



AAA Mediation.org™

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New York, New York



Current Employer-Title Mallory Stevens LLC, President

Profession Mediator and conflict resolution consultant.

Also, children's book author; publisher; children's song co-creator.

Work History President, Mallory Stevens LLC, 2007 - Present; Senior Vice President, IDB Bank, 2001 - 2007; IDB Capital Corp., 2004 - 2006; Vice President, IDB, 1995 - 2001

Experience Holds a Master of Science degree from Columbia University in Negotiation and Conflict Resolution; has had substantial training in court, community and workplace mediation; and practical experience. Types of cases mediated include breaches of contract, interpersonal disputes and harassment, among others. Also in the process of developing a proprietary workshop in basic conflict resolution skills, to be conducted for corporations and professional firms.

Is a summa cum laude, Phi Beta Kappa graduate of Hofstra University (BA, Spanish), has strong professional, international experience and speaks several languages.

Study choice of Master's Thesis topics – a research study entitled "How Do International Private Bankers Perceive and Experience Doing Business in the Post-9/11 Regulatory Environment?" – stemmed from a prior professional life centered in international banking (Latin America) and a personal interest in law and compliance. Over the course of the years 1975 to 2001, the individual's international banking experience encompassed international correspondent banking, international private banking and international investment products, including obtaining Series 7 and 63 licenses (since lapsed). The most recent position in the capacity of banker was as vice president in the International Investment Products department of a large, NYC commercial bank that provides domestic and international services. In that capacity, the individual collaborated in the development of new depository products; marketed (in several languages) investment products to existing and potential foreign customers; traveled extensively to Latin America to meet with existing and potential customers; and also conducted product training for foreign personnel. Additionally, the individual held a position on the bank's Investment Products Committee.

In the fall of 2001, the bank's president offered the individual the opportunity to replace the retiring head of the bank's corporate communications department. As SVP, head of the department and

bank spokesperson, the individual successfully broadened the scope and enhanced the quality of print and radio advertising; conceived and produced the bank's annual reports, interim financial statements and all marketing materials; collaborated on the creation and launch of new corporate lending marketing campaigns; revamped and maintained the website; crafted legal notices; coordinated public relations, including serving as media contact; and collaborated closely with legal and regulatory compliance departments.

In 2007, the individual resigned from the bank's employ, setting up a corporate communications consulting services LLC. Then, following a two-year hiatus in 2009 to pursue a graduate degree in negotiation and conflict resolution, the individual continued to consult in corporate communications while pursuing advanced training in mediation. Mediation and conflict resolution are now this individual's primary professional focus – and passion.

Has had both academic and practical training as a mediator and conflict resolution specialist.

Mediation experience has been in civil court, small claims court and community mediation, with cases encompassing breaches of contract, personal/real property, harassment, tenant- landlord issues and interpersonal disputes. Is accustomed to both solo mediation and co-mediation.

Is sensitive to cultural diversity and is fluent in English, Spanish, French and Portuguese, conversant in Italian and has basic skills in Hebrew and Yiddish.

Am also a published children's book author and children's song creator.

Mediator Experience

Experience in business mediation, breach of contract, tenant-landlord, vendor-consumer, interpersonal, and divorce.

Representative Issues Handled as a Mediator

Primary issues handled: Commercial breaches of contract, such as cases where vendors or contractors performed work deemed by plaintiff as unacceptable and/or unfulfilled; landlord-tenant disputes that involved withholding of security deposits due to allegations such as property damage and/or lease-related issues; disputes involving allegations by tenants of harassment by super and landlord; interpersonal disputes.

Mediator Style & Process Preferences

By virtue of the very voluntariness of mediation, parties who consent to mediation demonstrate an interest in trying to negotiate an agreement; even parties who may enter the process more reluctantly and perhaps even skeptically, as was the case with a recent, highly contentious case I mediated, sitting down at the mediation table is in and of itself a step in the right direction. When the parties in the aforementioned case ultimately reached agreement – after a long and seemingly intractable three-quarters of the mediation – they themselves appeared surprised that the process worked. With the guidance of a skilled, third-party neutral – the mediator – mediation empowers the parties to find their own resolution to their dispute and avoid litigation.

Everyone wants to feel heard, and, particularly in conflict – when emotions are often inflamed – it's easy for understanding to be compromised and settlement precluded. Working within acceptable, agreed-upon conduct guidelines, parties are each given the opportunity to present their respective positions. I work to help facilitate the parties' own understanding of the others' positions; perhaps even more significant is the process to unfold the needs and interests behind those positions. Such understanding is fundamental to conflict resolution.* This process helps isolate for an agenda all the pertinent issues involved, including any embedded elements (be they direct or even indirect) that have, or could have, an impact on the dispute. As any trained mediator, I am compelled to be entirely "present" in the mediation, mindful of what is communicated by each party, both verbally and non-verbally. Through active listening, I demonstrate my understanding of the parties' stories and as well my ability to empathize with the emotions they have experienced as a result of their conflict. When deemed useful, I will caucus with each of the parties, to explore further how the mediation can move forward towards resolution.

Once parties agree to mediation, they have a responsibility to come prepared with all relevant documentation, to be shared with the other parties as well as the mediator. From the outset, all present are advised the mediator is acting neither as judge nor arbitrator and is neutral and unbiased (this must, of course, be demonstrated during the mediation). If at any time I were to find my ability to remain unbiased and maintain neutrality during any mediation were compromised, I would most certainly recuse myself; however, in my experience as mediator, this has never been necessary. At

all times, confidentiality is paramount and respected.

During mediations that are ultimately successful, I have found a discernible moment when the energy in the room shifts. There even have been times when tensions and hostilities palpably began to dissipate as parties moved forward onto a path to settling their differences. I would encourage all those who find themselves having difficulty resolving a conflict on their own to consider this valuable dispute resolution alternative to litigation. Even if a mediation does not reach settlement, the parties will have had an opportunity to come away with increased understanding of each others stances.

*Fisher, R., Ury, W. & Patton, B. (1991). Getting to yes: Negotiating agreement without giving in. (2nd Ed.). New York: Penguin Books.

Education

Columbia University (MS in Negotiation and Conflict Resolution-2011);
Hofstra University (BA in Spanish-1974)

Professional Licenses

Master's Degree in Negotiation and Conflict Resolution from Columbia University

Approved Mediator -- New York Peace Institute

Assessment Certification for 360-degree Feedback Instruments -- Center for Creative Leadership

Professional Associations

Association for Conflict Resolution of Greater New York
New York State Dispute Resolution Association, Inc.
International Ombudsman Association

Recent Publications & Speaking Engagements

Article: The Value of the Organizational Ombuds in Gender-Related Issues in the Workplace
Published in The Independent Voice (online newsletter of the International Ombudsman Association)
November 2012

Mediation Rate

\$400 Per Hour

Languages

English, French, Hebrew, Italian, Portuguese, Spanish, Yiddish

Citizenship

United States of America

Locale

New York, NY

The AAA's Rules provide the AAA with the authority to administer a mediation including, mediator appointment, general oversight and billing. Accordingly, mediations that proceed without AAA administration are not considered AAA mediations, even when the parties select an mediator who is on the AAA's Roster.

The information contained in this resume has been supplied solely by the individual mediator and may, or may not, be a complete recitation of their experience. The AAA assumes no responsibility for the content, completeness, accuracy, or reliability of the information contained in a mediator's resume. If you have any questions about a mediator's experience or background, you are encouraged to contact your case manager.

Mediators on the AAA Roster are not employees or agents of the AAA.