Roy Baroff

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Key Accomplishments

NC State Faculty & Staff Ombuds - Certified Organizational Ombuds Practitioner®

Dispute resolution practice since 2001 serving as mediator, arbitrator, educator, ombuds

Adjunct professor Elon School of Law, UNC Greensboro, and UNC School of Law

Chair NCBA Dispute Resolution Section / Lawyer Effectiveness Quality of Life Committee

Civil litigation practice including Industrial Commission, Superior, and Federal Courts

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Professional Experience

Roy J. Baroff, Pittsboro, NC 2001 to present
Attorney - ADR Services - Education – Ombuds

- NC State Faculty Ombuds 2014 to present
- NC State Staff Ombuds January 2017 to present
- Adjunct Professor - Elon School of Law 2011 – 2013, 2016, 2017 / UNC Greensboro 2005 – 2015 / UNC School of Law 2006 – 2011

The Jernigan Law Firm, Raleigh, NC Attorney - Mediator 1994 - 2001

- Civil litigation in workers' compensation and personal injury claims

USA & M, Carrboro, NC Attorney - Mediator 1992 - 1994

- Established office, supervised staff, and managed neutrals panel

Taft, Taft & Haigler, Raleigh, NC Attorney 1990 -1992

- Civil litigation of asbestos claims in Federal Court

Barrett & Associates, Chapel Hill, N C Attorney 1987-1990

- General practice - real estate, personal injury, and land use law

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Education, Licenses & Certifications

University of North Carolina, JD Chapel Hill, NC 1987
University of South Florida, MA Anthropology Tampa, Florida 1983
University of North Carolina, BA Anthropology Chapel Hill, NC 1979
NC State Bar 1987 to present
NC Superior Court Mediator 1992 to present
USSF (soccer) Certified Referee 2012 to present
International Ombudsman Association Training 2007 and ongoing
Certified Organizational Ombuds Practitioner® June 2017 to present

Subject matter listing of teaching, training, presentations, and publications

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University Teaching	**- 3**
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NC State Faculty & Staff Ombuds Office – Presentations & Training

"Conflict Leadership" program presented to SPARCS (Sponsored Programs & Regulatory Compliance Services) via Lunch & Learn program. November 2017, Raleigh, NC

"Conflict Leadership" program for Post Docs sponsored by the Graduate School. November 2017, Raleigh, NC

NC State Faculty & Staff Ombuds Office Update to Faculty Senate. October 2017, Raleigh, NC

NC State Faculty & Staff Ombuds Office Update to Staff Senate. October 2017, Raleigh, NC

Introduction to the NC State Faculty & Staff Ombuds Office, Mentor Rings program in College of Engineering. October 2017, Raleigh, NC

Update on ABA Dispute Resolution Section Ombuds Committee presented at NC Ombuds Regional Meeting. October 2017, Raleigh, NC

Introduction to the NC State Faculty Ombuds Office, New Faculty Orientation. August 2017, Raleigh, NC

Opening an Ombuds Office and Beyond: Version 2.0, International Ombudsman Association Annual Meeting. April 2017, Minneapolis, MN

Conflict Resolution in our Digital Age. OIT Lunch and Learn program. April and May 2017, Raleigh, NC

Conflict Leadership presentation for Masters of Accounting course. Jenkins Graduate School of Management. November 2016, Raleigh, NC

Mediation/Facilitation Training, Hearing Officer Committee, Vet School. May 2016, Raleigh, NC

Opening an Ombuds Office from the Ground Up and Beyond: The NC State Faculty Ombuds Office, International Ombudsman Association Annual Meeting. April 2016, Seattle, WA

Conflict Styles – African American Cultural Center, March 2016, Raleigh, NC

NC State Faculty Ombuds Office, presentation at UNC School of Law. October 2015, Chapel Hill, NC

NC State Faculty Ombuds Office, presentation at Elon School of Law. October 2015, Greensboro, NC

The Strange Purpose of Conflict - College of Natural Resources Professional Development. October 2015, Raleigh, NC

Difficult Conversations & Conflict Styles - Office of Faculty Development, September 2015, Raleigh, NC

Facilitation Training for Horticultural Extension Faculty, September 2015, Cary, NC

University Teaching

Elon University School of Law **Greensboro, NC**

Negotiation – Spring 2016, spring 2017
ADR Representation - Fall 2013 (two sections)
Legal Method & Communication II - Spring 2013
Legal Method & Communication I & II – Fall 2011 to Spring 2012

UNC Greensboro **Peace & Conflict Studies Dept.** **Greensboro, NC**

Facilitation & Mediation	Spring 2015	Undergraduate level
Negotiation & Mediation	Fall 2014	Masters level
Negotiation	Fall 2014	Undergraduate level
Facilitation & Mediation	Spring 2014	Undergraduate level
Conflict Resolution Skills	Spring 2013	Masters level
Mediation Theory and Practice	Fall 2005 – 2012	Masters level

UNC School of Law **Chapel Hill, NC**

Research, Reasoning, Writing & Advocacy - Spring Semester 2005 – 11
Research, Reasoning, Writing & Advocacy - Fall Semester 2006
Negotiation Coach - Negotiating exercise - February 2003, 05, 06
Deposition Pointers and Mediation Advocacy, Civil Legal Clinic - October 2001
Mediation in North Carolina, Civil Legal Clinic - November 1991

NC State University

Mediation. October 1993. Leadership class. Raleigh, NC

UNC Chapel Hill

Conflict Management, Advanced Leadership Development Seminar - 11/16/92
Managing Conflict, Emerging Leaders Program - October 1991 & 1992

Training for Judges

NC Court of Appeals 40 hr Mediation Skills Training. Lead trainer for American Arbitration Association. May 1 - 5, 2003, Raleigh, NC

NC Court of Appeals 40 hr Mediation Skills Training. Lead trainer for American Arbitration Association. July 24 -28, 2002, Raleigh, NC

Continuing Legal Education Presentations

ADR Case Update, North Carolina Bar Association Dispute Resolution Section Annual Meeting, planned for February 2017, Pinehurst, NC

Mediation Case Update, North Carolina Bar Association Dispute Resolution Section Annual Meeting, February 2016, Charlotte, NC

Breaking Impasse in Mediation, ABA Advanced Mediation and Advocacy Skills Institute. November 2013, Nashville, TN

Mediation Theory into Practice, North Carolina Association of Professional Family Mediators. March 2012, Greensboro, NC

New Admittee Program, North Carolina Bar Association. April 2011, Cary, NC

Negotiation Strategy and Tactics, The Finely Tuned Lawyer, North Carolina Bar Association. February 2011, Pinehurst, NC

NC Superior Court Mediation Training, North Carolina Central School of Law Dispute Resolution Institute and Carolina Dispute Settlement Services. May 2010, Durham, NC

Developing your Mediation Practice, Dispute Resolution Section Annual Meeting, North Carolina Bar Association. March 2009, Greensboro, NC

Mediation Case Update, Workers' Compensation Section Annual Meeting, North Carolina Bar Association. February 2009, Greensboro, NC

Workers' Compensation Claims in North Carolina, Lorman Education Services, "Best Practices in ADA, FMLA and Workers' Compensation." May 2007, Raleigh, NC

ADR Caselaw Update and Guidance on Drafting Enforceable Mediation Settlement Agreements, Dispute Resolution Section Annual Meeting, North Carolina Bar Association. March 2007, Cary, NC

NC Superior Court Mediation Training, Mediation, Inc. March 2007, Chapel Hill, NC

Case Update - Industrial Commission Cases Related to Mediation, North Carolina Bar Association. October 2007, Cary, NC

Workers' Comp Case Update, Workers' Comp for Mediators, North Carolina Bar Association. September 2006, Cary, NC

Preparing for Mediation and Hearing, Legal Assistant's Division Seminar, North Carolina Academy of Trial Lawyers. June 2005, Sunset Beach, NC

NC Superior Court Mediation Training, NC Central Law, Carolina Dispute Settlement Services. May 2005, Durham, NC

Rapport Building for Mediators, Dispute Resolution Section Annual Meeting, North Carolina Bar Association. March 2005, Greensboro, NC

Mediation in Workers' Compensation Cases, Workers' Compensation Annual Meeting, North Carolina Bar Association. February 2005, Greensboro, NC

Medicare & Social Security Issues for Mediators, North Carolina Bar Association. Online Fall 2004

Mediation, Basic Workers' Comp Practice Seminar, North Carolina Academy of Trial Lawyers. September 2004, Raleigh, NC

Social Security Offset and Medicare Issues for Mediators, Workers' Compensation Issues for Mediators, North Carolina Bar Association. June 2004, Cary, NC

Effective Negotiation in Mediation, Administrative Law Section Annual Meeting, North Carolina Bar Association. March 2004, Cary, NC

Workers' Comp Update: A View from Both Claimant's and Defendant's Attorneys, Council on Education in Management. February 2004, Raleigh, NC

Alternative Dispute Resolution – Law and Practice, General Practice Update, Wake Forest Law School. November 2003, Raleigh, NC

Best Mediation Practices, Workers' Compensation Educational Conference. October 2003, Research Triangle Park, NC

Mediation in Eminent Domain Cases, CLE International. August 2003, Durham, NC

Mediation in Workers' Compensation Cases, Council on Education in Management. April 2003, Raleigh, NC

Mediation in Workers' Compensation Cases, Workers' Compensation Annual Meeting, North Carolina Bar Association. February 2003, Greensboro, NC

Mediation, Basic Workers' Comp Practice Seminar, North Carolina Academy of Trial Lawyers. October 4, 2002, Raleigh, NC

Mediation Issues, North Carolina Workers' Compensation Educational Conference. October 2002, Research Triangle Park, NC

Mediation Training, Duke Private Adjudication Center. August 2002, Durham, NC

Workers' Compensation Claims in North Carolina, Lorman Educational Services. July 2002, Raleigh, NC

Succeed With Mediation in Eminent Domain Cases – Effective Advocacy in Mediated Settlement Conferences, CLE International. June 2002, Durham, NC

40 hr Mediator Training, American Arbitration Association. June 2002, Charlotte, NC

Harry Mediator and the Sorcerer's Settlement, Dispute Resolution Section Annual Meeting, North Carolina Bar Association. April 2002, Cary, NC

Everything You Wanted to Know, but Were Afraid to Ask, Dispute Resolution Section Annual Meeting, North Carolina Bar Association. May 2001, Boone, NC

40 hr Mediation Training, Mediation Center of Asheville. April 1996, Asheville, NC

Succeed With Mediation – Effective Advocacy in Mediated Settlement Conferences. USA&M. Fall 1994, Raleigh, NC

40 hr Mediation Training, American Arbitration Association. Spring 1994, Greensboro, NC

40 hr Mediation Training, American Arbitration Association. Fall 1993, Charlotte, NC

40 hr Mediation Training, American Arbitration Association. Spring 1993, Fayetteville, NC

Mediation For Workers' Compensation Counsel and Workers' Compensation Law for Mediators, North Carolina Bar Association. September 1992, Raleigh, NC

Resolving Environmental Disputes in the Neoteric 1990's, Environmental School of the Carolinas. Fall 1992, Charlotte, NC

40 hr Mediation Training, American Arbitration Association. August 1992, Asheville, NC

40 hr Mediation Training, American Arbitration Association. February 1992, Winston-Salem, NC

Conflict Resolution Training

Conflict Leadership. Training for City of Raleigh community leadership program. April, October, 2017, Raleigh, NC

Negotiation/Mediation Training for U.S. Marine Corps Special Operations Command - MARSOC Team Commander Course. May, August, October 2015, January 2016, October 2017 - Camp LeJeune, NC

Conflict Leadership. Training for EEO counselors. June – August 2014, RTP, NC

Community Connections, Mediation in North Carolina presented to delegation of lawyers and mediators from Belarus. April 22, 2014, Raleigh, NC

Build Relationships to Build Mediation Results, presented to NCAMP mediators. May 2013, Hollifield Leadership Center, Conover, NC

Conflict Resolution Skills, Plum Springs Clinic. September 2007, Chapel Hill, NC

Leadership Training, Community Independent School. September 2005-06, Pittsboro, NC

JSPI Conflict Management for Supervisors & Managers, American Arbitration Association program. May and June, 2005, Butler, PA and Detroit, MI

Employment Mediation, UNC Healthcare, Carolina Dispute Settlement Services. May 2005, Chapel Hill, NC

Build Rapport to Build Resolution, Rosen Law Firm. March 2004, Raleigh, NC

JSPI Conflict Management for Supervisors & Managers, American Arbitration Association. January 2004, Butler, PA

Employment Mediation, Carolina Dispute Settlement Services. December 2003, Raleigh, NC

Negotiating and Mediating, National Association of State Arts Agencies Annual Meeting. December 2003, Charleston, SC.

Employment Mediation, Carolina Dispute Settlement Services. September 2003, Raleigh, NC

Taming the Tiger: Resolving Conflict in a Changing Workplace, Administrator's Seminar, ValueOptions, Inc. April 2003, Research Triangle Park, NC

Conflict Management and Negotiation Training for Metaldyne Mangers, American Arbitration Association. March 2003. Detroit, MI

JSPI Fast Track Dispute Resolution Program - Corporate Officer Training. American Arbitration Association. December 2002, Malvern, PA

JSPI Conflict Management for Supervisors & Managers, American Arbitration Association. September 2002. Butler, PA and Detroit, MI

The Future of ADR in North Carolina, North Carolina Association of Professional Family Mediators. September 2002, Greensboro, NC

Succeed with Mediation – Effective Advocacy in Mediated Settlement Conferences, NC League of Municipalities Risk Management Services. August 2001, Raleigh, NC

Openings Are Closings, Tell Tall Tales and Make Them Laugh – Mediation Skills and Tactics in the Litigation Setting, Society of Professionals in Dispute Resolution. October 1996, Anaheim, CA

To Caucus or Not to Caucus – That Question & Other Mediator Tactics, Society of Professionals in Dispute Resolution. September 1995, Washington, D.C.

To Caucus or Not to Caucus – That Question & Other Mediator Tactics, Mediation Network of North Carolina Annual Conference. October 1994, Black Mountain, NC

Managing Conflict in the Workplace – Employment Dispute Resolution, USA&M. October 1994, Research Triangle Park, NC

Mediator Roundtable, USA&M. December 1993, Greensboro, NC

Mediation Training – Emotion Management with the DEFUSE method, USA&M Advanced

Mediator Training. October 1993, Hilton Head, SC

Mediator Roundtable, USA&M. April 1993, Greensboro, NC

Leadership Triangle, final class facilitation. November 1992, Raleigh, NC

Sports Conflict Resolution Programs

Club Interaction Coach for Capital Area Railhawks Soccer Development Academy. Boys' teams ages 14, 16, and 18. 2013, 2014, Cary, N.C.

Developing Leadership. Seminar presented to members of the UNC Women's Soccer Team. March - April 2007. Chapel Hill, NC

Leadership Training. Pre-season, UNC Women's Soccer. August 2006, Chapel Hill, NC

Facilitated Team Meeting, UNC Women's Soccer. April 2006, Chapel Hill, NC

Leadership Seminar, UNC Women's Soccer Team. March 2006, Chapel Hill, NC

The Stepping Up Model, Leadership program, Southern Soccer Convention. January 2006, Greensboro, NC

Leadership Training, Pre-season, Mt. Olive Women's Soccer, August 2005, Mt. Olive, NC

Leadership Training, Pre-season, UNC Women's Soccer. August 2005, Chapel Hill, NC

Stepping Up: Taking Leadership and Performance to the Next Level, Team Prep Camp (Soccer Camp). August 2005, Casco, ME

Developing the Leader Within, UNC Women's Soccer Team. February 2005, Chapel Hill, NC

Stepping Up: Taking Leadership and Performance to the Next Level, National Soccer Coaches Association of American Annual Convention. 1/14/05, Baltimore, MD.

Leadership Training. Pre-season, UNC Women's Soccer, August 2004, Chapel Hill, NC

Leadership Through Conflict Resolution: Building Team Chemistry and Community, Pre-season, Mt. Olive Women's Soccer, August 2004, Mt. Olive, NC

Developing the Leader Within, Sophomore Seminar, UNC Women's Soccer. Spring 2004, Chapel Hill, NC

Leadership Through Conflict Resolution: Building Team Chemistry and Community, National Soccer Coaches Association of America. January 2004. Charlotte, NC

Developing the Leader Within, Seminar, UNC Women's Soccer Team. February 2003, Chapel Hill, NC

Leadership Through Conflict Resolution, Pre-season training, UNC Women's Soccer Team. August 2003, Chapel Hill, NC

Publications

Ongoing blog for NC State Faculty & Staff beginning January 2015 to the present. https://facultyombuds.ncsu.edu/blog/

"Ombuds in Private Law Firms? Lessons Learned from the NC State Faculty Ombuds Office." North Carolina Bar Association, Dispute Resolution Section, The Peacemaker, Vol. 30, No. 2, February 2016

A Long and Winding Tale: Acton v Lowes, Dispute Resolution, North Carolina Bar Association Dispute Resolution Section, Vol. 23, No. 1, November 2008

"Case Update: Industrial Commission Cases Related to Mediation." North Carolina Academy of Trial Lawyers, Workplace Torts & Workers' Comp. December 7, 2007

Case Update - Industrial Commission Cases Related to Mediation, "A is for Accident: A Workers' Compensation Primer," North Carolina Bar Association. October 2007

"Ombuds 101: Are Law Firms Ready for an Ombudsman?" North Carolina Lawyers Weekly. August 13, 2007

"Mediator Selection Survey and the State of Mediation in North Carolina" North Carolina Lawyers Weekly. February 19, 2007

"Case Update: Industrial Commission Cases Related to Mediation," North Carolina Academy of Trial Lawyers, Workplace Torts & Workers' Comp. December 1, 2006

"Case Update: Industrial Commission Cases Related to Mediation," North Carolina Bar Association Dispute Resolution Section, Vol.21, No. 1. November 2006

"Case Update for the Workers' Comp Practitioner," North Carolina Lawyers Weekly. August 21, 2006

"What is Leadership?" Roy Baroff and Bill Sanford, Soccer Journal. July/August 2005

"NCIC 2004 Case Update on Mediation Issues," North Carolina Academy of Trial Lawyers, "Workplace Torts & Workers' Compensation." December 4, 2004

"NCIC 2004 Case Update on Mediation Issues." North Carolina Lawyers Weekly. November 8, 2004

"Leadership Through Conflict Resolution: Building Team Chemistry and Community," Triangle Organizational Development Network newsletter. September 2004

"Dominator or Accommodator? Self-assessment reveals players' conflict behavior patterns." Roy Baroff and Bill Sanford, Soccer Journal. May/June 2004

"Leadership Through Conflict Resolution: Building Chemistry and Community." Roy Baroff and Bill Sanford, ACResolution. Winter 2004

Alternative Dispute Resolution in North Carolina – A New Civil Procedure. Contributing author, North Carolina Bar Foundation and the North Carolina Dispute Resolution Commission. 2003

"Practical Issues in Dispute Resolution: A Review of Decisions," NCBA Workers' Compensation Newsletter. Fall 2003

"Mediation of Workers' Compensation Claims: Everything You Always Wanted to Know but Were Afraid to Ask," Trial Briefs Magazine, North Carolina Academy of Trial Lawyers. August 2003

"Mediated Settlement Agreements – To Enforce or Not to Enforce?" North Carolina Lawyers Weekly. May 5, 2003

Mediation Case Review and Update, Workplace Torts and Workers' Comp, North Carolina Academy of Trial Lawyers. December 2002, Chapel Hill, NC

"Advanced Training for Mediators is a Good Idea," Dispute Resolution Section Newsletter Vol. 9, No. 3, North Carolina Bar Association. May 2001

"Hepatitis C (The Shadow Epidemic)," National Workplace Injury Litigator. December 1999

"Guidelines for the Ethical Practice of Mediation and to Prevent the Unauthorized Practice of Law." Task Force Chair on Mediation and the Practice of Law. Principle author of Task Force Report approved by the North Carolina Bar Association Dispute Resolution Section (April 14, 1999) and the North Carolina Bar Association Board of Governors (June 17, 1999)

"A Perspective on Mediation," Trial Briefs Magazine, North Carolina Academy of Trial Lawyers. Summer 1998

"Dispute Resolution Revisited: The Future For North Carolina is NOW!" Bar Notes Newsletter, North Carolina Bar Association. August/September 1986

"An Evaluation of Mandatory Mediation in Child Custody and Visitation Disputes." Contributing author, North Carolina Bar Association Committee on Dispute Resolution. Summer 1986, Raleigh, NC

"The Dispute Settlement Center: Programming in Dispute Resolution," Masters Thesis, University of South Florida. March 29, 1983, Tampa, FL

"Survey: Do Centers Provide Follow-Up?" Dispute Resolution Update, ABA Special Committee on Alternative Dispute Resolution. Winter 1982, Washington, D.C.

updated 12/28/17