

Geoff Drucker

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EXPERIENCE

The American Health Lawyers Association

Director, Dispute Resolution Service, 2011-present

- Led redesign of policies and procedures for administration of arbitration claims and mediations.
- Led design and installation of paperless claim management system and online roster of neutrals.
- Oversee the administration and marketing of a nationwide dispute resolution service for the health care industry.
- Serve on the senior management team for the organization.

George Washington University School of Law

Adjunct Professor of Law, 2003-present

Teach Negotiation, Mediation, and Alternative Dispute Resolution.

The McCammon Group

Director of Federal Projects, 2005-2011

- Mediated employment and tort cases.
- Managed development of facilitation program for Nuclear Regulatory Commission.
- Secured General Services Administration contract for Management, Organizational, and Business Improvement Services.
- Advised Patent & Trademark Office on strategies for addressing workplace conflict.
- Secured sub-contract for improving the efficiency of the International Trade Commission's adjudicatory process for trademark disputes.

George Mason University, Institute for Conflict Analysis & Resolution

Adjunct Professor, 2007-2010

Taught Fundamentals of Negotiation and Conflict in Organizations.

U. S. Postal Service

Chief Counsel, Dispute Resolution & Prevention, 2001- 2005

- Assisted in development and operation of the nation's largest mediation program (REDRESS).
- Created early case assessment process for employment litigation.
- Initiated and coordinated the use of negotiated rulemaking.
- Appointed as settlement counsel for largest class action ever filed against U.S. Postal Service (26,000 class members); negotiated agreement with class counsel.
- Developed pilot workplace ombudsman program.
- Led development of web-based legal training programs and a national live training program on both substantive law and skills.

Staff Attorney, 1985- 2001

- Served as lead counsel in negotiations to develop a groundbreaking \$7 billion business alliance with Federal Express.

- Initiated and led an intra-agency task force that developed a widely used policy on community service.
- Organized the first training course on alternative dispute resolution for postal attorneys.
- Brought federal court actions and administrative complaints against companies for defrauding the public through false advertising, or defrauding the Postal Service through false claims.
- Defended the Postal Service against allegations of employment discrimination in federal court and administrative hearings.

Ninth Circuit Court of Appeals

Extern for Judge Harry Pregerson, Fall, 1984

MEDIATION AND ARBITRATION PANELS

- District of Columbia Court of Appeals, appointed 2017
- District of Columbia Office of Police Complaints, 2015-present
- Financial Industry Regulatory Authority, 2006-present
- Federal Shared Neutrals Program, 1996-2005
- Superior Court of the District of Columbia, Civil Division, 1991-1995

PROFESSIONAL AFFILIATIONS

- American Bar Association, Section of Dispute Resolution (former co-chair of Health Law Committee)
- D.C. Bar Association (former chair of Alternative Dispute Resolution Committee)

PUBLICATIONS

Books

Resolving 21st Century Disputes: Best Practices for a Fast-Paced World (Prospecta Press 2011)

Articles

The Postal Service's Decision to Use Transformative Mediation
Resource Book for Managing Employment Disputes
CPR Institute for Dispute Resolution, 2004

Peddling Toward Prevention
American Bar Association, Labor & Employment Section Newsletter (Fall, 2006)

Alternative Dispute Resolution: Control Your Destiny
American Bar Association, In-House Litigator Newsletter (Spring, 2007)

What it Takes to Mediate
American Bar Association, The Young Lawyer (December, 2007)

Mediation Advocacy: The View from Across the Table
American Bar Association, The Young Lawyer (January, 2008)

Managing Conflicts as if Your Life Depended on it
American Bar Association, Just Resolutions E-Newsletter (December, 2013)

Dispute Resolution
The Fundamentals of Health Law, 7th Ed.
American Health Lawyers Association (2017)

Cost Efficient Healthcare Arbitration
Dallas Bar Association Headnotes
February 2018
(co-authored with Cecilia Morgan, JAMS)

PRESENTATIONS

ADR Assessment Tools
Society of Professionals in Dispute Resolution (now Association for Conflict Resolution) (October 13, 1999)

Representing Clients Effectively in Court Ordered and Other Mediation
New York City Bar (November 16, 1999)

Training Lawyers in Mediation Advocacy
Dispute Resolution Section of the American Bar Association (April 8, 2000)

The Attorney's Role in Transformative Mediation
Panel Chair
Annual Meeting of the Dispute Resolution Section of the American Bar Association (April 5, 2002)

The Next Challenge for Dispute Resolution Systems: Sustaining High Performance over Time
Panel Chair
Dispute Resolution Section of the American Bar Association (March 21, 2003)

How to Design and Implement Federal Regulatory ADR Programs
Annual Meeting of the Dispute Resolution Section of the American Bar Association (April 16, 2005)

Mediating Complex and Multi-Party Disputes
Moderator
District of Columbia Bar Association (November 8, 2006)

Making Difficult Conversations Easier
Center for Leadership Development
National Alliance on Mental Illness (March 23, 2006)

Mediating Complex and Multi-Party Disputes
Moderator
District of Columbia Bar Association (November 8, 2006)

Public Hearings in the United States
Visiting Delegation from State Council of China (visiting delegation)
Federal Mediation and Conciliation Service (November 10, 2006)

Mediation of Individual Employment Disputes
Moderator
District of Columbia Bar Association (June, 2007)

Alternative Dispute Resolution: Matching the Forum to the Fuss
Washington College of Law ADR Society
American University (February 20, 2008)

Art of Negotiation
CACI Learning Series (October 21, 2009)

Mediation Advocacy
Continuing Legal Education Course
District of Columbia Bar Association (January 11, 2010)

Court-Ordered Mediation
Panel Discussion, George Mason University Law School (March 31, 2011)

Hot Button Ethics Issues for Neutrals and Advocates
American Health Lawyers Association Webinar (December 19, 2011)

Think about it NOW: Managing Health Care Disputes
Annual Meeting of the American Health Lawyers Association (June 27, 2012)

Keeping Healthcare Disputes out of Court and the Public Eye
American Health Lawyers Association Webinar (September 12, 2013)

Dispute Resolution in Health Care
Maryland Chapter of the Association for Conflict Resolution (October 23, 2013)

Making Ourselves Useful
Closing Plenary, Journal of Conflict Resolution Annual Symposium
Cardozo School of Law (November 18, 2013)

Arbitration and Mediation in the New Health Care Universe
Physicians and Hospitals Law Institute
American Health Lawyers Association (February 6, 2014)

Medical errors and medical bills: Getting your needs met without suing
Texas Conflict Coach (February 25, 2014)

How Alternative Dispute Resolution Can Protect Civil Rights under the Affordable Care Act
Panelist
Washington College of Law (American University) (March 25, 2014)

Current trends in arbitration: Takeaways for Transactional Lawyers, In-house Counsel and Litigators
Annual Meeting of the American Health Lawyers Association (June 3, 2014)

The New AHLA Rules for Arbitrating Disputes with Consumers
Open Call, American Health Lawyers Association, ADR Affinity Group (July 30, 2014)

Symposium on Court-Based Mediation
Superior Court of Washington DC, Multi-Door Division (September 23, 2014)

What Every Healthcare Lawyer Needs to Know about Arbitration and Mediation
Dallas Bar Association, Health Law Section (October 15, 2014)

Why Long Term Care Providers are Finding New Uses for ADR: Best Practices for an Evolving Landscape
Long Term Care and the Law, New Orleans (February 24, 2015)

Basic Skills for Mediators
Mediating Health Care Disputes, Austin (May 6, 2015)

Dispute Resolution in Health Care

ABA Dispute Resolution Section, Mid-Atlantic Chapter (May 28, 2015)

ADR: The Right Remedy for Unhealthy Conflicts?

Health, Labor, & Employment Institute, State Bar of Wisconsin (August 20, 2015)

Mediation in Health Care: Opportunities and Challenges

Virginia Mediation Network, Annual Fall Conference (October 17, 2015)

Did I Get a Good Deal? Defining Success in Negotiation

Leadership Arlington Economic Day (November 12, 2015)

The Strategic Advantages of ADR in Health Care employment Disputes: Risk Avoidance, Value Proposition, and Just Good Business Sense

AHLA Physicians and Hospitals Law Institute (February 8, 2016)

Resolving Healthcare Disputes Through Best Practices in Mediation & Arbitration

The Knowledge Group Webcast (September 13, 2016)

Conflict Resolution: An Art Or a (Neuro-) Science? A Lively Debate!

Association for Conflict Resolution, Annual Conference (September 29, 2016)

Arbitrating Physician Practice & Hospital Disputes: Staying Focused on What Matters

Pennsylvania Bar Health Law Institute (March 8, 2017)

Mediation Week: Visit our Human Library of Mediation Professionals

American Bar Association, Mid-Atlantic Regional Chapter (October 17, 2018)

Presentations on Resolving 21st Century Disputes

- Virginia Mediation Network—Plenary Session (March 20, 2011)
- Annual Meeting of The McCammon Group (Plenary Speaker) (June, 2011)
- Virginia Interagency Advisory Council on Alternative Dispute Resolution (June 23, 2011)
- George Washington University Law School—International Law Week (February 21, 2012)
- Northern Virginia Mediation Service—Monday Night Forum (March 26, 2012)
- School of Conflict Analysis and Resolution (April 5, 2012)
- International Ombudsman Association—Annual Conference (April 16, 2012)
- Annual Northwest ADR Conference (May 5, 2012)
- Federal Interagency ADR Working Group (October 16, 2012)
- MACRO ADR Practitioner Series (May 30, 2013)
- Conflict Specialist Program (August 20, 2013)
- Texas Conflict Coach (September 3, 2013)
- Werner Institute, Creighton University, ADRhub Series (July 9, 2014)

EDUCATION

- **Stanford University**, B.A. *with distinction*, 1982
- **UCLA School of Law**, J.D., 1985
- **George Mason University**, M.S. Conflict Analysis & Resolution, 1997

VOLUNTEER SERVICE

Current

- President, Board of Directors, Northern Virginia Mediation Service

Previous

- Virginia Virginia Alternative Dispute Resolution Council (Appointed by Governor Tim Kaine)
- Leadership Board, Leukemia and Lymphoma Society of the National Capital Area
- Co-President and Board Member, Arlington Food Assistance Center
- Homeowner Representative, Arlington County Landlord-Tenant Commission
- Regional Coordinator, RESULTS, a citizens' lobby on ending hunger and poverty