



ISRAELA ADAH BRILL-CASS, ESQ.

Independent Ombuds, Mediator, Facilitator and Trainer (she/they)

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I'm an ombuds, attorney and mediator with over twenty-five years of experience helping organizations, groups and individuals do conflict better, identify strengths and feel prepared and empowered to ask for what they need to succeed in the workplace. I teach business negotiation, inclusive leadership and conflict management, and mediation, facilitation and dialogue courses at Emerson College and I am Wesleyan University's and Clark University's inaugural Faculty and Staff Ombuds. I'm also Ombuds for The Broad Institute of MIT and Harvard, a ground breaking organization that innovates and accelerates biomedical research and improves human health. I created the first federally-funded agricultural mediation program in New England to help cranberry growers in Massachusetts and I've been named multiple times as a New England Super Lawyer and Top Woman Attorney in Alternative Dispute Resolution by Thomson-Reuters and Boston Magazine...none of which is as important or impressive to me as knowing that I help all kinds of organizations and individuals succeed and do conflict better.

education

Suffolk University Law School (1990-1993) *Juris Doctorate, Cum Laude*

Brandeis University (1986-1990) *Bachelor of Arts, Philosophy & Sociology, Cum Laude*

experience, workshops & presentations

2015 - Present | Founder and Principal, Fixerrr, LLC

Independent ombudsing, mediation, facilitation, consulting, training and coaching for individuals, groups and organizations. Training areas include conflict management and skill-building, workplace communication, negotiation, recognizing and managing bias and neurodiversity.

2017 - Present | Faculty & Staff Ombuds, Mediator and Trainer, Wesleyan University Neutral, independent, informal, confidential resource to help Faculty and Staff address work-related concerns, resolve workplace conflict and 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 training in the areas of productive conflict communication, negotiation in the workplace, recognizing and addressing bias and providing and receiving feedback.

2020 - Present | Faculty & Staff Ombuds, Mediator and Trainer, Clark University

Neutral, independent, informal, confidential resource to help Faculty and Staff address work-related concerns, resolve workplace conflict and 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 training in the area of productive conflict communication.



2022 - Present | Ombuds and Mediator, The Broad Institute of MIT and Harvard

Neutral, independent, informal, confidential resource to help Broad community and affiliates address work-related concerns, resolve workplace conflict and manage challenging conversations, review and strategize options and enhance negotiation outcomes. Provide insight and advice on important issues to leadership to effectuate institutional progress and change.

2012 - Present | Senior Affiliated Faculty, Emerson College

Dept. of Communication Studies, Graduate Courses for Digital Communication and Leadership MA: Business Negotiation; Inclusive Leadership & Conflict Management. Undergraduate Courses: Mediation, Facilitation and Dialogue; Introduction to Law; Conflict and Negotiation.
Business of Creative Enterprise Program, MA and Undergraduate: Business Negotiation.

2024-Present | Presenter, Wesleyan University Annual workshop for new leaders and managers, "Productive Conflict Management for Leadership."

2026 | Presenter, International Monetary Fund "Understanding and Working with Neurodiversity in Mediation."

2026 | Presenter, Maryland Program for Mediator Excellence "Understanding and Working with Neurodiversity in Mediation."

2026 | Presenter, Wesleyan University "Understanding Conflict and Doing it Better."

2026 | Presenter, Wesleyan University Program for Prison Education (Cheshire CI) "Productive Conflict Skills: Managing Difficult Conversations."

2025 | Presenter, Wesleyan University Program for Prison Education (York CI) "Productive Conflict Skills: Managing Difficult Conversations."

2025 | Presenter and Facilitator, Wesleyan University "Leadership and Conflict Management."

2025 | Presenter, International Ombuds Association (IOA) Annual Conference "Talkin' About My Generation: Managing a Multigenerational Workforce."

2025 | Presenter, American Bar Association (ABA) Section of Dispute Resolution Dispute Resolution Section Spring Conference "Understanding Our Brains: Neurodiversity and Bias in Action."

2025 | Faculty, Coursera Ombuds Course "The Outsourced Ombuds Model."

2025 | Faculty, Emerson College "Productive Conflict Management for Faculty and Staff."



2025 | Presenter and Facilitator, Bryn Mawr University “Productive Conflict Management.”

2025 | Presenter, Clark University “Productive Conflict Skills: Managing Difficult Conversations.”

2023- 2025 | Consultant, Facilitator and Trainer, Bowdoin College Providing conflict skill-building workshop and team facilitation, and communication consulting for individual teams and leadership.

2021- 2024 | Consultant, Facilitator, Trainer and Mediator, 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.

2018 - 2019, 2022, 2023 | Consultant, Mediator and Facilitator, Rhode Island School of Design Consulting leadership on strategic planning and conflict assessment and management, leadership coaching, 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.

2024 | Presenter, Warner Media Group - Elektra Entertainment “Inspiring Inclusion in the Workplace” staff and leaders in New York (in-person) and California (virtual)

2024 | Facilitator, Mass. Bar Association DR Section Council and DEI Committee “World Cafe: Taking Steps to Address Barriers to Diversity Equity and Inclusion”

2024 | Presenter, The Broad Institute of MIT and Harvard “Productive Conflict Management”

2024 | Presenter, Wesleyan University “Working with Neurodiversity in Mind”

2024 | Presenter, Wesleyan University “Standing Up for Yourself Without Knocking Others Down”™, Productive conflict management and effective negotiation in the workplace

2024 | Presenter, Clark University “Productive Conflict Workshop for Faculty” and “Productive Conflict Workshop for Staff”

2016 - 2024 | Annual Workshop Presenter, Harvard T.H. Chan School of Public Health "Negotiation With a Culture and Gender Lens"

2018, 2019, 2022, 2024 | Presenter, Mass. Bar Association Practicing with Professionalism for New Attorneys, “Bias and Overcoming It in the Legal Profession”



2023, 2024 | Presenter, Women2Women Leadership Program Women2Women Leadership Program, Empower Peace, In-Person (in Boston), for 80 young women ages 15-19 from 20 different countries: “How to Have Difficult Conversations Like a Leader”

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 | Presenter, Wesleyan University “Effective Communication and Negotiation Workshop for Women”

2023 | Panelist, Mass. Bar Association “Building a Successful Dispute Resolution Practice”

2023 | Presenter, Ombuds of Small Liberal Arts Colleges (OSLAC) “Diversity Equity and Inclusion: Ombudsing With Neurodiversity in Mind”

2023 | Panelist, Mass. Bar Association (MBA) “Fitting the Forum to the Fuss”

2022 | Presenter, Wesleyan University “Managing Conflict”

2022 | Presenter, Women2Women Leadership Program 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 Bahrain Women’s Leadership Program, Empower Peace, 4-Day Young Women’s Leadership In-Person Program (in Bahrain): “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 - Present | Consultant and Trainer, Wesleyan University Student Ombuds

2021 | Guest Speaker, Connecticut Association of Collegiate Registrars “Re-Entering the Workspace: Negotiating the New ‘Normal’”



2021 | Presenter, Connecticut Pharmacists Association Mid-Winter Conference “Productive Conflict Communications”

2021 | Faculty, Politics, Activism and Leadership (PAL) Institute 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) Institute: HATE: What are You Going to Do?, “The Art of Difficult Discussion”

2021 | Presenter, Political Communication Series, Emerson College Center for Global Communication, “Impeachment Redux”

2021 | Presenter, Wesleyan University “Practicing Productive Communications”

2019 - 2021 | Contract and Conference Ombuds, Shakespeare Association of America
Ombuds Skills Workshop Presenter, 2021 Conference

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 Ombuds Association Annual Conference, “Lessons from Negotiated Classrooms: Managing Clap-Back Culture”

2020 | Presenter, University of Delaware Graduate School “Managing Conflict: Recognizing Bias and Managing Challenging Personalities”

2019 - 2020 | Task Force, International Ombuds Association International Ombuds Association Task Force on Contract Conference Ombuds Services

2019, 2017 | Presenter, Tufts Women in Medicine and Science Standing Up for Yourself Without Knocking Others Down™, Professional Powerhouse Workshop and Improving Negotiation and Conflict Skills Workshops

2019 | Presenter, Association for Jewish Studies The Ombuds Role in Sexual Harassment Cases, 2-Day Ombuds Skills Training *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 | Presenter, Wesleyan University “Managing Conflict: Recognizing Bias and Managing Challenging Personalities”

2019 | Panelist, Harvard Law School Alternative Dispute Resolution Careers Panelist

2019, 2022 | Presenter, Greater Newburyport Bar Association “Recognizing and Managing Implicit Bias in Legal Practice and ADR”, CLE by the Sea

2019 | Guest Speaker, Emerson College Faculty Institute “Lessons From Negotiated Classrooms: Managing Clap-Back Culture”

2019 | Presenter, Emerson College President’s Council and Board of Trustees “Clap-Back and Cancel Culture on Campus”

2016 | Presenter, Bryant University “Doing Your Best in Salary Negotiation.”

2015 - Present | Training Affiliate, Boston Law Collaborative, LLC

2004 - Present | Training Faculty, Administrative Office of the Trial Court of Mass. Trainings include: Conciliation; Mediation Skills; Bias and Culture

2013 - 2023 | Training Faculty, Community Dispute Settlement Center Mediation and Conflict Resolution and Coaching Training Faculty, Community Dispute Settlement Center (for MIT, Tufts University, Wheaton College, and Union College among other institutions)

2003 - 2023 | Training Faculty, Mass. Continuing Legal Education (MCLE) Trainings included: Family Law Mediation, Civil Mediation, Pre-Trial Litigation and Alternative Dispute Resolution

2014 - 2018 | Instructor, MassMutual Society of Grownups and In Good Company Workshops included: Negotiation 101; Negotiating Salary; Networking in a Gendered World; Challenging Workplace Communications

2017, 2018 | Guest Lecturer, Boston College Law School Negotiation and Bias

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”

2017 | Presenter, Mass. Institute of Technology “Dealing with Conflict Effectively: Tools for Coaching”



2011 - 2017 | Standing Committee Member, Administrative Office of the Trial Court of Massachusetts
Alternative Dispute Resolution (ADR)

2017 | Presenter, MultiNational Pharmaceutical Company, San Diego “Getting the Benefit of the Bargain: Negotiation, Culture and Gender”

2017 | Presenter, Mass. Institute of Technology “Negotiating Your Career Parts 1 & 2”

2017 | Presenter, Association of Family and Conciliation Courts “Implicit Bias and Defenses”

2017 | Presenter, Emerson College “Managing Workplace Conflict”

2017 | Presenter, Healthcare Businesswomen’s Association Global Webinar “Negotiation Skills: Influencing and Negotiating for Women and Getting to the Next Level”

2017 | Faculty, Blanquerna University, Spain Negotiation and Mediation Pedagogy, Working Conference on Global PR and Public Affairs

2017 | Panelist, Emerson College Alpha Epsilon Phi Boss Ladies Powerhouse Panel

2016 | Facilitator, Emerson College Office of Diversity and Inclusion Conversations on Race and Difference

2016 | Presenter, Emerson College Office of International Student Affairs and the Office of Internationalization and Global Engagement “Salary Negotiation and Workplace Culture for International Students”

2016 | Presenter, Temple Shir Tikva Women in Conflict, Women in Peace Retreat “Standing Up for Yourself Without Knocking Others Down™ and Creating Our Narratives”

2016 | Presenter, Special Needs Advocacy Network “Mediation and Other Conflict Resolution Options”

2016 | Presenter, Cerebral Palsy Association of Mass. “Standing Up for Yourself Without Knocking Others Down™ and Workplace Conflict”

2016 | Presenter, Bryant University “Doing Your Best in Salary Negotiation”

2016 | Presenter, Framingham University “Dealing with Conflict Effectively: Tools for an RA’s Toolbox”

2016 | Presenter, Mass. Legal Recruitment Association “Gender and Culture in Networking and Negotiation”



2016 | Keynote Speaker, Emerson College Leadership Academy “Doing Conflict Better”

2016 | Featured Speaker, Greater Lowell Bar Association “Bias and How to Counteract Its Effects”

2016 | Presenter, Mass. Society of CPA's Emerging Leaders Summit “How to Give and Get Feedback in the Workplace”

2003 - 2015 | Executive Director, Boston Law Collaborative, LLC.

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 | Presenter, Emerson College Office of Development and Alumni Relations “Negotiating Salary: Prepare, Engage and Frame Webinar”

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 consensusbuilding 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 Civil Litigation, Cass Law Associates

publications & interviews

Contributing Author. 2025. The Organizational Ombuds: Foundations, Fundamentals & its Future. First Edition. International Ombuds Association.

Brill-Cass, I. 2024. “Ombudsing with Neurodiversity in Mind”, Peer Reviewed Vol. 17, Issue 2 Journal of International Ombuds Association Contributing Author.



Brill-Cass, I. 2024. "The Ombuds Role in Addressing Cancel Culture." American Bar Association, Section of Dispute Resolution, Just Resolutions.

Calechman, S. 2022. "12 Phrases To Help Resolve Conflict In (Almost) Any Environment." Fatherly Brill-Cass,

I. 2019. Cancel Culture, Campuses and Restorative Justice. Fixerrr Blog. Brill-Cass, I. 2018. Creating

Community: Clapback Culture and the New Rules of Engagement. Fixerrr Blog.

Rogers, M & Brill-Cass. 2017. How to Handle Conflict in Your Relationships. "We Are Here." WERS Radio.

Brill-Cass, I. 2017. Trump's negotiation style. WBZ Radio

Radio Entrepreneurs. 2016. My career path and Fixerrr. Youtube.

Schoenberger, C, R. 2015. "Should You Lie for Your Boss or Risk Your Job?" BBC Capital.

Brill-Cass, I. 2015. Best practices for empowering women in salary negotiation. HeatSpring Solar Women's Summer Series.

Schoenberger, C, R. 2014. "Your Employee's Sins, Your Problem." BBC Capital.

Contributing Author. 2014. Mediation: A Practice Guide for Mediators, Lawyers and Others. Mass. Continuing Legal Education, Inc.

Contributing Author. 2011 & 2009. Pretrial Litigation Primer: Alternative Dispute Resolution. Build Your Practice Series. Mass. Continuing Legal Education, Inc.

Brill-Cass, I. 2010. "The Importance of Intake in Mediation." American Bar Association, Young Lawyers Division

special certifications

2024 & 2025 | Accessible Design: Universal Design for Learning (UDL) Emerson College

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 India

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

awards, recognitions & grants

2018 | Alan L. Stanzler Award for Excellence in Teaching, Emerson College

2018 | Distinguished Faculty Speaker, Family Weekend President's Address

2016, 2013 | Top Women Attorneys in Massachusetts, Boston Magazine

2015 - 2016, 2011 - 2012 | New England Super Lawyer* in ADR, Thomson-Reuters *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.*

2002 | Managing for Results Initiative Award, Commonwealth of Massachusetts 2002

\$100k USDA Grant to Create New England's first Agricultural Mediation Program 1997

National Distinguished Client Service Award, American Arbitration Association

memberships

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

Rhode Island Bar, since 1994

Rhode Island Bar Association, since 1994

Massachusetts Bar, since 1993



skills & specialized areas

Ombuds Services

Teaching and Training

Consulting and Coaching

Facilitation and Mediation

Conflict Communications

Negotiation Skills

Workplace Dispute Systems Design

Creating Inclusive Workplaces

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