

## **MEDIATOR PROFILE – Susan Nauss Exon**

### **EDUCATION**

#### **Degrees**

- 05/06 LL.M. in Dispute Resolution, Straus Institute for Dispute Resolution, Pepperdine University School of Law.
- 05/89 J.D., University of Wyoming, College of Law.
- 02/78 A.S.B. Degree, Central Pennsylvania College. Graduated Summa Cum Laude.

#### **Other Significant Educational Trainings:**

- 06/01 42-hour course in Mediating the Litigated Case, Straus Institute for Dispute Resolution.
- 07/99 Certificate in Conflict Management, University of California, Riverside Extension.
- 10/96 Judge Pro Tem Training for the San Bernardino County Small Claims Court.
- 09/94 National Institute for Trial Advocacy. Attended an intense eleven-day trial advocacy seminar.

### **PROFESSIONAL EXPERIENCE**

Susan has been licensed to practice law in the State of California since 1990. As a business litigator while she practiced at Best, Best & Krieger, LLP, her areas of emphasis included: real estate and construction defect, business torts, unfair competition, municipal (public) law, trademarks and trade names, wrongful termination, civil rights, equal protection, antitrust, RICO, redevelopment, and CEQA.

Today, Susan mediates and arbitrates on a full-time basis, both privately and as part of several panels. Her cases range from about \$10,000 to \$10,000,000. She has mediated many residential real property disputes between buyers and sellers as well as buyers and brokers. She has also mediated HOA disputes and real property disputes involving public entities.

Susan is Professor of Law Emerita at the University of La Verne College of Law, where she retired in June 2020 after 21 years of teaching Mediation, Negotiation, ADR, Civil Procedure, Professional Responsibility, Remedies, and related seminars. She has more than 30 years of experience as a business litigator, law professor, practicing mediator, and arbitrator.

Susan speaks frequently on ethical and ADR topics; she has been a featured speaker for the PBS television show, *Contemporary Legal Issues*. She has published extensively on mediation ethics. Her textbook, *Advanced Guide for Mediators*, was published in 2014 and is available on Amazon. Her most recent research explored how mediators can develop trust and rapport in an online dispute resolution environment.

### **AFFILIATIONS**

#### **Licenses**

- State Bar of California # 146694
- Admitted to the following Federal Courts: United States Supreme Court, Ninth Circuit Court of Appeal, United States District Court for the Central District and for the Southern District

#### **Professional Organizational Memberships**

- MC-3 Certified Mediator

- American Arbitration Association (AAA) Mediation and Arbitration Rosters
- California Arbitration & Mediation Services (CAMS) Mediation and Arbitration Panel Member
- RCBA Dispute Resolution Service, Inc. Mediation Panel Member
- Riverside County Superior Court Mediation Panel Member
- American Bar Association (ABA), Section of Dispute Resolution Member
  - Invited Member, Ethical Guidance Committee, ABA Section of Dispute Resolution, 2010 – 2019
  - Co-Chair, Ethics Committee, ABA Section of Dispute Resolution, September 2009 – August 2013
- Riverside County Small Claims Court Mediation Program (Department of Community Action), 2000-2020
- Los Angeles County Superior Court Mediation Panel, Pomona, 2001-2005
- Invited by the Chief Judge to serve on the ADR Committee for the Riverside County Superior Court, 2015 – present
- Judge Pro Tem, San Bernardino County Small Claims Court, 1999 – 2000

#### **STATEMENT**

Studies show that the most successful mediators are those who develop a rapport with mediation participants, and the most satisfied parties are those who have prepared well for mediation. Susan Exon strives to achieve these goals. Since mediator style is not the best predictor of successful mediations, she offers a 360-degree style in which she suggests ideas for mediation preparation, facilitates communication and serves in a directive capacity as needed. Realizing that many real estate mediations involve emotions, Susan emphasizes two dimensions of mediation: the emotional dimension and the cognitive dimension. By allowing parties to feel heard, she is able to maneuver through emotions so that the cognitive dimension may involve objective, fact-based negotiation in an efficient manner. Susan brings to the table patience, perseverance, perpetual optimism, and past experience since 1998.

#### **FEES:**

\$500 per hour/5-hour minimum. Includes one hour of preparation time.

\$200 per hour travel time.

#### **SERVICE AREAS**

If virtual, all of California. If in person, San Luis Obispo and Riverside Counties. Will travel with IRS approved mileage fee to Santa Barbara, Kern, Ventura, San Bernardino, Orange, Los Angeles counties and eastern and southwestern Riverside County. Prefers to mediate on Zoom and willing to mediate at counsel/party's office.

**OFFICE LOCATION:** San Luis Obispo and Riverside.

**DO NOT CONTACT MEDIATOR DIRECTLY. All mediations must be filed directly with our Center and questions for mediators pre-assignment should be arranged with our Center.**