center for Dispute Resolution Education, Marquette University, August 2003 – January 2005

Compliance Manager for National Warranty Arbitration Program, DeMars & Associates, 1997–2003

Northwestern Mutual Life/Olsten Staffing Services, 1993-1996

Law Clerk, Cascino Vaughn Law Office, 1993

Law Clerk, Dane County Circuit Court, 1992 - 1993

Teaching Experience

Adjunct Professor of Law, Marquette University Law School, 2008-Present

Interviewing and Counseling, Spring Semester 2008 - 2011

Mediation Advocacy, Fall 2010

Small Claims Mediation Clinic, Spring 2012 - present

Systems Design Experience

Milwaukee Foreclosure Mediation Program, Marquette University Law School

Better Business Bureau Serving Wisconsin Proposed Manufactured Housing Warranty Arbitration Program, Conflict Management Concepts, LLC

Home Warranty Arbitration Program, DeMars & Associates

Experiential Learning Opportunities Developed for Students

International Organizations Spring Break Trip 2008, European Courts

International Conflict Resolution Spring Break Trip 2011, Israel

EEOC Mediation Advocacy Supervised Field Placement

FACETS Special Education Mediation and Parent Education Supervised Field Placement

KIDS Matter Guardianship Mediation and Foster Care Supervised Field Placement

Milwaukee Foreclosure Mediation Program Supervised Field Placement

ADR Program Speaker's Series

Client Skills Board Skills Student Competition Organization

Family Court Mediation Services Mediator Observation Project

Publications

Schneider, Andrea Kupfer and Fleury, Natalie, *There's No Place Like Home: Applying Dispute System Design Theory to Create a Foreclosure Mediation System*, 11 Nevada Law Journal, Vol 11, 2011; Marquette Law School Legal Studies Paper No. 11-11.

Honors and Awards

Best Lawyers in America for Dispute Resolution 2009, 2010, 2011, 2012

Milwaukee Foreclosure Mediation Program - Lawyer of the Year Award from the Milwaukee Bar Association, 2010

Milwaukee Foreclosure Mediation Program - Special Recognition, Public Policy Forum Salute to Local Government Awards, 2010

Invited participant, White House Middle Class Task Force Access to Justice Initiative, Foreclosure Mediation Program, November 19, 2010

Grants Received and Administered

\$840,000, Wisconsin Department of Justice Milwaukee Foreclosure Mediation Program
June, 2009 – February 2012

- 2670 Applications Received
- 1544 Cases accepted to mediation
- 27% of cases accepted to mediation resulted in home retention agreements

\$220,000, Brighter Futures Peer Solutions and Peacemaking Program, 2009-2012
Peer Circles restorative justice and Youth Court programs in area high schools
developed as alternatives to suspension or juvenile court. Since January 2011, 348
students avoided suspensions by participating in the PSP Peer Circle Program.

Recent Presentations

Mediation Styles and Techniques, Wisconsin Association for Justice, December 2, 2012

Panel Member, *Design Build Dispute Resolution: Designing and Implementing Foreclosure
Mediation Programs*, 2011 American Bar Association Dispute Resolution Conference

Panel Member, *Mediation Clinics: Different Pedagogical Goals in Different Contexts*, 2011
American Bar Association Dispute Resolution Conference

*Mediating the American Dream: Marquette University Law School and the Milwaukee
Foreclosure Mediation Program*, Conflict Resolution and Economic Crisis, UNLV Boyd
School of Law (with Andrea Schneider), February 12, 2010

Panel Member, *Court Referred Mediation, Foreclosures in Wisconsin: Responses and
Resources for Living Beyond the Bubble*, Thursday, November 5, 2009, Clarion Hotel &
Conference Center—Milwaukee, Wisconsin

Panel Member, Mortgage Foreclosure Issues, 2009 Civil Law Seminar for Wisconsin
Judges, Thursday, December 3, 2009, Country Springs Hotel and Conference Center

Hosted Conferences

The Future of Court ADR: Mediation and Beyond, September 2011

International Media and Conflict Resolution, March 2009

First Annual Dispute Resolution Works in Progress, 2007

Selected Training

Graduate Certificate in Dispute Resolution, Marquette University, 1997

Family Law Mediation with Zena Zumeta, May 2010

Mediation Pedagogy Conference, Program on Negotiation at Harvard Law School,
May 2009

Continuing Education

American Bar Association Annual Dispute Resolution Conference, 2001, 2007 – 2011

Various CLE Courses, including Domestic Violence Protocol for Family Court Mediation Services, March 2010

Professional Affiliations

Wisconsin Association of Mediators

American Bar Association Dispute Resolution Section

Vice Chair, State Bar of Wisconsin Section Leaders Council

Former Chair, State Bar of Wisconsin Alternative Dispute Resolution Section

Uniform Mediation Act Working Group, ADR Section of the State Bar

Co-Chair, Consumer Section, Association for Conflict Resolution

Training Programs Developed and Delivered

Iowa Association of Mediators Advanced Mediation Training, November 2008

Hmong Clan Leaders Basic Family Mediation Training, November 2007

Small Claims Mediation Clinic Training – Multiple dates

Foreclosure Mediation Training – Multiple dates and locations

Annual ADR College for Kids Advanced Conflict Resolution Skills Training for Milwaukee Public Schools Peer Mediators, Marquette Alumni Memorial Union, 2007 - 2012

Certifications and Licensure

State Bar of Wisconsin

Eastern District of Wisconsin

Graduate Certificate in Dispute Resolution, Marquette University

Bar Memberships

State Bar of Wisconsin

American Bar Association Dispute Resolution Section

Volunteer and Pro Bono Experience

Troop Leader, Girl Scouts of Wisconsin Southeast, 2006 - present

Friends of Hoyt Park and Pool Executive Board, 2005 - 2006

Tosa East Towner Neighborhood Association Board, 2003 - 2005