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Curriculum Vitae

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Education

Juris Doctorate, <i>Cum Laude</i> Suffolk University Law School	1990-1993
Bachelor of Arts, Philosophy & Sociology, <i>Cum Laude</i> Brandeis University	1986-1990

Experience, Workshops and Presentations

2015 - Present	Founder, Principal and CFO (Chief Fixing Officer), Fixerrr Independent ombudsing, mediation, facilitation, consulting, training and coaching for individuals, groups and organizations. Training areas include negotiation, conflict management and skill-building, workplace communication, gender and culture.
2017 - Present	Ombud, Wesleyan University, Neutral, independent, informal, confidential resource to help Faculty and Staff address work-related concerns, resolve workplace conflict, manage challenging conversations, review and strategize options and enhance negotiation outcomes. Provide insight and advice on important issues to university leadership to effectuate institutional progress and change and deliver skills trainings and workshops to increase capacity among staff and faculty in the areas of providing and receiving feedback, challenging conversations, negotiation in the workplace, and recognizing and addressing bias.
2020 - Present	Ombud, Clark University, Neutral, independent, informal, confidential resource to help Faculty and Staff address work-related concerns, resolve workplace conflict, manage challenging conversations, review and strategize options and enhance negotiation outcomes. Provide insight and advice on important issues to university leadership to effectuate institutional progress and change.

2022 - Present	Ombud, The Broad Institute of MIT and Harvard, Neutral, independent, informal, confidential resource to help Broad core community and affiliates address work-related concerns, manage challenging conversations, resolve workplace conflict, review and strategize options and enhance negotiation outcomes. Provide insight and advice on important issues to university leadership to effectuate institutional progress and change.
	2012 – Present Senior Affiliated Faculty, Dept. of Communication Studies, Emerson College, Courses: Mediation, Facilitation and Dialogue; Introduction to Law; Conflict and Negotiation; Pre-Law concentration faculty advisor.
2016 - Present	Annual Workshop Presenter, “Negotiation with a Culture and Gender Lens”, Harvard T.H. Chan School of Public Health
2019 - Present	Contract and Conference Ombud, Shakespeare Association of America Ombuds Skills Workshop Presenter, 2021 Conference
2018 - 2019 2022	Consultant, Mediator and Facilitator, Rhode Island School of Design, Consulting leadership on strategic planning and conflict assessment and management, mediating interpersonal conflict, facilitating group meetings to achieve desired objectives and providing skill-building and team-building workshops on managing challenging conversations and effective negotiation in the workplace.
2021, 2022	Consultant, Mediator and Facilitator, Davidson College, Providing conflict consulting and process design for leadership, mediating interpersonal conflict, facilitating group meetings to achieve desired objectives and providing skill-building workshops on managing challenging conversations and workplace conflict.
2023	Presenter, International Ombuds Association (IOA) Annual Conference, “Creating Our Own User Manuals: Ombudsing with Neurodiversity in Mind”; and IOA Panelist, “Internal v. Outsourced Ombuds: Is One Better? Is There a Difference?”
2023	“Effective Communication and Negotiation Workshop for Women”, Wesleyan University
2023	Panelist, Mass. Bar Association, “Building a Dispute Resolution Practice”
2023	Presenter, Ombuds of Small Liberal Arts Colleges (OSLAC), “DEI: Ombudsing with Neurodiversity in Mind”
2022	“Managing Conflict” Workshop, Wesleyan University

- 2022 Presenter, Women2Women Leadership Program, Empower Peace, In-Person (in Boston), for over 100 young women ages 15-19 from 15 different countries: "The Art of the Difficult Discussion"
- 2022 Faculty, Bahrain Women's Leadership Program, Empower Peace, 4-Day Young Women's Leadership In-Person Program (in Bahrian): "The Art of Negotiation" and "The Art of the Difficult Discussion"
- 2021 Panelist, Mass. Continuing Legal Education (MCLE), "Neutralizing Vitriolic Recalcitrance in Opposing Counsel and Clients"
- 2021 Panelist, Mass. Bar Association, "Reimagining the DR Frontier: How Technology and the Pandemic Have Triggered ADR Evolution"
- 2021 Consultant and Trainer, Wesleyan University Student Ombuds Program
- 2021 Guest Speaker, Connecticut Association of Collegiate Registrars, "Re-Entering the Workspace: Negotiating the New 'Normal'"
- 2021 Presenter, Connecticut Pharmacists Association Winter Conference, "Productive Conflict Communications"
- 2021 Faculty, Politics, Activism and Leadership (PAL) Institute (Pre-College), Emerson College, Days 3 and 8 of 10-day Program, Focused on Conflict Communication, Bias, Deliberative Dialogue and Advocacy
- 2021 Presenter, Team Harmony's Virtual Institute for Activism (The Rendon Group), 2021 Institute: HATE: What are You Going to Do? "The Art of Difficult Discussion"
- 2021 Presenter, Political Communication Series, Center for Global Communication, Emerson College, "Impeachment Redux"
- 2021 "Practicing Productive Communications" Workshop, Wesleyan University
- 2020 Presenter, Campus on the Common Web/Podcast, Emerson College, "How to do Conflict Better: Tips for Navigating Contentious Times"
- 2020 Presenter, East Coast Ombuds Group, "Ombudsing in the Time of COVID-19"
- 2020 Scheduled Presenter, International Ombudsman Association Annual Conference, "Lessons from Negotiated Classrooms: Managing Clap-Back Culture"

2020	Managing Conflict: Recognizing Bias and Managing Challenging Personalities Workshop, University of Delaware Graduate School
2019 - 2020	International Ombuds Association Task Force on Contract Conference Ombuds Services
2019, 2017	Standing Up for Yourself Without Knocking Others Down™, Professional Powerhouse Workshop and improving Negotiation and Conflict Skills Workshop, Tufts Women in Medicine and Science
	2019 The Ombuds Role in Sexual Harassment Cases, 2-Day Ombuds Skills Training, Association for Jewish Studies *Recognized as one of 7 Jewish Feminist Highlights of 2019 by Lilith.org
	2019, 2018 Instructor, MindEdge, Inc., (Harvard and MIT founded Higher Learning Initiative) Dispute Resolution and Negotiation Videos
	2019 Managing Conflict: Recognizing Bias and Managing Challenging Personalities Workshop, Wesleyan University
	2019 Alternative Dispute Resolution Careers Panelist, Harvard Law School
	2019, 2022 Recognizing and Managing Implicit Bias in Legal Practice and ADR Workshop, Greater Newburyport Bar Association, CLE by the Sea
	2019 Lessons From Negotiated Classrooms: Managing Clap-Back Culture Faculty Council Invited Guest Speaker, Faculty Institute, Emerson College
	2019 Clap-Back and Cancel Culture on Campus Presentations President's Council and Board of Trustees, Emerson College
2015 – Present	Training Affiliate, Boston Law Collaborative, LLC
2013 - Present	Mediation and Conflict Resolution and Coaching Training Faculty, Community Dispute Settlement Center (for MIT, Tufts University, Wheaton College, and Union College among other institutions)
2004 - Present	Training Faculty, Administrative Office of the Trial Court of Mass. Trainings include: Conciliation; Mediation Skills; Bias and Culture

2003 – Present	Training Faculty, Mass. Continuing Legal Education (MCLE) Trainings include: Family Law Mediation, Civil Mediation, Pre-Trial Litigation and Alternative Dispute Resolution
2014 – 2018	Instructor, MassMutual (Society of Grownups and In Good Company) Workshops include: Negotiation 101; Negotiating Salary; Networking in a Gendered World; Challenging Workplace Communications
2018, 2017	Guest Lecturer in Negotiation and Bias, Boston College Law School
2018	Panelist, Mass. Bar Association Dispute Resolution Section, “Accountability and Reconciliation in the #MeToo Era”
2018	Presenter, Mass. Bar Association Dispute Resolution Section, Second Annual DR Symposium, Bias and Overcoming It in Dispute Resolution
2019, 2018	Presenter, Mass. Bar Association, Practicing with Professionalism for New Attorneys, Bias and Overcoming It in the Legal Profession
2011 – 2017	Alternative Dispute Resolution (ADR) Standing Committee Member, Administrative Office of the Trial Court of Massachusetts
2017	Getting the Benefit of the Bargain: Negotiation, Culture and Gender, Takeda Pharmaceutical Company, San Diego
2017	Negotiating Your Career Parts 1 & 2, Mass. Institute of Technology
2017	Implicit Bias and Defenses, Association of Family and Conciliation Courts
2017	Managing Workplace Conflict, Emerson College
2017	Negotiation Skills: Influencing and Negotiating for Women and Getting to the Next Level Global Webinar, Healthcare Businesswomen’s Association
2017	Negotiation and Mediation Pedagogy, Working Conference on Global PR and Public Affairs - Blanquerna University, Spain
2017	Boss Ladies Powerhouse Panel - Emerson College, Alpha Epsilon Phi
2016	Conversations on Race and Difference Facilitation, Emerson College Office of Diversity and Inclusion

2016	Salary Negotiation and Workplace Culture for International Students, Emerson College Office of International Student Affairs and the Office of Internationalization and Global Engagement
2016	Standing Up for Yourself Without Knocking Others Down™ and Creating Our Narratives as Women, Women in Conflict, Women in Peace Retreat, Temple Shir Tikva
2016	Mediation and Other Conflict Resolution Options, Special Needs Advocacy Network
2016	Standing Up for Yourself Without Knocking Others Down™ and Workplace Conflict, Cerebral Palsy Association of Mass.
2016	Doing Your Best in Salary Negotiation, Bryant University
2016	Gender and Culture in Networking and Negotiation, Mass. Legal Recruitment Association
2016	Doing Conflict Better, Leadership Academy Keynote, Emerson College
2016	Bias and How to Counteract Its Effects, Featured Speaker, Greater Lowell Bar Association Conciliator and Mediator Appreciation Event
2016	How to Give and Get Feedback in the Workplace, Emerging Leaders Summit, Mass. Society of CPA's
2003 - 2015	Executive Director, Boston Law Collaborative, LLC Included: Design and management of Gillette/Procter and Gamble Employee Severance Denial Appeal Program; Design and delivery of American Bar Association Mediation and Advanced Mediation Trainings; Serving as Hearing Officer in American Student Assistance Default Student Loan cases; Mediation; Arbitration; Parenting Coordination.
2015	Negotiating Salary: Prepare, Engage and Frame Webinar Emerson College Office of Development and Alumni Relations
2009-2011, 2014	Co-Chair, MCLE ADR and the Law Conference
2004	Co-Chair, New England Association for Conflict Resolution, Annual Conf.
1998 – 2003	Program Manager, Mass. Office of Dispute Resolution (MODR)

Plymouth Superior Court ADR Program Manager
Screened and mediated Superior Court civil cases; Created and managed the first federally-funded Agricultural Mediation Program in the Northeast; Facilitated multi-agency, federal and state consensus-building processes; Trained state employees in mediation and dispute resolution skills; Joined Consensus Building Institute and national team of ADR professionals to quantify benefits of mediation in court-related cases.

1996 – 1998 Large, Complex Commercial Case Manager, American Arbitration Association (Boston Case Management Center)

1993 – 1996 Attorney, General Litigation, Cass Law Associates

Special Certifications

2022 Restorative Justice and Circle Practice for Educators, Suffolk University Center for Restorative Justice

2016 Inclusive Excellence Faculty Fellowship, Emerson College Office of Diversity and Inclusion

2016 Cross-Cultural Mediation, Meta-Culture and Ashok Panikkar

2006, 2011 Workplace Conflict and Dispute Systems Design, Negotiation Bridge

2006 Marital Mediation, Divorce Mediation Training Associates

2005 Collaborative Law, Mass. Collaborative Law Council

2000 Facilitation, Interaction Associates

1998 Mediation, MWI, Inc.

Memberships and Associations

International Ombuds Association, since 2017
IOA Contract Conference Ombuds Task Force (2019-2020)

East Coast Ombuds Group (ECOG), since 2017

Ombuds of Small Liberal Arts Colleges (OSLAC), since 2019

New England Association for Conflict Resolution, since 1998

Rhode Island Bar, since 1994

Rhode Island Bar Association, since 1994

Massachusetts Bar, since 1993

Awards, Recognitions and Grants

Alan L. Stanzler Award for Excellence in Teaching, Emerson College	2018
Distinguished Faculty Speaker, Family Weekend President's Address	2018
Top Women Attorneys in Massachusetts, Boston Magazine	2016, 2013
New England Super Lawyer* in ADR, Thompson-Reuters	2015-16, 2011-12
Managing for Results Initiative Award, Commonwealth of Massachusetts	2002
\$100k USDA Grant to Create New England's first Agricultural Mediation Program	2002
National Distinguished Client Service Award, American Arbitration Association	1997

*Super Lawyer is a list published annually by *Boston Magazine* and Thompson-Reuters of lawyers viewed by their peers as being in the top 5% of the profession.

Publications and Interviews

2022 - *"The Ombuds Role in Addressing Cancel Culture"* - American Bar Association, Section of Dispute Resolution, Just Resolutions (Nov, 2022)

https://www.americanbar.org/groups/dispute_resolution/publications/JustResolutions/november-2022/ombuds-role-in-addressing-cancel-culture/

2021 - *"12 Phrases that Will Help Resolve Conflict in (Almost) Any Environment"* - Fatherly

<https://www.fatherly.com/love-money/how-to-resolve-conflict-phrases-to-use/>

2019 - Fixerrr Blog - Cancel Culture, Campuses and Restorative Justice -

<https://www.fixerrr.com/so/80Mi4KLAC?cid=41a9dd2a-8644-4655-875f-e21cb1724f27#/main>

2018 - Blog - *Creating Community: Clapback Culture and the New Rules of Engagement*

<https://shoutout.wix.com/so/7MFnm66D#/main>

2017 - WERS Radio, "We Are Here" - How to Handle Conflict in Your Relationships
<https://soundcloud.com/889-wers/how-to-handle-conflict-in-your>

2017 - WBZ Radio - Trump's negotiation style (link unavailable)

2016 - Radio Entrepreneurs - my career path and Fixerrr
<https://www.youtube.com/watch?v=anOWrOH-8To>

2015 - "Should You Lie for Your Boss or Risk Your Job?" - BBC Capital
<http://www.bbc.com/capital/story/20150403-lie-for-the-boss-or-risk-it>

2015 - HeatSpring Solar Women's Summer Series - best practices for empowering women in salary negotiation (link unavailable)

2014 - "Your Employee's Sins, Your Problem" - BBC Capital
<http://www.bbc.com/capital/story/20140808-employees-sins-your-problem>

2014 – Mediation: A Practice Guide for Mediators, Lawyers and Others - contributing author, Mass. Continuing Legal Education, Inc.

2011 and 2009 – Pretrial Litigation Primer: Alternative Dispute Resolution– contributing author, Build Your Practice Series, Mass. Continuing Legal Education, Inc.

2010 – "The Importance of Intake in Mediation" – American Bar Association, Young Lawyers Division

Skills and Specialized Areas

Ombuds Services
Teaching and Training
Consulting and Coaching
Facilitation and Mediation
Conflict Communications
Recognizing Bias and Creating Inclusive Workplaces
Dispute Systems Design
Negotiation Skills

Volunteer

Cradles to Crayons Community Leader and Champion Volunteer
Co-founder of Mansfield Shelter Friends – a non-profit organization that raises funds for the Mansfield Animal Shelter