

**RICHARD J. MOORE, LL. B, C. Arb., C. Med., CFM, Cert. Med. (IMI)**

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**EDUCATION and PROFESSIONAL DESIGNATIONS**

Degrees:

- B. A. political science, Carleton University, Ottawa Ontario 1972
- LL.B. Queen's University, Kingston Ontario, 1976

Professional Designations:

- Chartered Arbitrator (C. Arb.), ADR Institute of Canada Inc.
- Chartered Mediator (C. Med.), ADR Institute of Canada Inc.
- Certified Family Mediator (CFM), ADR Institute of Ontario Inc.
- Certified Mediator (Cert. Med., IMI.) International Mediation Institute

**CONFLICT RESOLUTION CONSULTING & MEDIATION EXPERIENCE**

Mr. Moore has extensive experience in conflict resolution built upon a foundation of twenty nine year's experience in the practice of law (1978-2007). Mediating since 1990, he has conducted approximately twenty five hundred mediations, and other customized dispute resolution processes in the public, private and not for profit sectors.

Types of processes conducted include:

- Mediations with and without legal counsel
- Multi party/multi issue mediations including complex and high profile public sector/private sector disputes
- Med/arbs
- Investigations
- Work place assessments
- Conflict coaching
- Group conflict processes
- Arbitrations

Types of disputes dealt with include:

- Commercial
- Civil
- Employment and workplace
- First Nations

- Business
- Property
- Public policy
- Estates
- family

## **INTERNATIONAL JUSTICE SECTOR REFORM and CONFLICT RESOLUTION CONSULTING EXPERIENCE**

Richard has experience in international justice sector reform and mediation system design and training. Examples include:

### **Ongoing:**

#### **Rule of Law Development in Guyana**

Richard is taking the lead on the rule of law portion of a multi-year USAID funded project (being implemented by ARD Inc. of Burlington Vt.) in Guyana. This project includes the extension of the use of mediation both within the Guyana Supreme Court and in the greater community, the development of mediator capacity, the development of the Guyana Mediation Association, and other justice sector reform matters.

### **February 2009**

#### **Mediation Training and Rule of Law Consulting: Guinea Bissau, West Africa**

Developed and delivered mediation training for civil society leaders in Guinea Bissau, West Africa and consulted regarding Rule of Law development in this small, economically impoverished country. Met with civil society leader and justice sector leaders including President of the Bar, Minister of Justice, President of the National Assembly, military leadership and others and prepared a report to suggest next steps to ongoing rule of law work undertaken by the Canadian International Institute of Applied Negotiation in Guinea Bissau.

#### **2007 – 2008 Advanced Mediation Training – Court Connected Mediation Program, The Supreme Court of Guyana**

During three trips to Guyana, developed and delivered advanced mediation training for court connected mediators in the Supreme Court of Guyana. Also took leadership in the development of a Guyana Mediation Association and in developing approaches to mediation that responded to the special challenges in Guyana. Led special training programs for traditional Amerindian Chiefs and Justices of the Peace from all parts of the country.

#### **2004 – 2006 Judicial Reform and Institutional Strengthening in the Philippines**

Worked with the National Judicial Institute of Canada, with primary responsibility in mediation project development, in collaboration with the Philippines Judicial Academy, to design and implement a model of alternative dispute resolution in selected civil court sites in the Philippines. Work included, design and delivery of faculty development workshops, development and delivery of mediation skills building workshops for judges, lawyers and other professionals, and system design for a court connected family mediation training program.

### **2002-2004 - Guyana Court Connected Mediation System Design and Implementation Project**

Assessed the feasibility of using alternative dispute resolution methods to address the backlog and delay in the courts of Guyana. Designed a court connected mediation system for the Supreme Court of Guyana, oriented and trained judges and lawyers in mediation skills, implemented a pilot mediation project which continues to successfully operate. Project completed in partnership with Dr. Steven Weller of Boulder Colorado for The Carter Centre.. Project involved four trips to Guyana over a two year period.

### **Mediators' Qualification Assessment Experience:**

Experienced in the coaching and assessing of mediators' readiness to practice mediation including:

- Formal assessments and reporting:
  - Carleton University Certificate Program in Mediation, Ottawa Canada
  - Department of National Defence (Canada)
  - Canadian Transportation Agency
  - ADR Canada Inc.
- Informal assessments and opinions:
  - Supreme Court of Guyana
  - Supreme Court of the Philippines
  - Canadian International Institute of Applied Negotiation

### **TEACHING / TRAINING/ADR COURSE DESIGN EXPERIENCE**

#### **Teaching/Training Engagements:**

- **University of Ottawa Faculty of Common Law – Adjunct Professor 1999 – 2008** Designed and delivered skills based course in the theory and practice of

mediation to upper year law students.

- **University of Ottawa Faculty of Common Law-** Mediation skills demonstrator and coach -1996- present- Volunteers to speak about alternative dispute resolution, demonstrate mediation skills, and coach students who are participating in mediation training.
- **Canadian International Institute of Applied Negotiation-** Ongoing since 2001. Designing, developing and delivering skills development courses in conflict and dispute resolution competencies for adult learners. These courses are highly interactive, theory informed courses for building dispute resolution skills. Participants include people from all walks of life and backgrounds including public servants, lawyers, psychologists, social workers, accountants, educators, civil society workers, educators and private citizens. Current offerings include:

Module I Conflict Theory & Introduction to Negotiation and Mediation (4 days)

Module II Mediation (4 days)

Module III Advanced Mediation (4 days)

Modules I and Modules II, when both modules have been completed, have been accepted as an Approved Mediation Course, by ADR Institute of Ontario Inc.

Module I is given twice annually

Module II is given twice annually

Module III is given once annually

### **October 2009 Nunavut Department of Justice Mediation Training**

Trained family mediators for the Nunavut Justice Department to increase their competencies to deal with difficult situations and additionally to get them ready to be able to mediate new kinds of cases in small claims court.

### **March/April 2009**

Delivered conflict resolution and negotiation training to staff of the Assembly of First Nations from all parts of Canada. (Two four day modules)

### **2008 - Preparation of Judicial Guidebook for the National Judicial Institute in Non-Adversarial Techniques for Judges Dealing with Self-Represented Parties in Family Cases**

In partnership with Dr. Steven Weller of Colorado, developed a guide book for the Canadian National Judicial Institute in non-adversarial techniques for judges dealing with self-represented parties in family cases. Work entailed reviewing current literature, reviewing various papers composed by Canadian judges, preparing and compiling a survey for distribution to selected Canadian family court judges, and preparing a guidebook.

**September 2007 Interest Based Negotiation Training for Front Line Children Aid Society of Ottawa (CASO) Social Workers.**

Developed a two day workshop focusing on conflict resolution and collaborative skills for front line Children's Aid Society workers.

**February 2 and 14 and March 19, 2007. Canadian Transportation Agency**

Developed and delivered one day "Conflict Management and Effective Communication Skills" training for managers of the Canadian Transportation Agency. Topics included: Tough Conversations: Making Them Effective for Them and You" and "Conflict Resolution by Telephone"

**Jan 11 – 12 and 22-24, 2007 Arbitration Training for Canadian Transportation Agency**

In partnership with Dr. Richard Beifuss, delivered a five day arbitration training for Canadian Transportation Agency personnel to prepare them to arbitrate transportation disputes. This course met the educational requirement of the ADR Institute of Ontario's Chartered Arbitrator (C. Arb.) designation.

**March 29 -30, 2006 - Ottawa Hospital**

Developed and delivered a two day conflict management training program for HR, Public Relations, and Risk management professionals at the Ottawa Hospital. Work included developing customized training to deal with environment specific conflict issues as well as topics such as: having difficult face to face conversations, effective telephone conflict resolution skills, dealing with emotional people, developing cultural competency, developing self protection skills and a healthy work environment.

**January 17, 2006 – The Effects of Culture on Disputes in Organizations**

In partnership with Drs. Steven Weller and John Martin, developed and delivered one-day workshop on the effects of culture on conflict management within organizations.

This program was of particular interest to those responsible for informal conflict management systems in organizational settings, and dispute resolution professionals working within those settings. The workshop investigated the effects of three dimensions of culture: beliefs, values, and norms, and considered these dimensions with regard to different types of culture, including professional culture, organizational culture, and ethnic/national culture.

#### **December 8, 2005 - Federal Centre for Workplace Conflict Management**

Developed and delivered an advanced mediation training workshop to experienced Federal Workplace Conflict Management personnel dealing with mediations where lawyers, human resource personnel, union representatives or agents are present and where both legal rights and individual and group interests are at play.

#### **November 15, 2005 - Canadian Human Rights Commission**

Developed and delivered a training workshop on the conciliation process for the Canadian Human Rights Commission in the context of recent changes in CHRC processes to strengthen the conciliation aspect of the decision making process with the introduction of legal assessments and rights based conversations into what was traditionally a more interests based process.

#### **October 11, 2005 Advanced Mediation Workshop**

Developed and delivered an advanced mediation training workshop to experienced conflict resolution practitioners dealing with mediations where lawyers, human resource personnel, union representatives or agents are present and where both legal rights and individual and group interests are at play.

#### **July 6 and 7, 2005**

#### **Multiparty Negotiation Training Health Canada – Intergovernmental Affairs Directorate – Health Policy Branch**

Developed and delivered a two day workshop on negotiating in multi party multi issue environments. Topics covered included: negotiation dynamics in multi party contexts, the elements of effective negotiators in multiparty contexts, dealing with ongoing and continuous negotiations, multi party process products, what is consensus and how to build it, structuring the negotiation team, preparation for negotiation, overcoming roadblocks and impasses, dealing with difficult behaviour and “hard bargainers”.

#### **May 4, 2005 Public Service Labour Relations Board**

Co-facilitated a 1.5 day conference with a Public Service Labour Relations Board expert on the design and development of an informal conflict management system for the Public Service Labour Relations Board.

**March 30 – 31, 2005 Canadian Transportation Agency**

Developed a 2 day interactive training program for approximately 20 employees of the Canadian Transportation Agency in relation to the development of an informal conflict management system. Topics included: Sources of workplace conflict, informal conflict management mechanisms, options and system, ethical issues in conflict management, conflict coaching, the manager as coach, workplace mediation, convening, and communication and conflict.

**January/February 2002 Department of National Defence (DND)**

Lead trainer and program consultant with DND developing and delivering training to orient and convert experienced mediators into a new DND internal conflict management program. Project included training, coaching, and evaluation of participants in interest based negotiation and mediation within a rights based system.

**October 2002 Department of National Defence Mediator Qualification Program**

Lead trainer and program consultant with DND Training and Development Manager to train military staff of all ranks in interest based negotiation and mediation in the context of a rights based system

**1994-2002 Law Society of Upper Canada Instructor – Negotiation**

Instructor at Bar Admission Course in negotiation skills to applicants for admission as lawyers to the Bar of Ontario.

**1994-2002 Law Society of Upper Canada Instructor - Ethics and Professional Responsibility**

**VOLUNTEER AND CIVIL SOCIETY PARTICIPATION**

- County of Carleton Law Association – long time board member and Past President of the CCLA (the local Ottawa Law Association), one of Canada's most active local law associations. Chair of various committees including: Strategic Planning, Governance, Barristers' Issues, Communications, Executive and Planning and Priorities.
- Chair, Advisory Committee, National Capital YM-YWCA Community Mediation and Peace Building Program
- Director, ADR Ontario Inc.

- National Capital Region YM-YWCA – Board member 1992-1999; President 1996-1998; Chair of various committees and task forces including governance, visioning, audit, finance, association development, and nominating.
- YMCA Canada – Board member 1998-2001; member International Committee 1998-2001.
- Ontario Association of Family Mediation (Ottawa Chapter) – Board member 1994-1998
- Ontario Court (Provincial Division) at Ottawa, ADR Subcommittee (Case Management) 1995-1997
- Glebe Collegiate Institute School Council member 1996-1997
- Canadian Bar Association Law Day Committee – past volunteer
- Big Sister's Association of Ottawa - Legal Committee 1993-1995
- Immigrant and Visible Minority Women Against Abuse – volunteer and educator
- Ottawa Police Services Committee on Women's Issues 1992-1995
- United Way of Canada volunteer 1989-1991
- National Capital Region Amateur Sports Council - Board member 1982-1985

## **AWARDS**

- 1992 Ottawa Police Services Board Civilian Commendation
- 2003 Gordon F. Henderson Award for volunteerism in the community

## **MEMBERSHIPS**

- ADR Institute of Canada Inc.
- International Mediation Institute
- Association for Conflict Resolution (USA)
- County of Carleton Law Association
- Law Society of Upper Canada