



Deirdre McCarthy Gallagher is the President and Founder of Voices of Value, LLC, a dispute resolution firm committed to creating environments where people's voices are heard. Ms. McCarthy Gallagher brings to her practice an academic foundation in alternative dispute resolution (ADR), coupled with over 17 years of experience mediating, facilitating, training, and conducting dispute systems design assessments in government, private, and non-profit sectors.

Dispute Resolution Expertise

Ms. McCarthy Gallagher has:

- **Mediated** a range of workplace, energy, and community disputes, most recently involving Uniformed Service Employment and Reemployment Rights Act (USERRA) and Prohibited Personnel Practice cases for the United States Office of Special Counsel (OSC).
- **Facilitated** decision-making processes for government and private entities.
- **Provided customized training** for private organizations, government agencies, including OSC and the Federal Energy Regulatory Commission (FERC), and non-governmental organizations. Broad training topics include: Introduction to ADR, Negotiation, Facilitation, and Mediation. Specialized training topics include: Dealing with Difficult People, Engaging in Difficult Conversations, and Understanding and Relating to Different Temperament Styles, as well as Gender, Culture, and Psychological Dimensions of Conflict.
- **Conducted dispute systems design (DSD) assessments** for both private and public organizations. Most recently, she conducted a DSD assessment to establish a mediation program for USERRA cases for OSC. In year one of this program, the resolution rate was 100%.

Affiliations and Professional Activities

Ms. McCarthy Gallagher is an adjunct law professor at the Georgetown University Law Center, teaching seminars on mediation.

Ms. McCarthy Gallagher serves as Co-Chair of the Government Committee for the American Bar Association Section of Dispute Resolution. She is also a member of the Women in Dispute Resolution Committee (WIDR) with the Section of Dispute Resolution.

While a federal employee, Ms. McCarthy Gallagher served as Chair (2009-2009) and Vice-Chair (2007-2008) of the Interagency Alternative Dispute Resolution Working Group. She also served as the chair of one of the four federal government ADR working groups – the Civil Enforcement and Regulatory Section.

Professional Experience

2015- present **Voices of Value, LLC** **Rockville, MD**
President and Founder
Oversee and provide mediation, facilitation, training, dispute systems design, and coaching services.

2012-2015 **United States Office of Special Counsel** **Washington DC**
Senior Mediator
Mediated USERRA and Prohibited Personnel Practice cases; provided training in mediation, interest-based bargaining, strategies for dealing with difficult people, and communication; and conducted dispute systems design assessment to establish a mediation program for USERRA.

2006-2012 **Dispute Resolution Service, FERC** **Washington DC**
Group Manager (2010-2012) and Attorney Advisor (2006-2010)
Managed staff of four full-time dispute resolution professionals; contributed to strategic planning for the DRS; mediated and facilitated FERC-related disputes; provided training for internal and external groups in negotiation, facilitation, difficult conversations, and dealing with difficult people; and provided dispute systems design guidance to FERC-regulated entities. 2010 graduate of the FERC Leadership Development Program.

2004-2005 **District of Columbia Superior Court** **Washington DC**
Law Clerk
As a law clerk to District of Columbia Civil Division Associate Judge Neal E. Kravitz, researched legal issues; drafted opinions; managed motions processing; compiled case information in anticipation of trial; and participated in mediations.

1999-2002 **ADR Associates & CDS** **Washington DC**
Associate
Developed and delivered ADR training for corporations and government agencies; conducted dispute systems design assessments; facilitated team building processes; assisted in administering arbitration program for *Pigford v. Glickman* class action; managed American Health Lawyers' ADR program; and mediated cases for the Community Dispute Resolution Center and the District of Columbia Housing Authority.

1997- **Centre for Strategic Initiatives of Women** **Washington DC**

1999 *Deputy Director*

Managed development and implementation of CSIW programs to promote peace, democracy, and women's rights in the Horn of Africa, including establishing peace centers; overseeing research on ethnic conflict; working with women's organizations to form regional network; and serving as liaison to donors.

1995- **Consortium on Peace, Research, and Development** **Fairfax, VA**

1997 *Research Associate and Acting Director*

Supported membership network of academics and activists to expand and foster understanding of peace, conflict, and justice studies.

1992- **Department of Energy**

Washington DC

1995 *Public Involvement Contractor*

Worked with DOE's Environmental Management Office of Public Participation to: develop a public participation network; coordinate national public participation workshops; and establish and manage 11 Environmental Management advisory boards.

Education

J.D., Georgetown University Law Center, 2004

M.S., Conflict Analysis & Resolution, George Mason University, 1997

A.B., Harvard University, 1991

Additional

- *Co-author, "Making Government Work," ACResolution: The Quarterly Magazine of the Association for Conflict Resolution, Spring 2008.*
- *Co-author, "Report for the President on the Use and Results of Alternative Dispute Resolution in the Executive Branch of the Federal Government: Giving American People Better Results and More Value," published in 2007 under the auspices of the Interagency ADR Working Group.*
- *Co-author, "Mediating Bioethical Disputes," Dispute Resolution Magazine, Spring 2003.*
- *Member, State Bar of Maryland.*