



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.

Clarice Parsons, J.D., is a mediator, trainer and Mediation Program Manager at MWI. She oversees the Alternative Dispute Resolution Programs for MWI's corporate clients including General Motors, BMW of North America, and 7-Eleven. Clarice also supports MWI's panel of 100+ volunteer neutrals who facilitate pre-trial mediations in 14 of Greater Boston's District and Municipal Courts. As a neutral, Clarice mediates small claims, eviction, and civil cases for Massachusetts Trial Courts. She also supports MWI's 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.



Roy Baroff is an experienced attorney, mediator, ombuds, and educator with over 40 years in conflict resolution. A North Carolina Certified Mediator since 1992, Roy has mediated more than 1,000 cases, including civil, family, and employment disputes, both within and outside the legal system. He currently serves as a mediator and facilitator for the Town of Chapel Hill and has handled employment cases for the EPA Office of Civil Rights. Roy was recently named a 2023 Super Lawyer in Alternative Dispute Resolution and previously served as Chair of the NC Bar Association's Dispute Resolution Section. He recently retired from both the NC Academy of Superior Court Mediators and the National Academy of Distinguished Neutrals. Roy completed over seven years as the faculty and staff ombuds at NC State University, and from 2018–2022, served on the Board of Directors for the International Ombuds Association (IOA). He holds the Certified Organizational Ombuds Practitioner (COOP) designation, renewed in 2021, and in 2022 served as a trainer for the IOA's Foundations course. As an educator, Roy teaches negotiation at Elon School of Law and has led conflict resolution training for legal professionals, university faculty, and the Marine Corps Special Operations Command. He has taught at UNC Greensboro, UNC Chapel Hill's School of Government, and UNC Law. Roy holds a BA in Anthropology from UNC-Chapel Hill, an MA in Anthropology from the University of South Florida, and a JD from UNC-Chapel Hill 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.



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.