

Erin Gleason Alvarez is an independent arbitrator and mediator. She is a member of the American Arbitration Association Commercial Arbitration Panel, the CPR Institute Panel of Distinguished Neutrals, and Resolute Systems New York and National Mediation Panels. Ms. Gleason is held in the highest regard by parties for her ability to diffuse volatile situations. She is known for her fair and tenacious approach to her work as a neutral.

Ms. Gleason's experience in mediation and arbitration spans her twenty-year career, from her early work as a litigator to her leadership in the ADR field as in-house counsel. She has represented hundreds of parties in direct negotiation, arbitration, and mediation of commercial and employment disputes. She also served as counsel in litigated class actions relating to securities, corporate governance, and employment matters. As in-house counsel to a Fortune 100 company, she developed negotiation, settlement, and valuation strategies for complex commercial disputes, securities matters, and insurance coverage claims; provided guidance on drafting agreements relating to mergers and acquisitions, joint ventures, and commercial contracts; and developed and delivered global training programs on negotiation, mediation and arbitration best practices. She earned an LLM from the Straus Institute for Dispute Resolution at Pepperdine University in 2006.

ADR Experience

Ms. Gleason serves as tribunal chair, sole arbitrator, emergency arbitrator, and mediator in complex commercial, insurance, construction, and employment disputes. Substantive areas of the law addressed in her work as an arbitrator and mediator are summarized below.

Business and Commercial:

- Corporate breach of fiduciary duty action by shareholders
- Corporate dissolution matters
- Various breach of contract matters, including claims relating to franchise agreements; purchase agreements; financial instruments; master services agreements and related statements of work; consumer contracts; business broker agreements
- Business partner and joint venture disputes relating to obligations, funding, payments, and employment issues
- Investor / investee(founder) disputes
- Trademark infringement action among former business partners

Insurance Coverage:

- Commercial general liability claims
- Residential property damage claims
- Construction defect claims (residential and commercial)
- Medical malpractice claims
- Personal injury claims
- Payor/provider disputes between hospitals and health insurance companies

Entertainment

- Personal service agreement / breach of contract claim
- Partnership - production agreement / breach of contract claim

Employment

- Breach of employment agreement claims
- Wrongful termination claims

Work History

Independent Mediator and Arbitrator (2017 – Present); In-house Counsel/Global Head of ADR Programs for Fortune 100 Company (2007–2017); International Arbitration LLM Program, Straus Institute for Dispute Resolution, Pepperdine University School of Law (2005–2006); Commercial Litigator (2004–2005); Employment Litigator (2001–2003)

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

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)

Co-Chair, Mediation Committee, CPR Institute (2014 – 2018); Member (2007 – 2019)

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

Member, Arbitration Committee, CPR Institute (2007 – present)

Member, Insurance Law Committee, New York City Bar Association (2020 - present)

Member, Arbitration Committee, New York City Bar Association (2007 – 2010; 2017 – present)

Member, In-house Counsel Committee, New York City Bar Association (2016 – 2018)

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

Faculty, Commercial Arbitration Training, New York State Bar Association (2015 – present)

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

Selected Speaking Engagements

“Mindfulness & Negotiations,” Lawline (December 2020)

“Mediation Preparation & Advocacy,” Clear Law Institute CLE Webinar (November 2020)

“Best Practices for Efficiency in Arbitration,” Clear Law Institute CLE Webinar (October 2020)

“Negotiation 101,” New York City Bar Association Webinar (August 2020)

“COVID-19, Insurance Coverage, and Dispute Resolution: Identifying Strategies,” Clear Law Institute CLE Webinar (June 2020)

“ADR for In-house Counsel,” Lawline (June 2020)

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

“In-house Counsel Resources for Proactive Dispute Resolution,” Clear Law Institute CLE Webinar (April 2020)

“Dispute Resolution Workshop,” International Association of Commercial Contract Managers, Americas Conference, Phoenix, AZ (November 2019)

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

"Women Owning It: On Your Own Terms, Negotiating the Negotiation," Made in NY Media Center, Brooklyn, NY (October 2019)

"Mindful Negotiation," Women Entrepreneurs NYC (WE NYC) Master Leadership Conference, New York, NY (August 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)

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)

"Developing an International Arbitration and Arbitrator Practice: Tips for Young Professionals," New York International Arbitration Center, New York, NY (December 2014)

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

"The New IBA Guidelines for Drafting International Arbitration Clauses and the New Queen Mary Survey of Corporate Choices in International Arbitration," CPR Institute, New York, NY (March 2011)

"A Review of Corporate Attitudes and Practices in ADR: The 2008 PricewaterhouseCoopers/School of International Arbitration, Queen Mary, University of London Study," American Bar Association Section of Dispute Resolution Annual Meeting, Seattle, WA (April 2009)

Selected Publications

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

The Southern District of New York Denies Request to Vacate AAA Insurance Coverage Award, American Bar Association Section of Litigation Magazine (2020)

Online Arbitration: Avoiding the "Outer Limits" of Enforceability, American Bar Association Section of Litigation Magazine (2019)

Negotiation in the Context of Arbitration, Kluwer Arbitration Blog (2019)

Lean Arbitration, Corporate Disputes Magazine (2019)

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

Putting Final Offer Arbitration to Use, 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)

Hacking Arbitration, New York State Bar Association Corporate Counsel (2016)

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

Volunteer Lawyers for the Arts, MediateArt Training Program

CPR Institute, Mediator Training

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