



Susan Nauss Exon

Name	Susan Nauss Exon
Law Firm	Mediator & Arbitrator, California Arbitration and Mediation Services (CAMS) and Professor of Law, University of La Verne College of Law
Location	Southern California, including the following counties: Riverside, San Bernardino, Orange, Los Angeles, and San Diego
Practice Areas	Legal Malpractice, Employment, Wrongful Termination, Breach of Contract, Real Estate and Construction Defect, Business Torts, Unfair Competition, Trademarks and Trade names, Personal Injury, Civil Rights, Equal Protection, Antitrust, RICO, and Municipal Law.
Education	<ul style="list-style-type: none">• LL.M. in Dispute Resolution, Pepperdine University School of Law, Straus Institute for Dispute Resolution (2006)• J.D., University of Wyoming (1989)• A.S.B.D., Central Pennsylvania College (1978)
ADR-Specific Education	<ul style="list-style-type: none">• LL.M. in Dispute Resolution, Pepperdine University School of Law, Straus Institute for Dispute Resolution (2006)• 42-hour course in Mediating the Litigated Case, Straus Institute for Dispute Resolution, Pepperdine University School of Law (2001)• Certificate in Conflict Management (15-unit course requirement), University of California, Riverside Extension (1999)
Date Admitted to the California State Bar	1990
First Year of ADR Experience	1998
Professional Association Membership(s)	<ul style="list-style-type: none">• Member, American Bar Association<ul style="list-style-type: none">○ Former Co-Chair, Ethics Committee, Section of Dispute Resolution○ Member, Ethical Guidance Committee, Section of Dispute Resolution• Member, Association for Conflict Resolution• Member, Riverside County Bar Association

- Panelist, RCBA Dispute Resolution Service, Inc.
- Panelist, Riverside County Superior Court
- Panelist, Department of Community Action, Riverside County Small Claims Courts

Bar Membership(s)

- State Bar of California
- United States Supreme Court
- Ninth Circuit Court of Appeal
- U.S. District Court for the Central and Southern Districts of California

Additional Information

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. Exon brings to the table patience, perseverance, perpetual optimism and past experience since 1998.

Exon has mediated all types of civil disputes, including: employment, municipal law, legal malpractice, breach of contract, real estate, construction defect, personal injury and business matters.

Exon 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, trademarks and trade names, wrongful termination, civil rights, equal protection, antitrust, RICO, redevelopment and CEQA.

Today, Exon is Professor of Law at the University of La Verne College of Law, where she teaches mediation, negotiation, ADR, Civil Procedure and related seminars. She has almost 30 years of experience as a business litigator, practicing mediator, arbitrator, judge pro tem and law professor. Exon speaks frequently on ethical and ADR topics; she has been a featured speaker for the PBS television show, Contemporary Legal Issues.

Exon has published extensively on mediation ethics, online dispute resolution, and civil procedure topics. Her first textbook, Advanced Guide for Mediators, was released in 2014. Her current research explores mediation ethics and how mediators can develop trust and rapport in an online dispute resolution environment.