



Erin E. Gleason Alvarez
Mediator | Special Master

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[Website](#)
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Erin E. Gleason Alvarez is an independent mediator based in New York. She began her career as a litigator and then went on to lead the Global Dispute Resolution Program for a prominent international financial institution for ten years. Since 2017, Ms. Gleason has served as a full-time mediator and arbitrator in US-domestic and international disputes.

Ms. Gleason serves as mediator under the auspices of CPR Dispute Resolution Services, Resolute Systems mediation rules, in ad hoc processes and court-appointed cases. She has acted as mediator in over 100 cases. In 2022, the Appellate Division of the New York State Supreme Court, First Department, appointed Ms. Gleason to serve as a Special Master for the court. She has been listed as a top mediator by Who’s Who Legal: Mediation since 2020. She is certified by the New York State Unified Court System ADR Office to conduct mediator certification training programs. Ms. Gleason received mediator certification through the CPR Institute and chaired CPR’s Mediation Committee for four years. She also co-authored and edited *Make Mediation Work: In-house Counsel Guide to Mediation*, which was published by CPR in 2018.

She is the Director of the Mediation Practicum and the Amelia A. Gould Representation in Mediation Clinic at the Elisabeth Haub School of Law, Pace University.

Substantive areas of the law addressed in Ms. Gleason’s work, with the amount in controversy up to nine figures, are summarized below.

Employment

- Discrimination and retaliation; executive compensation; breach of employment agreement; wrongful termination

Business and Commercial:

- Various breach of contract matters, including claims relating to franchise agreements; purchase agreements; financial instruments; master services agreements and related statements of work; commercial lease agreements; consumer contracts; business broker agreements. Address disputes relating to contract performance, interpretation, errors / omissions, fraud, confidentiality / non-disclosure obligations, termination, warranties, indemnification, limitations on liability, assignment, force majeure

Insurance Coverage:

- First and third-party; primary and excess; commercial general liability; professional liability; employment practices liability

Prior Experience

Assistant Vice President and Global Head of ADR Programs, American International Group (2007–2017)

LLM Student, Straus Institute for Dispute Resolution, Pepperdine University School of Law (2005–2006)

Litigator (2001–2005)



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Education

Master of Laws, Straus Institute for Dispute Resolution, Pepperdine University School of Law; Juris Doctorate, City University of New York School of Law; Bachelor of Arts, State University of New York at Albany

ADR Thought Leadership

Director of the Mediation Practicum and the Amelia A. Gould Representation in Mediation Clinic at the Elisabeth Haub School of Law, Pace University (2023 – present)

Member, Executive Advisory Committee, CPR Institute (2014 – present)

Co-Chair, Mediation Committee, CPR Institute (2014 – 2018); Member (2007 – present)

Co-Chair, Model Clause Task Force, CPR Institute (2019 - 2020)

Co-Chair, President’s Committee on Enhancing Efficiency in Dispute Resolution, New York City Bar Association (2017 – 2020)

Member, International Commercial Disputes Committee, New York City Bar Association (2016 – 2017)

Adjunct Professor, Straus Institute for Dispute Resolution, Pepperdine University School of Law (2013-2014)

Selected Speaking Engagements

“Arbitration Advocacy in the Virtual and Hybrid World: When to Consider Mediation,” CPR Institute (May 2022)

"Internal and External Disagreements: Is Resolving Them Really Different?" Silicon Valley Arbitration & Mediation Center (March 2021)

“Positive Negotiation Techniques,” New York City Bar Association (May 2020)

"Radical Proposals for Dispute Resolution: An Efficiency Revolution," 14th ICC New York Conference on International Arbitration, New York, NY (October 2019)

“Ensuring the Fruitful Mediation of Disputed Claims,” RIMS Annual Conference, Boston, Massachusetts (April 2019)

“ADR Bootcamp for In-house Counsel,” Program Chair, New York City Bar Association, New York, NY (February 2019)

“Dispute Resolution in the Wake of Disaster: Fire, Flood and Famine,” CPR Institute Annual Meeting, Atlanta, GA (March 2018)

“International Arbitration Users Speak: What We Care About and Why,” ICC, Montreal, Canada (November 2017)

Keynote Speaker, Women in International Arbitration Annual Dinner, New York, NY (September 2017)



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Keynote Speaker, ICC Young Arbitrators Forum Annual Meeting, New York, NY (June 2017)

“What is Measured is Managed: Understanding the Qualitative and Quantitative Benefits of Dispute Resolution,” ICC International Mediation Conference, Paris, France (October 2016)

“Cross Cultural Mediation: American and European Perspectives,” CPR Institute, New York, NY (January 2016)

“Intelligent Dispute Resolution in Insurance Claims Disputes,” CEDR, London, England (November 2015)

“Fresh Perspectives: Insights from Inhouse Counsel on Arbitration and Mediation,” ACR-GNY Annual Conference, New York, NY (June 2015)

“What Defines Success in Mediation?” CPR Institute, London, England (November 2011)

Selected Publications

Please visit <https://www.gleasonalvarezadr.com/blog> for articles on mediation best practices.

What is Bad faith in Mediation? New York Law Journal (2022)

Dispute Resolution and Avoidance in 2020: The Impact of Covid-19 on Arbitration and Mediation, Corporate Disputes Magazine (2020)

Final Offer Arbitration: History, Practice and Future, Edna Sussman Co-author, CPR Institute (2019)

Make Mediation Work: In-house Counsel Guide to Mediation, Co-Writer and Editor, CPR Institute (2018)

International Commercial Mediation: Brief Update on Developments in Enforceability, American Bar Association Section of Litigation Magazine (2017)

Promoting Alternative Dispute Resolution: What’s the ROI on ADR?, CPR Institute (2012)

International Arbitral Appeals: What Are We So Afraid Of?, Pepperdine Dispute Resolution Law Journal (2007)

Additional Training

Certified Project Manager, Project Management Leadership Group; Certified Mediator, CPR Institute;

International Dispute Resolution Study in Europe, Straus Institute for Dispute Resolution;

MediateArt Training Program, Volunteer Lawyers for the Arts

Awards

Who’s Who Legal: Mediation (2020 - 2023)

Higginbotham Fellow, American Arbitration Association (2017)

Award for Outstanding Student Article, CPR Institute (2007)