

Toni P. Robinson, M.S., J.D.
100 Memorial Drive, #2-7A
Cambridge, MA 02142
(617) 547-6590 Home, (617) 253-1347 Office
Email: trobins@mit.edu

BACKGROUND SUMMARY

Over twenty years of specialized experience in management, designing and implementing alternative dispute resolution (ADR) processes, organizational development, and training program design in the public and private sectors.

WORK EXPERIENCE

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| 7/98 to
Present | <p>OMBUDSPERSON
Massachusetts Institute of Technology, Office of the President;
Cambridge, MA
Provide neutral, confidential, informal, independent Ombuds services to MIT faculty, staff, and students (includes MIT Medical, Lincoln Laboratory, and MIT Endicott House). Provide individual and group consultation and coaching in conflict management. Design and conduct conflict resolution training, workshops, and lectures on, e.g., ombudsmanry, negotiation, mediation, communication, diversity, disability, sexual harassment prevention, etc. Facilitate/mediate disputes between/among faculty, staff, and students. Facilitate undergraduate and graduate student retreats, and meetings. Identify systemic issues, evaluate existing/proposed policy related to MIT's integrated conflict management system, make recommendations.</p> |
| 8/97 to
Present | <p>FIRST VICE PRESIDENT
ADR Options Consulting, Inc.; Seattle, WA
Alternative Dispute Resolution (ADR) Consultant, certified mediator, trainer, and independent Ombudsperson. Specialize in ADR systems design; identify systemic issues and provide feedback/recommendations to executive-level management and below; facilitate prevention and resolution of workplace, equal employment opportunity, and other organizational and business disputes for private- and public-sector organizations, e.g., financial and engineering corporations, health care, prison, federal/state/local, and educational institutions.</p> |
| 12/99 to
Present | <p>SENIOR LECTURER
Sloan School of Management, Massachusetts Institute of Technology;
Cambridge, MA
Teach MBA courses - "Negotiation and Conflict Management" and "Negotiation and Dispute Resolution"</p> |

- 07/99 to 12/2000** **FACULTY MEMBER**
Boeing, Boeing Executive Leader Center
St. Louis, MO
Taught “Straight Talk” module on difficult conversations to Boeing top executives as part of 2-week Executive Leadership Training Program offered regularly throughout an 18-month period.
- 9/98 to 9/99** **EXTERNAL OMBUDSPERSON**
Private Client Technology (PCT) Group, Merrill Lynch; nationwide department
Provided neutral, confidential, independent, informal complaint handling and facilitation services to PCT staff nationwide. Analyzed systemic issues and made recommendations to executive-level management and below.
- 5/98 to Present** **CERTIFIED MEDIATOR**
U.S. Postal Service REDRESS Mediation Program
Mediate discrimination complaints filed by USPS employees within the informal USPS complaint system and through the formal EEOC process.
- 1997 to Present** **CERTIFIED MEDIATOR/INSTRUCTOR/COURSE DESIGNER**
Center for Employment Dispute Resolution; Chicago, IL
Mediate discrimination and other workplace complaints for private- and public-sector organizations nationwide. Design and conduct courses on dispute resolution processes for public- and private-sector organizations nationwide, e.g., Peer Review Panel Training, Blue Cross/Blue Shield Association; Chicago, IL and Washington, D.C.; 1998
- 1/93 to Present** **CERTIFIED MEDIATOR/INSTRUCTOR/COACH (volunteer)**
Snohomish/Island County Dispute Resolution Center (DRC); Everett, WA
Mediate employment, landlord-tenant, EEO, grievance, business, small claims court, and other disputes through the DRC. Includes mediating for the Monroe Special Commitment Center Grievance Mediation Program for civilly committed sex offenders. Train and coach new mediators in the DRC Basic and Family Mediation training courses.
- 6/95 to 5/99** **LEGAL INTERN/RESEARCHER/INVESTIGATOR**
Various Law Firms; Washington State
Summer Associate, Rule 9 Intern, legal researcher, investigator. Practiced employment, EEO (e.g., disability, sexual harassment, race, age discrimination), Social Security, labor, bankruptcy, landlord-tenant, and personal injury law. Conducted legal and factual research, prepared

documents in preparation for depositions, mediations, and trials. Assisted attorneys and clients in the courtroom, during depositions and mediations. Helped attorneys and parties reach creative solutions to legal disputes with hospitals, private businesses, business partners, universities, and government entities.

Winter 1993 to 5/99 **CERTIFIED MEDIATOR (volunteer)**
Seattle Federal Executive Board ADR Consortium; Seattle, WA
(Consortium of federal, state, and local government agencies sharing trained neutrals to facilitate resolution of disputes.) Mediated general workplace disputes, pre-EEOC discrimination complaints, grievance issues, EEOC public- and private-sector complaints, landlord-tenant, business, small claims court, etc.

1/93 to 7/95 **CIVIL RIGHTS AND EQUAL OPPORTUNITY MANAGER (CREO), Region X**
Social Security Administration (SSA); Seattle, WA
Managed CREO, Affirmative Employment, and Reasonable Accommodation Programs for SSA in Washington State, Oregon, Idaho, and Alaska. Managed over sixty collateral-duty CREO specialists, Management Representatives, EEO Counselors, Special Emphasis Program Managers, and full-time CREO staff. Conducted neutral factfinding; mediated disputes involving management, union, employees; designed/conducted training; prepared and oversaw budget/reports; proposed/reviewed policies/regulations; made presentations/recommendations within and outside of SSA; negotiated for resources; initiated/made human resource decisions.

4/90 to 1/93 **DEPUTY OMBUDSMAN (Assistant SSA Ombudsman)**
Office of the Commissioner, SSA; Baltimore, MD
Co-designed and managed the Ombudsman Program for 65,000 SSA employees nationwide. Supervised and developed staff, prepared strategic plans/budgets/reports. Mediated/conciliated disputes involving agency issues/outside constituents. Negotiated settlements across agency lines; e.g., Department of Labor, Office of Personnel Management. Assessed agency liability and promoted systemic change. Recommended new/revised policies/procedures to Commissioner and below. Designed and conducted nationwide ADR training programs on Ombudsmanry; interacted extensively with employee/labor relations and employee assistance program professionals. Represented the Office of the Commissioner at employee/management/ union forums, conferences, and before public constituents.

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**4/70 to 3/90 Held various positions, e.g., MANAGER, ADVISOR, STAFF
ASSISTANT, MEMBER OF VARIOUS TASK FORCES
SSA; Baltimore, MD
Details provided upon request.**

**OTHER QUALIFICATIONS (SPECIAL PROJECTS * PUBLIC SPEECHES *
SEMINARS * WORKSHOPS)**

TRAINER/FACILITATOR/COACH, numerous courses/workshops for MIT, e.g.,
design/teach team training for small staffs/affinity groups/dormitory residents,
[Mediation@MIT](#); Conflict Skills Training I and II; Negotiating Conflict Resolution;
Dealing With Conflict; July 1998 – Present

FACULTY/FACILITATOR/PANELIST/PROGRAM DESIGNER:

- The Program on Negotiation at Harvard/MIT/Tufts University; PON Dispute Resolution Program - Peervision; Cambridge, MA; July 1998 – Present
- DePaul University, Center for University Values; Conflict Management Techniques; October 2000
- Society of General Internal Medicine; Negotiation Effectively Seminar; 2000
- University of St. Thomas, Physicians Leadership College; Conflict Resolution, Communication, Negotiation Module 5; January 2000
- The Eighth Guideline: Operationalizing Your Corporate Health Compliance Program, Harvard School of Public Health Executive Training Program/PricewaterhouseCoopers, L.L.P./Epstein Becker & Green P.C.; Boston, MA; December 1998
- The Ombudsman Association – e.g., Dealing with People with Disabilities training course; Managing Conflict, Ombudsman 101 training module; 1998 – Present
- The Society of Professionals in Dispute Resolution; Public Administrators' Forum; Black Law Student Association of the Seattle University School of Law; and the Social Security Administration; 1990-Present
- Babson College, MBA Program, Negotiation course; May 1998 and 1999
- Cambridge College; Negotiation program; 2000

MEMBER, ADR COMMITTEE, Department of Health and Human Services;
1994-95

RESOURCE PERSON/CONSULTANT for the development of ADR processes for public- and private-sector organizations, including health care and educational institutions; 1990 – Present

PROFESSIONAL EDUCATION

- **J.D.**, Seattle University School of Law; Tacoma, WA; 1996
- **M.S./A.B.S.**, Human Resource Development, Johns Hopkins University; Baltimore, MD; 1991
- **B.S.**, Management/Leadership, Johns Hopkins University; 1990
- Mediation Training/Certification, Snohomish/Island County DRC; Everett, WA; 1992
- Mediation Certification, Seattle FEB ADR Consortium; Seattle, WA
- Mediation Training, Seattle District EEOC; 1998
- Transformative Mediation Training, U.S. Postal Service REDRESS Mediation Program, Seattle, WA; 1998
- Commonwealth of Massachusetts, Supreme Judicial Court Uniform Rules Orientation Workshop, Mediation Works Incorporated; 1999

PROFESSIONAL ASSOCIATIONS

- The Ombudsman Association (former Board Member and Secretary)
- United States Ombudsman Association
- University and College Ombudsman Association
- Society of Professionals in Dispute Resolution
- Federal Society of Labor Relations Professionals
- Harvard/MIT/Tufts Program on Negotiation Dispute Resolution Forum