



Claudia Viera focuses on mediation of divisive team issues with groups and individuals.

Facilitation and In-House Mediation Expertise

- Team/Department
- Interpersonal Disputes
- 1-on-1 Sensitivity
- Retreats
- Employment Claims
- Harassment Claims
- Management Training
- Business Disputes

Mediation Law Offices

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CLAUDIA M. VIERA, ESQ.
Mediation Law Offices of Claudia Viera

FACILITATION/ IN-HOUSE MEDIATION/CONSULTING

Since 2001, Ms. Viera has facilitated large group discussions and mediated internal employment, team and management disputes. Ms. Viera works with organizations to develop customized approaches to resolution of internal conflict and to assist departmental teams in resolving divisive issues. She also works with individual team members to assist them in working together better. She specializes in working with employees after a complaint has been made to bring greater unity to the individuals and the team. Ms. Viera has also planned and facilitated annual Board of Director retreats and management retreats. Utilizing her training expertise in communication and mediation, she partners with organizations to facilitate team discussions, mediate disputes and create resolution processes which reflect the department's internal values and needs. Ms. Viera has also trained entire workforces on conflict resolution skills. Her client list of recent departmental mediations and consulting work is available upon request.

Testimonial: "At our organization, we had two ambitious rising stars who, after an unfortunate disagreement during a meeting, dug in their heels and refused to communicate - continuing to blame each other. After a few attempts to resolve the situation informally and to move-on, I decided to send them to professional mediation with Claudia. Today, both employees are "best friends" and have developed a better working relationship than they had before. In addition, the entire agency is, and will be benefitting, from the advanced communication skills they both learned, as we are developing a communication training for the management team. Initially, I didn't want to spend the money - but all involved have benefitted from their work in mediation and it was worth the cost. Thank you, Claudia!"
-David K., Executive Director, San Francisco

MEDIATION EXPERTISE

Ms. Viera has successfully mediated nearly one thousand challenging cases. She has extensive experience with pre-litigation disputes in workplaces between employees with long-term conflicts. Her most recent legal mediation work includes partnership dissolutions, non-profit management facilitations, race harassment and discrimination, sex discrimination/harassment, disability discrimination and wrongful termination. Ms. Viera also mediates in Spanish.

She draws on her years of mediation training and legal experience as an employment attorney with Littler Mendelson, the largest employment and labor law firm in the nation, to promote effective communication and increased understanding between parties in conflict.

Ms. Viera works actively with all parties to help them achieve a better resolution than they would achieve through grievance procedures or court. Ms. Viera believes that exploration below the surface of the dispute is often necessary to reach resolutions that have lasting value to her clients.

Publications

*Worsening Economy
Brings Increased
Discrimination Charges:
How Early Mediation
Can Assist*

[http://www.mediate.com/
articles/vieraC1.cfm](http://www.mediate.com/articles/vieraC1.cfm)

*Employment Mediation at
the EEOC and DFEH:
The Models and the
Opportunities*

*Mediation Statistics at the
EEOC and DFEH*

*Harassment Prevention
Training in California:
What Employers Should
Know About AB1825*

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To this end, she focuses on eliciting and clarifying each side's positions and then works closely to identify the interests and underlying concerns of each party. She then helps them determine what kind of agreement will best meet their needs so that they can continue to work together amicably.

LEGAL EXPERIENCE

Ms. Viera previously practiced employment law at Littler Mendelson, where she dealt with labor and employment issues. Ms. Viera worked with a variety of Fortune 500 companies in both state and federal court. Ms. Viera currently conducts investigations into complaints of workplace harassment and other claims, in addition to training supervisors on their management responsibilities under the law. Ms. Viera taught Conflict Resolution at San Francisco State University's Extended Education Program for 10 years.

PANEL MEMBERSHIPS

- Fabulous Facilitators
- SEEDS Community Resolution Center, Mediation & Facilitation Panel
- U.S. District Court, N. D. Cal. Alternative Dispute Resolution Panel
- California Court of Appeal, 1st and 3rd Appellate Distr. Mediation Panel
- Alameda County Superior Court Mediation Panel
- Equal Employment Opportunity Commission (EEOC) Panel
- San Francisco Bar Association Mediation Services Panel
- Yolo County Court ADR Mediation Panel
- SEEDS Community Resolution Center/East Bay Community Mediation

MEDIATION/FACILITATION TRAINING

Ms. Viera has participated in over 580 hours of training, including:

- Facilitation Training, Community At Work, Sam Kaner, PhD
- U.S. District Court, N. D. Cal. Alternative Dispute Resolution Panel
- California Court of Appeal, Third Appellate District
- Advanced Mediation Training, Center For Mediation in Law
- Northern California Mediation Center
- Harry Sloan Fellow for the Center for Mediation in Law
- Equal Employment Opportunity Commission
- Will Schutz Associates
- SEEDS CRC/Berkeley Dispute Resolution Service
- Conflict Resolution Panels

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EDUCATION

- J.D., University of California, Berkeley, Boalt Hall Law School
 - Assoc. Editor, Berkeley Journal of Employment & Labor Law
 - Assoc. Editor, Berkeley Women's Law Journal
 - Advocate in Spanish, Central American Refugee Clinic
 - Director, East Bay Workers' Rights Clinic
- B.A., Psychology, University of California, Berkeley, High Distinction
 - Phi Beta Kappa, 1990

PROFESSIONAL ACTIVITIES

- President, The Mediation Society Board of Directors, 2016-2017 (Board Member, 2011-2018)
- Former five-term Co-Chair, Mediation Committee, Bar Association of San Francisco
- Former three-term President, Board of Directors at SEEDS Community Resolution Center (non-profit)
- Lecturer on Mediation Skills, U.C. Berkeley and SF Bar Association
- Former Lecturer on Employment Law, St. Mary's College
- Lecturer at Mediation Classes, Berkeley Law and Hastings Law Schools
- Member: Fabulous Facilitators, California and American Bar Associations, Association for Dispute Resolution of Northern California, The Mediation Society, Association for Conflict Resolution, Association of Workplace Investigators

TRAINING AND FACT-FINDING EXPERTISE

Ms. Viera also develops and teaches dynamic employment law training programs for organizations on topics such as harassment prevention, EEO compliance, and mediation skills. She has taught thousands of managers and employees nationwide and has developed special expertise in AB 1825 harassment prevention compliance programs, one-on-one sensitivity training of alleged harassers and conducting lawful investigations programs. Ms. Viera also investigates complaints of workplace harassment, discrimination and retaliation claims as a neutral fact finder. Her Spanish language skills and experience abroad make her especially useful in investigations of a cross-cultural nature.