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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 and Workshops Presented

2015 - Present	Founder, Principal and CFO (Chief Fixing Officer), Fixerr Consulting, training and coaching for individual clients, groups and organizations in negotiation, conflict management, challenging conversations, workplace communication, gender and culture. Mediation, facilitation, ombuds and other dispute resolution processes and training.
2017 - Present	Ombudsperson, Wesleyan University, Neutral, independent, informal , confidential resource to help Faculty and Staff 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.
2020 - Present	Ombudsperson, Clark University, Neutral, independent, informal, confidential resource to help Faculty and Staff 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.
2012 - Present	Senior Affiliated Faculty, Dept. of Communication Studies, Emerson College, Courses include: Mediation, Facilitation and Dialogue; Introduction to Law; Conflict and Negotiation; Communication,

Persuasion and the Law; Argument and Advocacy. 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 - 2020 International Ombudsman Association Task Force on Contract Conference Ombuds Services
- 2018 - 2019 Consultant, Mediator and Facilitator, Rhode Island School of Design, Consulting leadership on strategic planning and conflict management, mediating interpersonal conflict, facilitating group meetings to achieve desired objectives and providing skill-building and team-building workshops on managing challenging conversations, negotiation in the workplace, providing and receiving feedback constructively and recognizing and addressing bias in the workplace.
- 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 Ombuds Skills Workshop Presenter, Conference Ombud and Ombud Consultant, Shakespeare Association of America (Conference Cancelled due to COVID-19)
- 2020 Scheduled Presenter, International Ombudsman Association Annual Conference, "Lessons from Negotiated Classrooms: Managing Clap-Back Culture" (Conference Cancelled due to COVID-19)
- 2020 Managing Conflict: Recognizing Bias and Managing Challenging Personalities Workshop, University of Delaware Graduate School
- 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	Recognizing and Managing Implicit Bias in Legal Practice and ADR Workshop, Greater Newburyport Bar Association
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, MultiNational 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's Annual Conference
- 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

### **Bar Admissions and Memberships**

Commonwealth of Massachusetts, since 1993

State of Rhode Island and Providence Plantations, since 1994

United States District Court for the District of Massachusetts, 1994 (inactive)

Rhode Island Bar Association, since 1994  
New England Association for Conflict Resolution, since 1998

International Ombudsman Association, since 2017  
IOA Contract Conference Ombuds Task Force

Ombuds of Small Liberal Arts Colleges (OSLAC), since 2019  
East Coast Ombuds Group (ECOG), since 2017  
Citizen Mediators, since 2017

### **Special Certifications**

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.

### **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**

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  
Bias, Equity and Inclusion  
Dispute Systems Design  
Negotiation Skills  
Interview Preparation and Effective Communication

## **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