

Roy Baroff

Key Accomplishments

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

Conflict resolution practice since 2001 - mediator, ombuds, arbitrator, educator

Adjunct professor Elon School of Law - UNC School of Law - UNC Greensboro

Chair for NCBA Dispute Resolution Section and Lawyer Effectiveness Quality of Life Committee / Member of NCBA Strategic Planning & Emerging Trends Committee

Professional Experience

- Roy J. Baroff**, Pittsboro, NC 2001 to present
Attorney - Dispute Resolution Services - Ombuds - Education
- NC State Faculty Ombuds December 2014 to present
 - NC State Staff Ombuds January 2017 to present
 - Mediator for EPA Office of Civil Rights + Town of Chapel Hill
 - Adjunct Professor - Elon School of Law 2011 – 2013, 2016 - 2018 / UNC Greensboro 2005 – 2015 / UNC School of Law 2006 - 2011
- The Jernigan Law Firm**, Raleigh, NC Attorney - Mediator 1994 - 2001
- Civil litigation - 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 and Certifications

- University of North Carolina at Chapel Hill, School of Law, JD Chapel Hill, NC
- University of South Florida, MA Anthropology Tampa, FL
- Masters Thesis - The Dispute Settlement Center: Programming in Dispute Resolution
- University of North Carolina at Chapel Hill, BA Anthropology Chapel Hill, NC
- NC State Bar 1987 to present
- NC DRC Superior Court Certified Mediator 1992 to present
- USSF (soccer) Certified Referee 2012 to 2018
- International Ombudsman Association - Ombuds 101 Training 2007 and ongoing
- Certified Organizational Ombudsman Practitioner® June 2017 to present

Conflict Resolution Experience Summary

NC State University Faculty & Staff Ombuds - Certified Organizational Ombudsman Practitioner® / N.C. Dispute Resolution Commission Certified Mediator / Member National Academy of Distinguished Neutrals & North Carolina Academy of Superior Court Mediators / Mediator for EPA Office of Civil Rights & Town of Chapel Hill / past Arbitrator for American Arbitration Association & Financial Industry Regulatory Authority / Adjunct professor UNC Greensboro / Elon School of Law / UNC Chapel Hill School of Law

Conflict resolution trainings attended:

2017	Crucial Conversations	NC State University
2016	Ombuds Master Class	International Ombudsman Association
2015 – 18	Ombuds Conference	International Ombudsman Association
2015 – 18	Ombuds topics	International Ombudsman Association
2015	Power of Difference	Dana Morris-Jones, UNC Chapel Hill
2013	Advanced Mediation	ABA Section of Dispute Resolution
2007	Ombuds 101	International Ombudsman Association
2007	Advanced Mediation	Harvard Negotiation Insight Initiative
2006, 09	Advanced Mediation	Mediation, Inc.
2003, 09	Advanced Mediation	Carolina Dispute Settlement Services
2002 – 10, 12 - 17	Advanced Mediation	North Carolina Bar Association
1992 - 94	Advanced Mediation	United States Arbitration & Mediation
1992	Mediation Certification	American Arbitration Association
1989	Public Disputes	Mediation Network with Susan Carpenter
1985	Facilitation	Interaction Associates, Inc.
1982	Mediation	Dispute Settlement Center - Orange Co.

Conflict Resolution Training / Presentations provided by Roy Baroff (partial list):

American Arbitration Association	Association for Conflict Resolution
American Bar Association	Capital Area Railhawks Soccer
Carolina Dispute Settlement Services	City of Raleigh
Community Independent School	Dispute Settlement Center - Orange
Co. Duke Private Adjudication Center	Elon School of Law
Environmental Protection Agency	Mediation, Inc.
International Ombudsman Association	Mediation Center of Asheville
Mediation Network of North Carolina	Mt. Olive Women's Soccer Team
National Assembly State Arts Agencies	NC State University
North Carolina Bar Association	North Carolina Court of Appeals
North Carolina Central University School of Law	United States Arbitration & Mediation
UNC Chapel Hill Women's Soccer Team	UNC School of Law
US Marine Corps Special Operations Forces	Wake Forest School of Law

Partial List of Teaching, Training, Presentations and Publications

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NC State Faculty & Staff Ombuds Office – Presentations & Training

“Dealing with Conflict in Teams: How to get team working better together = Conflict Leadership” program for CALS via lunch and Learn, September 2018, Raleigh, NC

Introduction to the NC State Faculty Ombuds Office, New Faculty Orientation. August 2018, Raleigh, NC

“Conflict Leadership” program for Delta via Lunch and Learn, July 2018, Raleigh, NC

Translating Mediation Theory and Practice into Ombuds Practice. International Ombudsman Association Annual Meeting, Scheduled April 2018, Richmond, VA

“Conflict Leadership” program for Post Docs sponsored by the Graduate School. Scheduled March 2018, Raleigh, NC

“Conflict Leadership” program presented to SPARCS (Sponsored Programs & Regulatory Compliance Services) via Lunch & Learn program. 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

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, Spring 2018, planned Spring 2019
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 Department

Greensboro, NC

Facilitation & Mediation
Negotiation & Mediation

Spring 2014 & 2015
Fall 2014

Undergraduate level
Graduate level

Negotiation	Fall 2014	Undergraduate level
Conflict Resolution Skills	Spring 2013	Graduate level
Mediation Theory and Practice	Fall 2005 – 2012	Graduate level

UNC School of Law

Chapel Hill, NC

Research, Reasoning, Writing & Advocacy - Spring Semester 2005 – 11
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

Raleigh, NC

Mediation. October 1993. Leadership class. Raleigh, NC

UNC Chapel Hill

Chapel Hill, NC

Conflict Management, Leadership Development Seminar - November 1992
Managing Conflict, Emerging Leaders Program - October 1991 & 1992

Conflict Resolution Training

Conflict Leadership. Training for City of Raleigh community leadership program & Train the Trainers program. April, October, 2017, February 2018, 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, planned May 2018 - 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. September 2002 Butler, PA and Detroit, MI / January 2004 / May and June, 2005, Butler, PA and Detroit, MI

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

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

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

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 Managers, American Arbitration Association. March 2003. Detroit, MI

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

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

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

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

Training for Judges

NC Court of Appeals 40 hr Mediation Skills Training. Lead trainer for American Arbitration Association. July 24 -28, 2002 / May 1 - 5, 2003 / Raleigh, NC

Continuing Legal Education Presentations (partial list)

ADR Case Update, North Carolina Bar Association Dispute Resolution Section Annual Meeting, March 2007, Cary, NC / February 2009, Greensboro, NC / February 2016, Charlotte, NC / February 2017, Pinehurst, 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

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 2005 / May 2010, Durham, NC

Developing your Mediation Practice, Dispute Resolution Section Annual Meeting, North Carolina Bar Association. March 2009, Greensboro, 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. September 2006 / October 2007, Cary, NC

Preparing for Mediation and Hearing, Legal Assistant's Division Seminar, North Carolina Academy of Trial Lawyers. June 2005, Sunset Beach, 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 / June 2004, Cary, NC

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

Effective Negotiation in Mediation, Administrative Law Section Annual Meeting, North Carolina Bar Association. March 2004, Cary, 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 / June 2002
Durham, NC

Mediation in Workers' Compensation Cases, Council on Education in Management.
April 2003, Raleigh, NC / Workers' Compensation Annual Meeting, North Carolina Bar
Association. February 2003, Greensboro, NC

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

40 hr Mediator Training, American Arbitration Association. February 1992, Winston-
Salem, NC / August 1992, Asheville, NC / Spring 1994, Greensboro, NC / June 2002 /
1993 Charlotte, NC and Fayetteville, NC /

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

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

Sports Conflict Resolution Programs (partial list)

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

UNC Women's Soccer Team – various trainings with team members in Chapel Hill, NC
Developing Leadership. March - April 2007
Leadership Training. Pre-season, August 2003, 2004, 2005 & 2006
Facilitated Team Meeting. April 2006
Leadership Seminar. March 2006
Developing the Leader Within. February 2003 / Spring 2004 / February 2005

Mt. Olive Women's Soccer – various trainings with team members in Mt. Olive, NC
Leadership Training - Pre-season, August 2005
Building Team Chemistry and Community, August 2004

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

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

Publications (partial list)

“Is it Time for a Model Ombuds Act?” (with Jon Lee, Ombuds at University of New Mexico) ABA Dispute Resolution Section Just Resolutions magazine. February 2018

“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

“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

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

“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

“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)

“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

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