
Ericka B. Gray

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MEDIATION/ARBITRATION ROSTER AFFILIATIONS

- ADR Vantage
 - Beacon Group, LLC
 - chiResolutions
 - FINRA Arbitration Panel
 - Massachusetts Bar Association Fee Arbitration Board
 - Peninsula Mediation
 - Sports Conflict Institute
 - The Resolution Group
 - United States Equal Employment Opportunity Commission
- Former:
- JAMS
 - Insight Partners and Insight Collaborative
 - Resolution Services, LLC
 - CLC
 - Mediation Works, Inc.

EXPERIENCE

DISPUTED, Arlington, MA 1997-Present

Founder and principal of company providing a full range of dispute resolution and consulting services including mediation, facilitation, fact-finding, arbitration, conflict assessment, conflict coaching, training and consulting services.

ACADEMY OF FAMILY MEDIATORS, Lexington, MA 1995-1997

Executive Director of professional association for mediators whose practice includes family issues. Merged with two other organizations to form Association for Conflict Resolution (ACR.)

JAMS, Boston, MA 1993-1995

Director of Professional Services, Regional Training Coordinator, Trainer, Senior Mediator and Senior Consultant for private dispute resolution service provider. Initially employed by Endispute which later merged with JAMS.

MIDDLESEX MULTI-DOOR COURTHOUSE, Middlesex Superior Court, Cambridge, MA 1989-1993

Founding Executive Director of innovative court-annexed dispute resolution program providing mediation, arbitration, case evaluation and dispute resolution program design services for the Superior Court and Probate and Family Court.

COMPREHENSIVE JUSTICE CENTER, Burlington County Superior Court, Burlington, NJ 1987-1989

Director of court-annexed dispute resolution program providing mediation, arbitration, case evaluation and dispute resolution program design services to all divisions of the court.

TEACHING/ACADEMIC EXPERIENCE

BOSTON COLLEGE LAW SCHOOL, Newton, MA 1992-Present

Adjunct faculty teaching mediation

SUFFOLK UNIVERSITY LAW SCHOOL, Boston, MA 2000-Present

Adjunct faculty teaching mediation and ADR courses

NORTHWESTERN UNIVERSITY SCHOOL OF CONTINUING STUDIES, Chicago, IL 2006-Present

Adjunct faculty teaching mediation, divorce mediation, and conflict resolution courses

UMASS BOSTON, Boston, MA 2010

Adjunct faculty teaching *Conflict, Organizations & Systems*

HEALTH CARE EXPERIENCE

THE COUNSELING PROGRAM, *Pennsylvania Hospital, Marlton, New Jersey* 1985-1987
COORDINATOR, EMERGENCY SERVICES, NJ Division
Developed program for provision of emergency mental health services to HMO subscribers in three county area. Managed case flow, coordinated benefits, provided treatment to individuals, couples and families, and coordinated discharge planning with medical staff and health care professionals.

DRENK MENTAL HEALTH CENTER, Mount Holly and Burlington, New Jersey 1983-1985
STAFF PSYCHOLOGIST
Provided crisis intervention services in hospital emergency room-based mental health screening center. Provided triage, stabilization, discharge planning, admission coordination, and coordination of all services with medical staff and other health care professionals.

CRISIS INTERVENTION CENTER, Lancaster, Pennsylvania 1978-1982
PSYCHOLOGIST
Responsible for provision of emergency psychiatric triage, stabilization, and provision of short-term therapy in out-patient setting.

ADR COMMUNITY SERVICE AND CONSULTING

MetroWest Mediation, Framingham, MA. Pro Bono and paid consultant to staff for complex intake and case issues, training, and mentoring.

Founding Member, MassUMA, working group comprised of a large section of the mediation community to collaboratively explore feasibility of modifying and adopting the Uniform Mediation Act to meet the specific needs of Massachusetts. www.MassUMA.org. 2006-2009

US EEOC. Pro bono for federal and private sector cases. For a short time, contract mediator when contracts were available in Boston region. 1998-Present

KeyBridge Foundation, US Department of Justice. Pro Bono Mediator for Americans With Disabilities Act cases 1997-2010

Association for Conflict Resolution. Co-Chair, Workplace Section Advanced Practitioner Standards Committee, Member Workplace Section Leadership Council 2002-2011

Member, Massachusetts Trial Court Standing Committee on Dispute Resolution 2005-2007

New England Regional Chapter, Association for Conflict Resolution. Treasurer, Board Member 2001-2006

Massachusetts Commission Against Discrimination. Pro Bono Mediator for MCAD Discrimination Cases 1993-1994

American Bar Association Section of Dispute Resolution. Special Advisor, Court ADR 1988-1994

Special Advisor to the **Massachusetts District Court Community Mediation Advisory Board,** (District Court Mediation Standards Task Force) 1991-1993

SELECTED TRAININGS, SPEAKING ENGAGEMENTS, AND CURRICULUM DEVELOPMENT

American Bar Association, Section of Dispute Resolution Annual Conference 2013
▪ Panel Presentation, *Courts and LGBT Issues: The Effect of Civil Unions (or Lack of Them) on Family Mediations*

Maine State Center for Alternative Dispute Resolution Services 2012
▪ *Purpose Drives Practice: Caucus and Negotiation Coaching in Mediation,* Training for court mediators

U.S. Dept. of Justice National Advocacy Center 2010-2011
▪ *Resolving Conflict Through Communication,* Training for US Attorneys

Boston Bar Association	2010
▪ Panel presentation: <i>Resolving Disputes With Your Law Firm Colleagues & Your Clients</i>	
American Bar Association Section on Dispute Resolution Annual Conference	2009
▪ Presentation: <i>How to Improve Your Settlement Rate Without Getting Sued</i>	
American Society of Microbiologists	2008 & 2009
▪ Panelist, <i>Conflict Management for Women in Science</i>	
USAID, Curriculum Designer and Lead Trainer	
▪ Training for Croatian Judges in ADR in <i>Mediation and Advanced Mediation Skills</i> (Croatia)	2006-2007
▪ Training for Croatian Judges in <i>ADR in the US Court System</i> (Boston)	
▪ Training for Bulgarian Mediators in <i>Advanced Mediation Skills & US ADR</i> (Boston)	
DisputEd	2006
▪ <i>Mediating Workplace Conflict</i> , Seminar for advanced mediators	
▪ <i>Mediating Legal Disputes</i> , Seminar for advanced mediators	
OptionBridge, LLC	2007-2010
▪ <i>Dealing With High Emotions in Mediation</i> , Training for mediators	
▪ <i>Mediation At Work: Advanced Mediation Skills</i> , Training for mediators	
▪ <i>Mediator as Workplace Consultant</i> , Advanced training for mediators	
▪ <i>Mediating Legal Disputes</i> , Training for Langrock, Sperry & Wool, LLP (NH)	
Blue Cross and Blue Shield of Massachusetts, Boston, MA	2000-2010
▪ <i>Conflict Management at Work for Leaders</i> , Training	
▪ <i>Conflict Management at Work for Associates</i> , Training	
▪ <i>Mediation at Work</i> , Training for HR professionals and managers	
▪ <i>Meetings That Work!</i> , meeting facilitation skills training course	
Mediation Works, Incorporated, Boston, MA	2000-2006
▪ Coca Cola Enterprises, <i>Conflict Management Training at Work</i>	
▪ <i>Basic Divorce Mediation Training</i> , 40 hour, curriculum designer and lead trainer	
▪ <i>Basic Mediation Skills Training</i> , 40 hour training	
▪ <i>Advanced Divorce Mediation Skills Training</i> , 24-Hour course, lead trainer and curriculum designer	
Association for Conflict Resolution, New England Chapter	2005
▪ <i>Mediator's Guide to Screening For Capacity to Mediate</i> , Workshop	
DePaul University Center for Conflict Resolution, Chicago, IL	1999-2003
▪ <i>Divorce and Family Mediation Training</i> , designed curriculum for ACR approved program and lead trainer for 40-hour training	
▪ <i>Effective Negotiation</i> , two-day course	
▪ <i>Conflict Management in the Workplace</i> , two-day course for managers, supervisors and human resource professionals	
▪ <i>Negotiating Commercial Real Estate Issues</i> , lead trainer and curriculum designer	
Massachusetts General Hospital, Corporate and Occupational Solutions, Boston, MA	1998-2003
▪ <i>Conflict Management for Women Physicians</i>	
▪ <i>ADA Issues in the Workplace</i> , Seminar	
▪ <i>Mediation: Fundamental Skills Training</i> , 30-hour course	
▪ <i>Everything is Negotiable: Negotiating Your Way in the World</i> , Seminar	
▪ <i>How Cultural and Gender Issues Affect Your Ability to Negotiate</i> , Seminar	
▪ <i>Mediating Workplace Conflict</i> , 20-hour advanced course	
▪ <i>Ten Ways to Avoid Litigation in the Workplace</i> , Seminar	

SELECTED PUBLICATIONS

- “Resistance is Futile: Going With the Flow,” *Mediate.com*, February 2007
- “Creating History: The Impact of Frank Sander on the Court,” *Negotiation Journal*, October 2006
- “What’s in a Name? A Lot when Non-is Involved,” *Negotiation Journal*, April 1999
- Guest Editor and Contributor, *NIDR News*, February/March 1998
- “When Avoidance is the Goal: How Mediators Can Avoid a Grievance”, *Mediation News*, Winter 1997
- “What Is Real Mediation?” *Mediation News*, Summer 1996
- “Court-Connected Dispute Resolution: Multi-Door Courthouse”, *National Symposium on Court-Connected Dispute Resolution Research: A Report on Current Research Findings - Implications for Courts and Future Research Needs*. Published by the National Center for State Courts, 1994
- “Overview of Alternative Dispute Resolution,” *Massachusetts Continuing Legal Education: The Best of MCLE Journal*, August 1993.

MEMBERSHIPS

- American Bar Association, Section of Dispute Resolution
- Association for Conflict Resolution, International: Advanced Practitioner Member, Workplace Section and Family Section (first to hold both designations), former Workplace Section Leadership Council Member designing standards for Advanced Practitioner Level Membership

EDUCATION

- Millersville State College, Millersville, PA, M.S. - Psychology (Clinical) 1979
- York College of Pennsylvania, York, PA. B.S. - Behavioral Sciences 1975

LICENSES

Licensed to practice psychology in Pennsylvania.