



## Deirdre McCarthy Gallagher, Esq.

*Trainer, Mediator, Facilitator, Dispute Systems Designer*

Ms. Gallagher is a conflict resolution expert and seasoned communicator who has dedicated her career to creating environments where people's voices are heard on decisions that impact them. She brings an academic foundation in dispute resolution to her practice, coupled with more than 24 years of experience working with government agencies, private organizations, and domestic and international nonprofits.

Currently, Ms. Gallagher is the associate director of the JAMS Institute. Prior to joining JAMS, she was the founder and president of Voices of Value, a dispute resolution firm committed to helping parties navigate and resolve conflict. Before that, she was a senior mediator for the United States Office of Special Counsel, group manager for Federal Energy Regulatory Commission's Dispute Resolution Service, a law clerk for the Superior Court of the District of Columbia, an associate for ADR Associates and the Center for Dispute Settlement, and an associate for the Centre for Strategic Initiatives of Women.

Among her areas of focus, Ms. Gallagher:

- **Facilitates** dialogue in the public, private and higher education realms around allocating and optimizing resources, navigating difficult conversations about equity and inclusion, managing change and strategic planning
- **Mediates** a range of disputes for private organizations and government agencies
- **Conducts dispute systems design assessments** to develop resolution options for both private and public organizations
- **Designs and delivers customized training** for private organizations, government agencies and non-governmental organizations in conflict resolution; topics include conflict competence, skills of an ombuds, negotiation, facilitation, mediation (general and Title IX), difficult conversations and dealing with difficult people

### Career ADR Experience

Ms. Gallagher is highly regarded for her ability to resolve both two-party and multiparty disputes in a range of areas, including employment and organizational matters. She is known for her persistence and patience in bringing parties together in the most intractable of cases.

Her ADR experience includes:

- Mediating disputes in a variety of areas, including employment, business, nonprofit, governmental/public policy, education, environmental and energy; government agencies include the U.S. Department of Energy, U.S. Department of the Interior, Equal Employment Opportunity Commission, Federal Deposit Insurance Corporation, Federal Energy Regulatory Commission and U.S. Office of Special Counsel
- Facilitating dialogue in the governmental/public policy realm, from serving as co-facilitator of a federal advisory committee and liaison to a tribal energy subcommittee to navigating the decision-making processes around change management, strategic planning and resource allocation and optimization
- Advising organizations as an ADR consultant, including companies (large and small), nonprofits, universities and governmental agencies

### Training and Speaking Engagements

Ms. Gallagher has designed and conducted mediation training for educational institutions, as well as conducted multi-faceted conflict assessments and facilitated dialogue for service-oriented businesses. She has co-facilitated a Federal Advisory Committee with federal, state, tribal and public interest representatives.

She presented on various dispute resolution topics, including:

- "Developing Dispute Resolution Practitioners and ADR Leaders: Mentorship, Apprenticeship, Coaching, and Other Approaches," February 2, 2022

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- The District of Columbia Court of Appeals Appellate Mediation Program Special Panel Event: “Opportunities and Careers in Mediation,” October 19, 2021
- “ADR & Higher Ed: Title IX and Beyond,” Webinar, June 4, 2020
- “Using Video Conferencing to Settle Your Mediations,” Webinar, April 14 and 21, 2020
- “Co-Mediation: Not Just Training Wheels for Inexperienced Mediators,” American Bar Association (ABA) Dispute Resolution Section Conference, 2019
- “The Use of ADR in the Federal and State Regulatory Arenas,” ABA Dispute Resolution Section Conference, 2018
- “Applying Dispute Systems Design Principles to Address Power Imbalances: Challenges, Benefits & Ethical Questions,” ABA Dispute Resolution Section Conference, 2017
- “No Longer an Experiment: The Evolution of Federal ADR,” ABA Dispute Resolution Section Spring Conference, 2016

## Publications

- Author, “Conflict and Perspective” (to be published in upcoming issue of *Partners in Progress News*)
- Co-Author, “Designing Dispute Resolution for Educational Institutions: Listening Is Key,” JAMS Blog, January 26, 2022
- Co-Author, “Embracing the Next Generation of Mediators,” ABA Dispute Resolution Section’s Just Resolutions Newsletter
- Co-Author, “Reaching the Finish Line: Using a Neutral Facilitator Can Help to Lead the Path to Resolution,” JAMS Blog, May 10, 2021
- Co-Author, “As Higher Education Contemplates Its Future, New Solutions Are Needed: Facilitation Is One of Them,” JAMS Blog, December 9, 2020
- Co-Author, *Alternative Dispute Resolution in the Regulatory Process*, Michigan State University Press, 2020
- Co-Author, “Leadership, Inside and Out,” *Maine Policy Review* (Special Issue: Leadership), Spring 2018
- Co-Author, “*Making Government Work*,” *ACResolution Magazine* (the quarterly magazine of the Association for Conflict Resolution), Spring 2008

## Honors, Memberships and Professional Activities

- Georgetown University Law Center Adjunct Professor: Negotiation and Mediation
- Chair, ABA Section of Dispute Resolution Committee on Committee Development and Oversight
- Former Co-Chair, ABA DR Section Government Committee
- Former Chair and Vice-Chair, Interagency ADR Working Group
- Former Chair, Interagency ADR Working Group Civil Enforcement and Regulatory Section
- Volunteer, Divided Community Project
- Member, State Bar of Maryland
- Member, Harvard Club of Washington Schools Committee

## Background and Education

- J.D., Georgetown University Law Center, 2004
- M.S., Conflict Analysis and Resolution, George Mason University, 1997
- A.B., Harvard University, 1991