

ELIZABETH A. WILLIAMS, ESQ. MEDIATOR

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MEDIATION EXPERIENCE

Williams & Williams Mediation **April 2001 – Present.**

Principal

- Successfully mediated to settlement civil, litigated cases of limited and unlimited jurisdiction, including: personal injury, premises liability, medical malpractice, breach of contract, sexual harassment, wrongful termination, discrimination, some conducted in Spanish.

City of San Jose Rental Housing Dispute Program **July 2003 – Present.**

Hearing Officer

- Mediate and arbitrate housing disputes involving lease terminations, service reduction and habitability complaints, and rent control ordinance violations, some conducted in Spanish.

Square Trade, Inc. **June 2003 – May 2005.**

Mediator

- Resolved eBay Transactional disputes between national and international parties through an online mediation process.

County of Santa Clara **January 1998 – February 2005.** **Dispute Resolution Program**

Supervising Mediator, Ombudsperson, & Small Claims Mediation Program Coordinator

- Oversaw program and mediated to settlement litigated cases including, landlord-tenant, consumer-merchant, breach of contract, real property, dissolution of partnerships, neighborhood, family court, temporary restraining orders, Victim-Offender and Juvenile Probation Department issues; some mediations conducted in Spanish.
- Negotiated phone settlements; drafted conciliation agreements; convened the mediation process.
- Facilitated strategic planning and program development meetings.
- Performed ombudsperson function by mediating complex, controversial intra-agency cases.

MEDIATION AWARDS & ACCOMPLISHMENTS

- Hundreds of mediations of litigated disputes, some in Spanish.
- Profiled in San Jose Magazine "Top Lawyers" Edition, October 2002 and October 2003. Named to San Jose Magazine's "Silicon Valley's Top 300 Lawyers" List, July 2004.
- Santa Clara County Bar Association ADR Executive Committee Chairperson 2002-2004.

TRAINING & FACILITATION EXPERIENCE

Facilitator, Trainer, Coach, & Instructor **July 2001 – Present.**

Develop curricula, conduct facilitations and trainings for the Santa Clara County Bar Association, Pepperdine University Straus Institute, non-profit organizations, government agencies, San Jose Unified School District and various private schools, universities, and insurance companies regarding the following subject matters: ADR Confidentiality, Effective Communication Skills, Small Claims Court Procedures and Mediation Process, Constructively Managing Conflict in the Corporate Workplace, Anger Management, Mediation Principles & Practice, Negotiation Skills for Non-Lawyers, and Legal Negotiation.

Santa Clara University, School of Law

Spring 2003 – Present.

Adjunct Faculty, Negotiation

- Co-design and co-teach semester-long Legal Negotiation course to second and third year law students.

San Jose City College

Spring 2003 – Spring 2005.

Adjunct Faculty, Mediation

- Proposed and shepherded mediation course through rigorous, six month-long, local and state matriculation approval and accreditation processes.
- Designed and co-taught intensive, 54 hour-long “Mediation Principles and Practices” course.

POLICY MANAGEMENT EXPERIENCE

RealNames Corporation

June 1999 – September 2000.

Corporate Disputes & Policies Manager

- Devised corporate data quality and product distribution policies. Generated and disseminated policy manual and trained company employees on policies.
- Managed and oversaw data quality and customer service teams charged with applying policies to daily, corporate functions.
- Successfully resolved interdepartmental, workplace, and customer service conflicts.
- Mediated and “arbitrated” intellectual property infringement and domain name-like disputes between the company, its customers, and its competitors.
- Created online dispute resolution process for product distribution and customer service disputes. Successfully negotiated and managed the strategic, outsource partnership with an online dispute resolution provider.

PROFESSIONAL MEMBERSHIP

- Santa Clara County Bar Association;
- Santa Clara County Superior Court Alternative Dispute Resolution Committee;
- California State Bar Association;
- American Bar Association ADR Section, Labor & Employment Law Section, Government & Public Sector Lawyers Division;
- Santa Clara County Superior Court Mediation Panelist and Limited Jurisdiction Early Settlement Conference Panelist.

EDUCATION

- Juris Doctor, Santa Clara University.
- Bachelor of Arts, English, U.C. Davis.
- Attended over 1000 hours of training sponsored by the following organizations: Harvard Law School Program of Instruction for Lawyers, The World Intellectual Property Organization, Pepperdine University Straus Institute of Dispute Resolution, Santa Clara County Dispute Resolution Services and Juvenile Probation Departments, Stanford University Law School, The Justice Center of Atlanta, Santa Clara University Law School, University of California Berkeley, Negotiation Strategy Institute, Council on Education and Management, New York University School of Law, and The EEOC.