

JOSHUA A. GORDON

- Fifteen years of negotiation and dispute resolution experience in corporate, governmental, educational, and legal settings
- Skilled in organizational assessment to analyze baseline strengths and weaknesses and formulate plans for impactful training, coaching, and organizational growth
- Expertise in developing organizational competence, systems and processes to enable effective negotiation and communication

PROFESSIONAL EXPERIENCE

2007-Present	Senior Associate of Assessment, Coaching, & Training	Consensus Building Institute (CBI)
2006-2007	Policy Analyst / Auditor and Compliance Manager	Manulife Financial Services
2000-2005	Organizational Developer / Quality Assurance Manager	John Hancock Financial Services
1998-2000	Senior Business Analyst / Project Manager	John Hancock Financial Services
1997-1998	Organizational Developer	Massachusetts Department of Social Services (DSS)
1996-1997	Social Worker	Massachusetts Department of Social Services (DSS)
1993-2007	Dispute Resolution Professional (Negotiator, Mediator, Facilitator, Ombuds, Organizational Developer)	Part of the Solution ADR Services (POTSADR)
1993-1998	Mediator / Trainer	Massachusetts Office of the Attorney General (OAG)
1991-1993	One to One Behavioral Therapist	Mediplex / New Medico Rehabilitation Center

EDUCATION

J.D.	Suffolk University Law School
M.A.	University of Massachusetts Boston Program on Dispute Resolution
Grad. Cert.	University of Massachusetts Boston Program on Dispute Resolution
B.A.	University of Massachusetts Amherst / Brandeis University in Psychology and Sociology

SELECTED PROJECTS

- **McDonald's, WPP, JW Homes, EPA, The Technology Collaborative, and many others:** Developed and delivered customized negotiation training including pre-workshop assessment, simulations, post-workshop coaching, and organizational capability development
- **John Hancock Financial:** Assessed readiness and managed demutualization project to negotiate effective transition from a mutual to a publicly held corporation. Negotiated complex, multiparty solutions across internal and external stakeholders.
- **State Automated Child Welfare Information System (SACWIS):** Managed \$50M organizational change project to leverage technology and process in order to ensure consistent and effective negotiation and decision making in large, governmental agency
- **Capability Maturity Model (CMM) Levels II and III:** Assessed baseline capabilities of negotiation and process maturity and managed large organization change project for financial services company to align interests and build negotiation and risk navigation capabilities across business information technology functions and external partners
- **Peer Review Process:** Established organization peer review process for large financial organization to improve negotiation strategy and preparation capabilities
- **Juvenile Detention Alternatives Initiative:** Facilitated large, multi-party, multi-agency dialogue around systems change initiative to develop risk assessment tools designed to impact the manner in which juvenile detention decision making is made

ASSESSMENT AND EVALUATION

- **Organizational Negotiation Capability Assessment:** In a variety of contexts, developed tailored assessments of organization negotiation capability and prescribe steps to ensure negotiation becomes an effective core competency
- **Sarbanes-Oxley Certification Readiness:** Assessed organizational negotiation capabilities in managing compliance and audit requirements alongside core business functions
- **Software Quality Assurance:** Assessed organizational structure, training needs, and capability benchmarks to develop a world-class risk management negotiation function
- **Software Development Lifecycle:** Assessed organizational readiness for large information technology organization development effort to institutionalize negotiation skills to effect meaningful, lasting process improvement

COURSE DEVELOPMENT AND TRAINING

- Building a World Class Negotiating Organization
- Collaborating in Competitive Environments
- Negotiating Effective Regulatory Agreements
- The Art and Artifice of Public Apology
- The Mutual Gains Approach to Developing Requirements and Specifications

- Technology Negotiations
- Negotiating with Internal and External Auditors: Sarbanes-Oxley and Beyond
- Building Strategic Alliances with External Contractors
- Complex Multi-Party Online Negotiation Simulation
- Conflicts in Workgroups
- Intergroup Coordination
- Outside the Box / Inside the Ring® - a conflict skills course
- Capability Maturity Model® (CMM) software process improvement courses
- Train the Trainers: Negotiation and Mediation
- Becoming a Mentor: Building Internal Organizational Expertise
- Project Management Body of Knowledge (PMBOK)
- Multiple college level courses on psychology and sociology
- Mediation training

ARTICLES

Gordon, J. (2008) *Examining the Interplay of Negotiation Style and Justice in Film*. Boston, MA: Part of the Solution ADR Services.

Gordon, J. (2008) *Arbitration in Professional Sports*. Boston, MA: Part of the Solution ADR Services.

Gordon, J. (2008) *Negotiated Rulemaking in the Public Health Context*. Boston, MA: Part of the Solution ADR Services.

Gordon, J. (2008) *Negotiated Rulemaking in Technology, Energy, and Environmental Law*. Boston, MA: Part of the Solution ADR Services.

Gordon, J. (2007) *Arbitrator Disclosure in Labor and Employment Law*. Boston, MA: Part of the Solution ADR Services.

Gordon, J. (2007) *Examining the Role of Corporate Clients for a Non-Profit*. Boston, MA: Part of the Solution ADR Services.

Gordon, J. (2007) *The Fallacy of Training: Building Organizational Capacity*. Boston, MA: Part of the Solution ADR Services.

Gordon, J. (2007) *The Condominium Conundrum: A Multi-Party Conflict*. Boston, MA: Part of the Solution ADR Services.

Field, P. & Gordon, J. (2007) *Candor, Conversation, and Commitment*. Boston, MA: Contingencies

Gordon, J. (1998) *Cyberspace and Dispute Resolution: Developing an Online System for Facilitating ADR Processes (Conference Presentation)*. Boston, MA: Part of the Solution ADR Services.

Gordon, J. (1997) *Developing Proactive Dispute Resolution Processes During Crisis*. Boston, MA: Part of the Solution ADR Services.

Gordon, J. (1997). *The Limitations of Cross-Cultural Study and Its Importance*. Boston, MA: Part of the Solution ADR Services.

Gordon, J. (1996) *Conflict Case Study: The Case of the Supervisor Gone Personal*. Boston, MA: Part of the Solution ADR Services.

Gordon, J. (1996) *Conflict Organizations and Systems*. Boston, MA: Part of the Solution ADR Services.

Gordon, J. (1996) *Psychology of Conflict and Its Resolution Case Analysis 1*. Boston, MA: Part of the Solution ADR Services.

Gordon, J. (1996) *Psychology of Conflict and Its Resolution Case Analysis 2*. Boston, MA: Part of the Solution ADR Services.

OTHER EXPERIENCE

- Certified Quality Analyst (CQA) through the Quality Assurance Institute (QAIUSA)
- Center for Information Technology and Dispute Resolution
- MetroBoston Future facilitation
- Licensed Social Worker (LSW)
- Conflict Intervention Team (CIT)
- Student Conflict Resolution Experts (SCORE)
- Speaker at multiple ADR related conferences
- Clinical assessments of families for child protective agency
- Officer and Chair position on Community Dispute Settlement Center (CDSC) Board