



# FDCC

DEFENSE LAWYERS. DEFENSE LEADERS.

# 23<sup>rd</sup> ANNUAL



# LITIGATION MANAGEMENT COLLEGE

JUNE 4-8, 2017

*NOT* your average sit and take notes seminar

**Intense, immersion style program to help develop and hone critical skill that will lead to improved claim handling performance**

- Mediation and Negotiation training with National Expert Marty Latz with mock mediations
- Effective Time Management and Efficiency in Claims Handling training with international insurance leader Carl Van
- Mock Bad Faith Depositions of each attendee by real lawyers and reviewed by national jury and witness experts Tsongas Consulting
- New approaches to budgeting, case management and coverage analysis

Emory University  
Emory Conference Center | Atlanta, Georgia

# LITIGATION MANAGEMENT COLLEGE

The college is sponsored by the **FEDERATION OF DEFENSE & CORPORATE COUNSEL** as a service to claim professionals, third party administrators, and self-insured corporate litigation managers working in the insurance industry or in litigation matters. The college is designed for claim and litigation management professionals with 5 -15 years claims or litigation management experience.

## DEANS

### MICHAEL H. SCHRODER

Dean of College

*Swift, Currie, McGhee & Hiers, Atlanta, Georgia*

### MICHAEL K. KIERNAN

Dean of Curriculum

*Traub Lieberman Straus & Shrewsbury LLP, St.Petersburg, Florida*

### TODD A. ROBERTS

Assistant Dean of Curriculum

*Ropers Majeski Kohn & Bentley, Redwood City, California*

### DAVID M. GOVERNO

Dean of Technology

*Governo Law Firm LLC, Boston, Massachusetts*

### APRIL A. ELKOVITCH, JD, CPCU, AIC

Dean of Students

*Philadelphia Insurance Companies, Philadelphia, PA*

### R. MATTHEW CAIRNS

Dean of Admissions

*Gallagher, Callahan & Gartrell, Concord, NH*

### KELLY R. DALMASS

Dean of Industry Relations

*Nationwide, Trial Division, Harleysville, Pennsylvania*

*"I thoroughly enjoyed the program. The content is completely relevant to our jobs as adjusters."*

# LITIGATION MANAGEMENT COLLEGE

## Industry Advisory Committee

The Litigation Management College is developed and executed in conjunction with the support and expert guidance of an Advisory Committee. Special thanks to the members of this committee who assist in keeping the LMC a highly sought after, cutting edge training experience.

Current members of the Industry Advisory Committee include:

### JANE NORTH

Senior VP of Claims

*Philadelphia Insurance Company*

### VICTORIA H. ROBERTS

Vice President & Counsel

*Meadowbrook Insurance Group*

### HARRIS E. BERENSON

Vice President & Counsel

*The Hanover Insurance Group*

### DAVID NICHOLAS

Assistant General Counsel

*TE Connectivity*

### JEFFREY GUILLORY

Senior Litigation Attorney

*Shelter Insurance Company*

### ROBERT MOORE

Insurance Services Executive

*NationBuilders Insurance Services, Inc.*

*"I thoroughly enjoyed the program. The content is completely relevant to our jobs as adjusters."*

# LITIGATION MANAGEMENT COLLEGE

## FEATURED SPEAKERS



### CARL VAN

Carl Van is one of the most highly sought-after keynote speakers and presenters at claims conferences in the U.S. and Canada. He has dedicated his life to studying the claims organization, developing classes and programs to improve the success of individuals working in the industry.

Carl began his business career in 1980, quickly moving up the management ranks to Vice President/General Manager of a 600-employee company. He is currently President & CEO of International Insurance Institute, a company dedicated to the enhancement of the insurance claims industry.

Carl has been an instructor for numerous educational associations and is the author of over 75 technical and soft-skill workshops taught throughout the U.S., Canada, and U.K. He has designed in-house training programs for companies throughout the nation and written over 50 articles for numerous national magazines.

Carl Van is owner and publisher of Claims Education Magazine; the author and presenter of four online video training courses; and the author of *The 8 Characteristics of the Awesome Adjuster and Gaining Cooperation*, two highly acclaimed books on the characteristics of truly exceptional employees.

## LITIGATION MANAGEMENT COLLEGE



### MARTIN LATZ, ESQ

ABC's Good Morning America anchor George Stephanopoulos has called Marty Latz "one of the most accomplished and persuasive negotiators I know." The founder of the Latz Negotiation Institute, a national negotiation training and consulting firm, Latz also taught negotiation as an Adjunct Professor of Law at Arizona State University's College of Law from 1995 to 2005.

Since 1995, Latz has taught over 100,000 lawyers and business professionals around the world how to more effectively negotiate – including in Hong Kong, London, Beijing, Shanghai, Singapore, Brussels, Seoul and Bangkok - and has negotiated for The White House nationally and internationally on The White House Advance Teams.

Mr. Latz is also the founder of ExpertNegotiator Software, which empowers individuals and organizations get better results based on the experts' proven research. He is the author of Gain the Edge! Negotiating to Get What You Want and has appeared as a negotiation expert on CBS' The Early Show and such national business shows as Your Money and Fox Business. He also writes a monthly negotiation column for The Arizona Republic. Mr. Latz received his law and negotiation training at Harvard Law School, where he graduated cum laude.



### AUDREY NELSON, PHD

Dr. Nelson is an international trainer, keynote speaker, author and consultant who helps organizations increase their productivity and profitability through winning communication strategies. She specializes in gender communication, conflict management, generational, and interpersonal communication skills. She holds a B.A., M.A. and Ph.D. in Communication.

Audrey is a published author. Her first book, *You Don't Say: Navigating Nonverbal Communication between the Sexes* (Prentice Hall, 2004), was published in six languages. She also co-authored *Code Switching: How to Talk so Men will Listen* (Penguin-Alpha Books, 2009) and *The Gender Communication Handbook: Conquering Conversational Collisions Between Men and Women* (Pfeiffer 2012).

Audrey is the gender communication blogger for Psychology Today.

# LITIGATION MANAGEMENT COLLEGE CURRICULUM

## SUNDAY, JUNE 4, 2017

- 2:00 p.m. Registration
- 2:30 p.m. Welcome and Introductions
- 3:00 p.m. Keynote – Jane North, SVP Claims, Philadelphia Insurance, Bala Cynwyd, PA
- 3:30 p.m. Ice Breaker Activity
- 4:15 p.m. Introduction of Case Study and Fact Pattern
- 5:00 p.m. Partnering with Defense Counsel
- 5:30 p.m. Defense Team Meetings
- 6:00 p.m. Faculty Meeting
- 6:30 p.m. Reception followed by Dinner in the Dining Room

## MONDAY, JUNE 5, 2017

- 8:00 a.m. Announcements
- 8:05 a.m. Coverage 101
- 9:00 a.m. Team Break Outs – Coverage
- 10:15 a.m. Break
- 10:30 a.m. Team Presentations – Coverage
- 10:45 a.m. KeyNote – Time Management by Carl Van
- 12:15 p.m. Lunch
- 1:15 p.m. Litigation Plans and Budgets
- 2:15 p.m. Break
- 2:30 p.m. Team Break Outs – Litigation Plans and Budgets
- 3:30 p.m. Team Presentations – Litigation Plans and Budgets
- 4:30 p.m. Case Update #1
- 4:45 p.m. Team Meetings
- 5:45 p.m. Faculty Meeting
- 6:30 p.m. Reception followed by Dinner in the Dining Room

## TUESDAY, JUNE 6, 2017

- 8:00 a.m. Announcements
- 8:05 a.m. Negotiation Skills with Marty Latz
- 9:45 a.m. Break
- 10:00 a.m. Negotiation Skills with Marty Latz
- 12:00 p.m. Lunch
- 1:00 p.m. Negotiation Skills with Marty Latz
- 2:30 p.m. Break
- 2:45 p.m. Successful Mediation – Tips & Techniques with John Miles
- 3:45 p.m. Team Break Outs Session: Mediation
- 5:15 p.m. Case Update #2
- 5:30 p.m. Announcements followed by Students’ Night Out

## WEDNESDAY, JUNE 7, 2017

- 8:00 a.m. Announcements
- 8:05 a.m. Evidence, Discovery and Experts
- 9:15 a.m. The Art of Giving a Good Deposition
- 10:15 a.m. Break
- 10:15-5:00 Concurrent – Mock Depositions
- 10:30 a.m. Being the Company Witness
- 11:00 a.m. Juries, Valuation and Jury Verdicts
- 12:00 p.m. Lunch
- 1:00 p.m. When to Use Jury Research Cost - Effectively
- 2:00 p.m. Break
- 2:15 p.m. Case Evaluations
- 3:00 p.m. Team Break Outs – Case Evaluations
- 3:45 p.m. Team Presentations – Case Evaluations
- 4:15 p.m. Good Faith Claim Handling
- 4:45 p.m. Case Update #3
- 5:00 p.m. Announcements
- 6:00 p.m. Reception and Banquet

## THURSDAY, JUNE 8, 2017

- 8:00 a.m. Announcements
- 8:05 a.m. Litigation Technology Trends
- 8:35 a.m. Appellate Considerations
- 9:00 a.m. Closing Arguments, Jury Deliberations & Verdict
- 9:00 a.m. Jury Verdict Reveal and Team Results
- 10:00 a.m. Break
- 10:15 a.m. Keynote Closing – Emotional Intelligence by Audrey Nelson
- 12:15 p.m. Adjourn



## FACULTY

Our faculty is composed of top insurance claim executives from companies including Nationwide, Philadelphia Insurance, Nations Builders Insurance Services, Selective Insurance Company of America, and Builders Insurance Group, plus nationally recognized experts in negotiation strategy and tactics, communications, jury consultants, and pre-eminent defense lawyers including:

**Marc Barre**

Swift, Currie, McGhee & Hiers  
Atlanta, GA

**Ashley Campbell**

Ragsdale Liggett, PLLC  
Raleigh, NC

**Allison Christian**

Christian, Dichter & Sluga, PC  
Phoenix, AZ

**Violet Clark**

Laner Muchin  
Chicago, IL

**Ned Currie**

Currie, Johnson, Griffin & Myers, PA  
Jackson, MS

**David Hahn**

Selective Insurance Company of America  
Branchville, NJ

**Victoria H. Roberts**

Meadowbrook Insurance Group  
Scottsdale AZ

**Matthew G. Moffett**

Gray, Rust, St. Armand, Moffett & Brieske  
Atlanta, GA

**LaShawnda Jackson**

Rumberger, Kirk & Caldwell  
Orlando, FL

**Lee Hall**

Jenkins Fenstermaker, PLLC  
Huntington, WV

**Jennifer Johnson**

Gallivan, White & Boyd  
Greenville, SC

**Dart Meadows**

Balch & Bingham  
Atlanta, GA

**Robert Moore**

Nations Builders Insurance Services  
Atlanta, GA

**Erik Sikorski**

Builders Insurance Group  
Atlanta, GA

**Vicki Smith**

Bodyfelt Mount, LLP  
Portland, OR

## EDUCATIONAL FACILITIES

The College is conducted at Emory University's Conference Center, located just 15 miles from the Hartsfield-Jackson International Airport, 8 miles from downtown Atlanta, and 3 miles from Buckhead. It is one of the finest educational facilities in the country. State-of-the-art technology, a contemporary facility, and ample breakout rooms create an ideal atmosphere in this beautiful wooded area in suburban Atlanta.

## CONTINUING EDUCATION CREDITS APPLIED FOR

*"Great program! Appreciate all the time and effort by all the faculty."*

# LITIGATION MANAGEMENT COLLEGE REGISTRATION

## REGISTRATION COSTS

The registration fee of \$1095 for students staying at Emory covers all educational sessions and course materials. The early registration fee, paid by April 15, 2017, is \$995.

For students not staying at Emory, the registration fee is \$1595. If paid by April 15, 2017, the registration fee is \$1495. A daily fee of \$125 for local students has been included to cover receptions, breakfasts, lunches, snacks, parking, and the Thursday night banquet.



## CANCELLATION POLICY

Full refunds, less a \$50 processing charge, will be made for cancellations received by May 1, 2017. No refunds will be made after that date. Cancellations are to be submitted in writing and substitutions are accepted. Due to the nature of our interactive workshops, space is limited. Early registration is strongly encouraged. The College, in its sole discretion, reserves the right to accept or reject any applicant and may substitute faculty members and/or presentations due to unforeseen circumstances.

## WAYS TO REGISTER

It is best to register on-line at [www.thefederation.org](http://www.thefederation.org)

You may also complete the following form and fax it to 630-563-9181 or email it to [Regina@thefederation.org](mailto:Regina@thefederation.org) if paying by credit card.

To pay by check, make payable to “FDCC/LMC” and mail the completed form to:  
The FDCC  
275 N. York Street, Ste. 401  
Elmhurst, IL 60126

*For information on the Litigation Management College, contact  
Matt Cairns, Dean of Admissions at 603-545-3622 or [cairns@gcglaw.com](mailto:cairns@gcglaw.com)*

# LITIGATION MANAGEMENT COLLEGE

## Program Information & Registration

### HOTEL INFORMATION

The FDCC has reserved a block of rooms at the Emory University Conference Center Hotel, 1615 Clifton Road, Atlanta, Georgia 30329. Due to the intense, interactive nature of the program, group sessions and negotiations often continue long after the daily sessions have ended. As such, students are *strongly* encouraged to stay on site at Emory, so as to participate fully in all aspects of the educational experience.

The FDCC Reservation should be made by calling the hotel at: 404-712-6565 or 800-933-6679. When making reservations, advise the hotel you are attending the FDCC Litigation Management College in order to receive the group rate of \$279 (\$315.69 with fees and taxes), which includes daily breakfasts, lunches and dinners (except for Tuesday Students' Night Out), plus snacks throughout the conference. For two students sharing a room, there is a nightly discount of \$50 per occupant.

Reservations must be made by May 20, 2017 to receive the group rate. You are responsible for making your hotel reservation and space is limited, so you are encouraged to do so early. A rental car is not needed, as there is a shuttle service to/from Hartsfield-Jackson Airport for approximately \$50 roundtrip.

For hotel information, contact:

Emory University Conference Center

1615 Clifton Road – Atlanta, Georgia 30329 – 404-712-6000

*“This was the best seminar I have attended in 15 years.”*

## 23RD ANNUAL LITIGATION MANAGEMENT COLLEGE REGISTRATION

June 4-8, 2017 – Emory Conference Center – Atlanta, GA

Last Name \_\_\_\_\_

First Name \_\_\_\_\_ MI \_\_\_\_\_

Badge Name \_\_\_\_\_ Professional Designations \_\_\_\_\_

Title \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

# of Years Experience in Claims \_\_\_\_\_

# of Years Experience in Litigation Management \_\_\_\_\_

Current Line of Business \_\_\_\_\_

Special Needs \_\_\_\_\_

### PAYMENT INFORMATION

(Check one) AMEX  VISA  MC  CHECK

CC Number \_\_\_\_\_ Exp Date \_\_\_\_\_

Name on Card \_\_\_\_\_ Code \_\_\_\_\_

Billing Address \_\_\_\_\_

\*Cardholder Signature \_\_\_\_\_

\*I authorize the FDCC to charge my credit card for the Litigation Management College registration fee and Administrative fee of \$50

For students staying at Emory:

\$ 995.00 – Early Registration / \$1095.00 – Registration after April 15, 2017

For students **not** staying at Emory:

\$1495.00 – Early Registration / \$1595.00 – Registration after April 15, 2017

(For students not staying at Emory, a daily fee of \$125 has been included to cover receptions, breakfasts, lunches, snacks, parking, and the Thursday night banquet.)

**Registration Fee** \$ \_\_\_\_\_

**Mail checks to: Federation of Defense & Corporate Counsel**

**275 N. York Street, Ste. 401**

**Elmhurst, IL 60126**

**If paying by credit card, the form may be faxed to 630-563-9181 or emailed to [Regina@thefederation.org](mailto:Regina@thefederation.org) and a \$50 Credit Card fee will be added**