



# Civil Settlement Conference Training Manual

**ALTERNATIVE DISPUTE RESOLUTION (ADR)**  
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Website: <https://superiorcourt.maricopa.gov/court-resources/services/adr/>

(THIS TRAINING MANUAL IS NOT ALL INCLUSIVE OF INSTRUCTIONS  
NECESSARY TO PERFORM YOUR DUTIES AS AN ADR CV JUDGE *PRO  
TEMPORE*)

CURRENT AS OF: JUNE 10, 2024

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TO ACCESS THE FORMS AND TRAINING, CLICK ON [View Training and Resources for Professionals](#).

ALTERNATIVE DISPUTE RESOLUTION (ADR)  
CIVIL SETTLEMENT CONFERENCE (SC)  
ADMINISTRATIVE PROCEDURES FOR JUDGES *PRO TEMPORE* (JPTs)

1. Cases are referred to ADR by minute entry (ME) or scheduling order (SO).
  - a. Upon receipt of referrals, cases are sorted and tickled for 90 calendar days prior to the deadline to conduct the settlement conference. The tickle date is also the deadline for the parties to file the Joint Request and Certification of Readiness for Setting Settlement Conference Under Rule 16(i), Ariz. R. Civ. P. Upon receipt of the Joint Request and Certification of Readiness for Setting Settlement Conference on or before 90 calendar days prior to the deadline to conduct the settlement conference, ADR will assign the case to a JPT. Parties' failure to file a Joint Request and Certification of Readiness for Setting Settlement Conference will result in the Court vacating the ADR referral for appointment of a JPT, with leave for the parties to seek another ADR referral upon completion of the certification process.

Per Administrative Order 2023-009, cases referred to ADR after **2/1/2023**, parties must file a Joint Certification of Readiness for Setting Settlement Conference Under Rule 16(i), Ariz. R. Civ. P.

See Administrative Order 2023-009:

<http://www.superiorcourt.maricopa.gov/SuperiorCourt/AdministrativeOrders/AdminOrders/AO%202023-009.pdf>

- b. There are approximately between 100 and 150 cases tickled each month for JPT assignments.
2. Appointment of JPTs
  - a. Random appointment by using a database with JPTs sorted by date of appointment. ADR does not use a "conflict check" program. Conflict checks are accomplished by manually comparing JPT's address with attorneys of record on the case being assigned to the JPT.
    - (1) JPT with the earliest date of appointment gets appointed first. An ADR Notice of Judge *Pro Tempore* Appointment will be generated by ADR and distributed to the JPT, counsel, and parties via US mail.
      - (a) **A copy of the filed Joint Certification of Readiness for Setting Settlement Conference Under Rule 16(i), Ariz. R. Civ. P. will be attached to the JPT's copy of ADR Notice of Judge *Pro Tempore* appointment.**

**This form is to inform the JPT that counsel & parties must comply with AO 2023-009 once the Joint Certification of Readiness form is submitted to the Court. We ask that the JPT report non-compliance to ADR so we can report it to the judge assigned to the case.**

- (b) When the deadline for conducting the settlement conference is extended, ADR will send you a copy of the minute entry/order extending the deadline and a revised ADR Notice of Judge *Pro Tempore* Appointment will be issued to direct counsel to contact you to schedule or reschedule the settlement conference.
- (2) Rotation varies, depending on the number of pending cases at ADR. Rotation is approximately every 45 days, but when pending cases start increasing in volume, appointment is between 30-35 days.
- (3) Recusals: We ask that you perform a conflict check immediately upon receipt of your notice of appointment. **IN THE INTEREST OF TIME, PLEASE NOTIFY ADR IMMEDIATELY BY USING ONE OF THE FOLLOWING METHODS BELOW.** Please note that delaying notification of your recusal will result in a shorter deadline to conduct the settlement conference. When the deadline turns into less than 90 days (minimum deadline to assign/reassign cases to JPTs) ADR must get an extension from the Judge assigned to the case.
- Notice of Recusal
  - Letter of Recusal
  - Recusal E-mail. Please send to [adroffice1@jbazmc.maricopa.gov](mailto:adroffice1@jbazmc.maricopa.gov)

Please ensure ADR is copied on the method you decide to use. Upon recusal, the case will be reassigned to a new JPT, and a new case will be assigned to the recused JPT. Please notify parties/counsel of your recusal. If the recusal will result in extension of the deadline to conduct the settlement conference, ADR will send a request to extend the deadline to the assigned judge.

- b. ON HOLD STATUS: Please e-mail [adroffice1@jbazmc.maricopa.gov](mailto:adroffice1@jbazmc.maricopa.gov) if you need to be put "ON HOLD STATUS". JPTs on HOLD status (i.e., medical leave, schedule conflict) are skipped and are activated on the list when they

become available. When your "ON HOLD STATUS" has expired, ADR will start assigning you to cases upon activation.

3. Documents for the Settlement Conference: Upon receipt of the appointment notice, please download the following forms from the ADR website: <https://superiorcourt.maricopa.gov/court-resources/services/adr/>. Click on [View Training and Resources for Professionals](#).

**ADR is a paperless department.** Please send your notices and completed settlement conference documents via e-mail to [adroffice1@jbazmc.maricopa.gov](mailto:adroffice1@jbazmc.maricopa.gov) or fax at 602-506-5836 (our fax machine can receive the incoming fax and convert it to an e-mail).

- a. Certificate of Pro Tem Hours: Attach to Civil Settlement Conference Report.
- b. Civil Settlement Conference Report: Please fill out this form:
  - (1) Upon conclusion of the settlement conference when parties reach a FULL, PARTIAL, or NO SETTLEMENT.
  - (2) When parties settle prior to the date of scheduled settlement conference or prior to scheduling the settlement conference; opt private mediation/private arbitration; fail to contact the JPT within 10 calendar days of receipt of the notice of appointment of the JPT or when JPT is notified by parties that case has been dismissed/judgment entered/motion for summary judgment granted and a settlement conference is no longer necessary.
- c. Agreement Between the Parties Pursuant to Ariz. R. Civ. P. 80(a) (as needed): Please fill in the appropriate information and obtain parties'/attorneys' signatures. Depending on parties' and attorneys' preference, you may send an electronic copy to ADR for filing, or your office may e-file the original and an electronic copy forwarded to ADR, along with the settlement conference report. If the agreement does not need to be filed and for ADR's information only, please attach a copy of the agreement to the settlement conference report. NOTE: If the agreement is CONFIDENTIAL, you may send the rule 80(a) to ADR for filing under seal. Upon receipt, ADR will forward the document to the Clerk of Court for filing under seal. Please make sure to mark the agreement as "CONFIDENTIAL".
- d. Notice of Civil Settlement Conference (as needed): Please fill in the appropriate information, sign, and date the bottom, e-file original, and forward a copy to ADR via e-mail. Please mail/e-mail copy to parties/counsel. If you choose to use your own form or letter, please courtesy copy ADR by e-mail. You may also use e-

mail to set your settlement conferences; please courtesy copy ADR on your e-mail setting the settlement conference.

- e. Order Regarding Failure to Contact Judge *Pro Tempore* to Schedule Settlement Conference (as needed): Use this form when parties fail to contact you to schedule the settlement conference within the time frame specified by the ADR Notice of Judge *Pro Tempore* Appointment. Please fill in the appropriate information, sign, and date the bottom, e-file original, and forward a copy to ADR via e-mail or fax at 602-506-5836. Please mail/e-mail a copy to parties/counsel. If you choose to use your own form or letter, please courtesy copy ADR by e-mail. If parties/counsel fail to contact you within the time frame specified on your order, please issue another order remanding the case to the judge assigned to the case.

**Note: If you need parties' and attorneys' contact information, please e-mail [adroffice1@jbazmc.maricopa.gov](mailto:adroffice1@jbazmc.maricopa.gov).**

4. Scheduling the Settlement Conference: PLEASE KEEP ADR INFORMED ON THE STATUS OF YOUR CASES; ALTHOUGH ADR IS PART OF THE JUDICIAL BRANCH, ADR IS NOT ALWAYS ENDORSED ON MOTIONS, NOTICES OF SETTLEMENT, ETC., FILED BY PARTIES/ATTORNEYS.
  - a. You may conduct your settlement conference in-person or virtually. The settlement conference will be set at the discretion of the assigned JPT based on staffing and technology. . Please see Administrative Order 2022-113 (In the Matter of Presumptive Standards for Remote and In-Person Hearings): <https://www.superiorcourt.maricopa.gov/SuperiorCourt/AdministrativeOrders/AdminOrders/AO%202022-113.pdf>
    - (1) In Person Settlement Conference: May be conducted in the JPT's office; ADR (Downtown Justice Center); Northeast Court Facility; Southeast Court Facility; or at a location agreed to by JPT and counsel (i.e., one of the attorneys' offices).
    - (2) Virtual settlement conference: You may use a virtual platform: ZOOM, MS TEAMS, WEBEX, GoTo Meeting, etc. It is the responsibility of the JPT to send the virtual link to counsel and parties. NOTE: If you do not have access to a virtual settlement conference platform, you may request **GoTo** access from ADR by e-mail: [adroffice1@jbazmc.maricopa.gov](mailto:adroffice1@jbazmc.maricopa.gov) or by

calling 602-506-7884. Access is available on a first-come, first-served basis.

- b. Counsel/parties have 10 calendar days, upon receipt of the notice, to contact the JPT to schedule the settlement conference. If counsel/parties fail to contact the JPT within the days specified above, the JPT should prepare the Order Regarding Failure to Contact Judge *Pro Tempore* to Schedule Settlement Conference (see instructions on paragraph 3e. above). The settlement conference must be conducted on or before the deadline set on the notice of appointment.
- c. If the deadline needs to be extended, due to counsel's/parties' schedule conflict or more time is needed to conduct the settlement conference, JPT should instruct counsel to file a motion to extend the deadline with the judge assigned to the case.

**The JPT does not have authority to extend the deadline to conduct the settlement conference. The motion to extend the deadline to conduct the settlement conference MUST go to the judge assigned to the case for ruling.**

**The JPT can only grant the motion to continue the SCHEDULED settlement conference NOT the DEADLINE TO CONDUCT THE SETTLEMENT CONFERENCE.**

- d. If the JPT is unable to meet the deadline, the JPT may request ADR to either reassign the case to a new JPT or ask ADR to request an extension of the deadline from the judge assigned to the case. As soon as an extension is granted by the judge assigned to the case, a minute entry will be generated by the judge's division.
- e. Once the settlement conference is scheduled, please make sure to send a copy of the notice to ADR via e-mail. ADR will then enter the date/time of the settlement conference on ADR's database and integrated Court Information System (iCIS). NOTE: For cases requiring a language interpreter (example: Spanish, Mandarin, Arabic, etc.) or an ASL interpreter, please e-mail [adroffice1@jbazmc.maricopa.gov](mailto:adroffice1@jbazmc.maricopa.gov) to request an interpreter. ADR will then send the request to Court Interpretation and Translation Services (CITS) to send the interpreter to the location determined by the JPT or if the settlement conference is to be conducted virtually, please send the virtual link to CITS Scheduling ([citsscheduling@jbazmc.maricopa.gov](mailto:citsscheduling@jbazmc.maricopa.gov)) closer to the date of the settlement conference. You will be copied by ADR when the request for the interpreter is sent to CITS Scheduling.

5. Civil Court Settlement Conference Online Survey Form: The link to the CV Settlement Conference Online Survey is:  
<https://superiorcourt.maricopa.gov/ADRCV>  
PLEASE PROVIDE THIS LINK TO LITIGANTS AND COUNSEL.  
All party information remains confidential. The comments are shared with the individual JPT at the end of the fiscal year.
  
6. Court Files: To view records remotely, the JPT needs to first register with the Electronic Court Record Online (ECR Online) at  
<https://ecr.clerkofcourt.maricopa.gov/login.aspx>. Email a copy of the order naming the attorney as JPT to the customer support email address:  
[efilesupport@cosc.maricopa.gov](mailto:efilesupport@cosc.maricopa.gov). In the email to the Clerk's Office, include the case number and JPT's name as well as preferred contact information in case Clerk staff needs to follow-up. Office staff will manually add the case number to the JPT's list of viewable cases within ECR Online and will email confirmation when the case is added, typically by the next business day. This customer service enhancement improves access for customers and allows the Clerk of the Court's Office to better manage its limited resources.

For Assistance with ECR Online contact:  
Phone: (602)37-CLERK, or (602)372-5375  
Email: [efilesupport@cosc.maricopa.gov](mailto:efilesupport@cosc.maricopa.gov)

#### 7. AZTurboCourt for Special Masters and Arbitrators:

Although the instructions say, "SPECIAL MASTERS OR ARBITRATORS", below instructions also apply to JPTs.

#### Instructions:

- Log-in to AZTurboCourt using your normal log-in and password.
- When you arrive at the Attorney Information screen shown below, you will notice a checkbox that can be selected indicating that "I have been appointed by the Court to act as a Special Master or Arbitrator in this case."



Arizona Civil Lawsuits - Superior Court Filings Assistance

Change Section 1 Section 2 Section 3 Section 4 Section 5 Complete

Your Venue Getting Started Action Information Preview & Print Your Filing

Introduction  
Your Case Information  
Case Name  
First Filing in Case?  
Attorney's Information

### Attorney's Information

Note: Your Email address is: amywooda@hotmail.com  
To update your email address click on "Your Profile" in top right hand corner.

Tell us the attorney's information who will be signing the document:

First Name \* Amy  
Middle Name or Initial  
Last Name \* Wood Suffix, if any - select -  
Bar Number \* 123456 Issuing State: Arizona  
Telephone Number \* ( ) - x  
Law Firm/Agency Address  
City \*  
State \* Arizona  
Zip Code \*

Check if it applies to your situation:  
 I have been appointed by the Court to act as a Special Master or Arbitrator in this case.

PREVIOUS NEXT

- Check the box shown below and click on “next”: NOTE: Either Special Master or Arbitrator will apply for fee waiver.

Check if it applies to your situation:

I have been appointed by the Court to act as a Special Master or Arbitrator in this case.

PREVIOUS NEXT

- When you arrive at the screen where you can attach your forms, you will see that no filing fees are required, and that the user fee has been suppressed.

**E-File to Clerk of Superior Court Service**

**E-File to Clerk of Superior Court**

**Maricopa Filing Fees**  
No filing fees required.

Form Set #	20902
Keyword/Matter #	
Filing Type	Civil Lawsuits - Superior Court
Customer Name	Amy Wood
Created on	08/11/2011 2:01 PM MST

**Step 1 of 2. Your Forms.**

Please attach all required documents

WE ELECTRONICALLY DELIVER YOUR FORMS TO THE COURT

- If a user or filing fee has been assessed, click on the “Review/Edit Your Answers” button to return to the start of the application where you will be able to check your answers and verify that the Special Master/Arbitrator button has been checked.

**Your Completed Forms**  
(based on your answers to the questionnaire)

Summary Sheet (This summary sheet will not be filed with the court. This sheet is for your personal records only.)

**Your Documents**

This site accepts only Adobe Acrobat Portable Document Format (PDF) documents as attachments.

To create Adobe PDF documents you must use applications that include built-in PDF capabilities--such as Office applications. You can also convert your file into Ac PDF document using Create Adobe PDF Online, available at <http://createpdf.adobe.com>.

Waiver\*

Attach Supporting Documents  
Instructions: To attach a supporting document, please click on the 'Attach' link on the right. You can attach up to 25 supporting documents to this main document.

**REVIEW / EDIT YOUR ANSWERS**      **NEXT**

The point of contact for Administrative Office of the Courts (AOC) is:  
 E-Filing Production Support Coordinator  
 Court Services Division  
 Administrative Office of the Courts  
 1501 W. Washington  
 Phoenix, AZ 85007  
 602.452.3630  
 Fax: 602.452.3480

8. Upon conclusion of the settlement conference, the JPT must ensure that the settlement conference report (Rule 80a agreement attached, if applicable) and certificate of pro tem hours form are e-mailed or faxed to ADR.
9. Processing of settlement conference reports
  - a. Upon receipt of completed report from JPT: ADR forwards report to the assigned judge and updates iCIS and ADR's records.
  - b. The reports are also used to generate ADR's statistics.
  - c. ADR is required to submit monthly SC statistics to Court Administration. JPTs are requested to submit their SC reports to ADR immediately after the settlement conference. If a settlement conference is not held, please fill out the report form and mark the appropriate result. Please write a brief note of what happened in the comment section. It is imperative that each JPT return the report even if the settlement conference does not take place. This assures that our records and statistics are as accurate as possible.
10. Statistics:
  - a. One week after the end of each month, ADR prepares a statistical report for submission to Court Administration. It is imperative that each JPT submits their settlement conference reports for the previous month. This will ensure timely submission of the monthly statistical report to Court Administration.
  - b. At the end of each fiscal year, ADR distributes, via e-mail, an electronic statistical report (overall and individual statistics, which includes a statistical breakdown of the settlement agreement), along with the individual survey comments (if any) to each JPT.
  - c. The fiscal year statistical report is sent to Civil Court Presiding Judge, each Civil Court Superior Court Judge, Civil Court Administrator, and Court Administration.

ADR'S ADDRESS:  
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Phoenix, AZ 85003

E-MAIL ADDRESS: [adroffice1@jbazmc.maricopa.gov](mailto:adroffice1@jbazmc.maricopa.gov)  
PHONE NUMBER: 602-506-7884  
FAX NUMBER: 602-506-5836

## Top Tips for Conducting Settlement Conferences

1. The Judge should be proactive in trying to resolve the issues in the case.
2. Create an environment conducive to settlement. Set the tone to encourage compromise and conciliation.
3. Make an introductory statement:  
Explain the purpose of the conference:
  - To organize and clarify the issues for trial, settling issues that can be settled; issue any orders necessary to that end.
  - Let parties know that you understand the seriousness of the matter and the emotional issues they are facing.
  - Let parties know they don't have to settle; however, if they can work out their differences, it will save everyone significant time, frustration, and expense.
  - Let parties know they have a right to trial, but sometimes the Judge makes a decision that no one likes. By working on a settlement, they can reach an agreement that meets their needs.
  - Encourage parties to be open about compromise. You are not the trial judge. Therefore, efforts at compromise will not be used against them at trial.
4. Be aware of the attorneys' need to preserve their relationship with their client. Some nice words about the lawyers in the presence of their clients will tend to reduce obstruction from counsel.
5. Recognize the attorneys' roles. Allow each attorney to make a brief "opening statement" regarding issues not yet resolved. Keep these statements to a minimum. Save the bulk of time for finding solutions.
6. Act as a sounding board for the issues. Parties and attorneys may be looking for feedback from the Judge. Be proactive and address the issues, making appropriate comment on the law as applied to these facts.
7. When parties begin by stating no agreement is possible, explore easy issues first to see if you can limit disagreements.
8. Think creatively. Create options or suggest alternatives that the attorneys may not have foreseen or could not suggest themselves.
9. Be a good listener. Identify and deal with emotional issues that may be impeding settlement.
10. Remain neutral even if you are inclined to side with one party.
  - Avoid caucus or it could be construed as siding with one party.
  - Avoid any appearance of favoring one side or one attorney. If you call one attorney by a first name, address the other attorney in the same manner.
  - Acknowledge aloud that each party's feelings are genuine about their positions, but your hope is to discover what they really need to move on and put this litigation behind them.
11. Keep control of the proceedings. Proceed methodically. Don't accept a statement that no settlement is possible. Your job is to explore.

12. Address topics one at a time. When possible, nail down agreements before going on to the next topic.
13. Start with easy things first, such as personal property, debts, who gets what car, etc. This helps get people in the mood to settle.
14. Be a facilitator, not a bully. People are more satisfied when they think they have voluntarily come to their own decisions.
15. In most cases, one or two issues are important to each party. They are not always the same issues. Find them. They will negotiate everything else.
16. Compliment attorneys on the work they have done, but let parties know that even though these attorneys will work hard for them, by settling this case they will save significant attorneys' fees. Remind people of the benefits of settlement, in terms of money, time, and trauma.
17. Take charge when settlement is imminent on an issue. Do not let it slip away before you get both parties to commit.
18. In reaching settlement, you want to terminate all ties that you can, so that parties do not have to worry about ongoing contact.
19. When telling a party that the court will not sustain their position, watch for their lawyer's reaction. If it is quiet and passive, it's probably reinforcing what the lawyer has already told the client.
20. Inform unreasonable people quickly if they will not be successful in court on a point.
21. Start by identifying areas of agreement. This is a good tactic to encourage further agreement. Help avoid distraction by areas of disagreement.
22. Think of contingencies for the future, if applicable, such as parties moving out of state, visitation when children get older, etc.
23. If the case settles, swear both parties in, have both parties say that they understand and approve of the settlement terms and consider the terms fair and equitable.
24. Even if no settlement, encourage parties/attorneys to continue to negotiate. Seeds of settlement can be planted at the conference that result in subsequent agreements.

## **COMMUNICATION TECHNIQUES FOR SUCCESSFUL NEGOTIATIONS**

1. Restatement – The settlement judge listens to what has been said and repeats the content to the party in the party's own words.
2. Paraphrase – The settlement judge listens to what has been said and restates the content to the party using different words that have the same meaning as the original statement. This is often called *translation*.
3. Active Listening – The settlement judge decodes a spoken message and then feeds back to the speaker. This is commonly used in conciliation.
4. Summarization – The settlement judge condenses the message of a speaker.
5. Expansion – The settlement judge receives a message, expands, and elaborates on it, states it back to the listener, and then checks to verify accurate perception.
6. Ordering – The settlement judge helps a speaker organize ideas into a sequence (historical, size, importance, amount, and so forth).
7. Grouping – The settlement judge helps a speaker identify common ideas or issues and combine them into logical units.
8. Structuring – The settlement judge assists a speaker to organize and arrange his or her thoughts and speech into a coherent message.
9. Separation or Fractionating – The settlement judge divides general points or principles in a speaker's component parts.
10. Generalization – The settlement judge identifies general points or principles in a speaker's presentation.
11. Probing Questions – The settlement judge asks questions to encourage a speaker to elaborate on an idea.
12. Questions of Clarification – The settlement judge asks questions to encourage the speaker to give further information about a point in question.

The settlement judge can enhance communication between participants by encouraging participants to use communication skills, by teaching participants how to use them, and by reinforcing their use by commending parties who utilize them.

## **ESTABLISHING A POSITIVE EMOTIONAL CLIMATE**

In addition to facilitating communication, the settlement judge often must create an emotional climate conducive to clear communication and joint problem solving. Interventions related to promoting a positive emotional climate include:

- Preventing interruptions or verbal attacks.
- Encouraging parties to focus on the problem and not each other.
- Translating judgmental language of participants into less emotionally charged terms.
- Affirming clear descriptions or statements, procedural suggestions, or gestures of good faith while not taking sides on substantive issues.
- Accepting the expression of feelings and being empathetic while not taking sides.
- Reminding parties about behavioral guidelines that they have established.
- Intervening to prevent conflict escalation.