



Summary of Trainers

Chuck Doran is an experienced mediator and outsourced ombuds specializing in the resolution of employment, franchise, and other commercial disputes. A mediator since 1992, he is a member of the CPR Dispute Resolution Panel of Distinguished Neutrals and the National Academy of Distinguished Neutrals. Chuck has provided mediation and other ADR services to a variety of clients, including AT&T, Bose, BMW of North America, Coca-Cola, CVS Health, General Motors, Oxfam America, the Equal Employment Opportunity Commission (EEOC), the Massachusetts Commission Against Discrimination (MCAD), and the USPS REDRESS I and REDRESS II Mediation Panels. Chuck is a Certified Organizational Ombuds Practitioner (CO-OP) and a member of the International Ombuds Association who completed ombuds training with the IOA in 1995. In 1993, Chuck completed a Specialization in Negotiation and Dispute Resolution at the Program on Negotiation at Harvard Law School. In 1994, Chuck founded MWI, a nationally recognized dispute resolution service and training organization based in Boston, MA, that provides individual and corporate clients with mediation services, negotiation consulting and training, and mediation training. Chuck served as a member of the Massachusetts Supreme Judicial Court Standing Committee on Dispute Resolution and was Chair of the Qualifications Subcommittee. He is a member of the Massachusetts Bar Association's Dispute Resolution Advisory Group and is a past president of the Association for Conflict Resolution, New England Chapter. He is also a Distinguished Fellow with the International Academy of Mediators (IAM) and a past president of IAM's Board of Governors.

Diana Chiang is a mediator, trainer, and the Director of Corporate Programs at MWI. As the Director of Corporate Programs, Diana oversees the administrative and substantive components of case management including intake, convening, logistics, and follow-up for many of MWI's corporate clients including General Motors, BMW of North America, and 7-Eleven. As a mediator, Diana mediates a variety of civil cases in District, Municipal, and Probate Courts through MWI. Diana has been an Adjunct Professor for the Justice Studies Program at the University of New Hampshire and has assisted with negotiation and leadership courses at Suffolk University Law School. She earned a B.A. dual degree in Sociology & Justice Studies from the University of New Hampshire and a J.D. from Suffolk University Law School. Diana worked for Tennant & Ewer, P.C. in residential real estate and probate law before transitioning to the mediation field. Diana serves on the Board of Directors of the New England Association for Conflict Resolution.

Clarice Parsons, J.D. is a mediator and manages MWI's Court Mediation Program. As Case Coordinator, she supports MWI's panel of 50+ volunteer neutrals who facilitate pre-trial mediations in the Greater Boston's District and Municipal Courts where MWI is approved. As a neutral, Clarice mediates small claims, eviction, civil, and harassment prevention cases for Massachusetts Trial Courts. Clarice also leads the internship program at MWI and supports MWI's many training programs. Before joining MWI, Clarice worked for several years as a paralegal and law firm manager. She earned a dual Bachelor of Arts degree in Applied Legal Studies and Political Science from Suffolk University and a Juris Doctorate from New England School of Law.



Vicky Bennet is a mediator, facilitator, trainer, and consultant with MWI and in private practice. She mediates a wide range of court-referred disputes, including contracts, torts, criminal, workplace, and family cases, and conducts pre-trial conferences. Vicky serves on mediation panels with MWI, the U.S. Equal Opportunity Commission, and the Boston Bar Association. She is a member of MWI's Fletcher School mediation training team and mentors new mediators in the court setting with MWI's mentor program. Vicky has also guest-lectured and provided training services at Boston College Law School and Suffolk University School of Law. She designs and delivers corporate conflict resolution trainings and consults with organizations in the areas of conflict resolution, leadership and vision-building. Vicky holds a

B.A. from Dalhousie University in Canada and a Translation Diploma from the University of Geneva in Switzerland.

Nnena Odim is a mediator, trainer, attorney, and consultant. She began mediating in 1997 and has mediated disputes involving issues such as employment, housing, business, consumer, and the full range of family/domestic relations (elder care, adoption, care and protection, divorce, grandparent visitation, etc.). Nnena has also designed and/or led conflict management trainings for several local businesses and agencies, including the Boston Public Schools, the Massachusetts Housing Authority, and Coca-Cola Enterprises. In addition to her mediation and conflict resolution training background, Nnena is the Director and Senior Clinical Instructor of the Family/Domestic Violence Law Clinic at The Legal Services Center of Harvard Law School. She provides experiential training to law students as she teaches them how to become effective and ethical attorneys. Nnena has also worked with the Harvard Mediation Program and Harvard Program on Negotiation to provide trainings for students and community members, and to supervise Harvard Law School students in their mediation and negotiation studies. Nnena has mediated personal, academic, and administrative issues between students, faculty, and administration in higher education settings, served as a faculty and coach of mediation skills for trainings at Suffolk and Boston College Law Schools, MIT, and New England School of Law, and provided dispute resolution consultation for various academic and administrative departments in Boston-area colleges. In 2013, Nnena was a Top Women in the Law award recipient from Mass. Lawyers Weekly. In 2015, she received the Harvard Law School Dean's Award for Excellence.

Robin DiGiammarino is a mediator, trainer, mentor, and facilitator with experience mediating a wide range of court-referred, community, and family disputes, including workplace disputes, landlord/tenant disputes, harassment prevention orders, and business disputes. Robin is a guest lecturer and coach for law students studying mediation at Suffolk University Law School and Boston College Law School. Robin also coaches and trains business executives participating in dispute resolution trainings. In addition to mediating more than 300 cases, Robin has completed advanced mediation training in EEOC disputes, workplace conflict, landlord/tenant disputes, divorce mediation as well as advanced training in negotiation at Harvard University's Program on Negotiation. Robin brings her experience in local government, small businesses, and health care to her work as a conflict specialist. Serving her community for five years as an elected official, Robin managed conflict during her tenure as chair of the Lexington School Committee as she provided stewardship for a school system with over six thousand students.

Robin's first career as an Occupational Therapist provided her with a strong foundation and ability to work with others, manage staff, and translate theory into real-life situations by working with students in fieldwork placements.



Alnoor Maherali is a highly skilled diplomat, dispute resolution specialist, and mediator. He resides in New York City and mediates for MWI, Venn Mediation, and the New York Peace Institute. A 'student of the world,' his personal and professional travel has taken him to almost 50 different countries, making him especially adept at navigating cultural, ethnic, and racial differences. During his time in the foreign service, he worked overseas in Afghanistan and Bangladesh, specializing in conflict resolution, political dynamics, human rights, and disaster response. His professional accomplishments include the negotiation of resolutions at the United Nations in Geneva and New York, sharing of best practices in disaster response and civil-military coordination with the Government of Brazil, and important roles in the resolution of two high-profile kidnapping cases in Afghanistan. He studied Mathematics at Queen's University in Canada and has a Master in Public Administration (MPA) from the Harvard Kennedy School in Boston. It was in his MPA that he discovered his passion for mediation while taking an advanced workshop in Multiparty Negotiation and Conflict Resolution.