



Erin E. Gleason Alvarez
Mediator | Special Master | Arbitrator

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[Website](#)
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[AAA Panelist Video](#)

Erin E. Gleason Alvarez is an independent mediator and arbitrator based in New York. She began her career as a litigator and then went on to lead the Global Dispute Resolution Program for a prominent international financial institution for ten years. Since 2017, Ms. Gleason has served as a full-time mediator and arbitrator in US-domestic, and international, complex commercial disputes. She is the Director of the Mediation Practicum and the Amelia A. Gould Representation in Mediation Clinic at the Elisabeth Haub School of Law, Pace University. Ms. Gleason is held in the highest regard by parties for her ability to diffuse volatile situations. She is known for her fair and tenacious approach to her work as a neutral.

Practical Experience

Ms. Gleason has been appointed to the mediation panels of the AAA, CPR Dispute Resolution Services, and Resolute Systems. She also serves in ad hoc processes and court-appointed cases, including on the mediation panel of the United States District Court, Eastern District of New York and the Commercial Division Panel of New York Supreme Court, 1st Department. She has acted as mediator in over 200 cases. In 2022, the Appellate Division of the New York State Supreme Court, First Department, appointed Ms. Gleason to serve as a Special Master for the court. She has been listed as a top mediator by Who’s Who Legal: Mediation since 2020. She is certified by the New York State Unified Court System ADR Office to conduct mediator certification training programs. Ms. Gleason received mediator certification through the CPR Institute and chaired CPR’s Mediation Committee for four years. She also co-authored and edited *Make Mediation Work: In-house Counsel Guide to Mediation*, which was published by CPR in 2018.

Ms. Gleason also serves as tribunal chair, sole arbitrator, wing arbitrator, and emergency arbitrator under AAA, ICDR, CPR Institute Administered and Non-Administered Rules and in ad hoc proceedings. Ms. Gleason has acted as arbitrator in nearly 60 cases. She is a member of the American Arbitration Association Commercial Arbitration Panel, Complex Commercial Disputes Panel, and Insurance Disputes Panel; and the CPR Institute Panel of Distinguished Neutrals. She has been invited to make presentations on her approach to efficiency in arbitration by CPR, ICC, the New York City Bar Association, and New York State Bar Association, among others.

Substantive Experience

Substantive areas of the law addressed in Ms. Gleason’s work as mediator and arbitrator, with the amount in controversy up to nine figures, are summarized below.

Business and Commercial:

- Various breach of contract matters, including claims relating to franchise agreements; purchase agreements; financial instruments; master services agreements and related statements of work; commercial lease agreements; consumer contracts; business broker agreements. Address disputes relating to contract performance, interpretation, errors / omissions, fraud, confidentiality / non-disclosure obligations, termination, warranties, indemnification, limitations on liability, assignment, force majeure
- Corporate breach of fiduciary duty action by shareholders
- Corporate dissolution matters
- Business partner and joint venture disputes relating to obligations, funding, payments, and employment issues
- Investor / investee (founder) disputes



- Trademark infringement action among former business partners

Insurance Coverage:

- First and third-party
- Primary and excess
- Commercial general liability
- Commercial property/premises liability
- Residential property damage
- Construction defect (commercial and residential property)
- Payor/provider disputes between hospitals and health insurance companies
- Professional liability
- Employment practices liability

Entertainment

- Intellectual property dispute among filmmakers as to ownership of joint project
- Breach of pre-production agreement and related employment contracts
- Breach of option agreements
- Dissolution of production company
- Royalties disputes
- Breach of license agreement, misuse of trademarks, promotion obligations

Construction

- Several construction defect matters related to commercial property.
- Several construction defect matters relating to residential property.
- Insurance coverage claim involving architects & engineers.

Employment

- Executive compensation
- Breach of employment agreement
- Wrongful termination
- Discrimination based on race, gender, ability, age
- Retaliation



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Prior Experience

Assistant Vice President and Global Head of ADR Programs, American International Group (2007–2017)

- Provided guidance on drafting agreements relating to mergers and acquisitions, joint ventures, and insurance
- Negotiated and managed commercial contracts
- Developed negotiation, settlement, and valuation strategies on corporate and insurance matters including litigation relating to parent and subsidiary concerns; first- and third-party disputes; primary and excess policies; CGL; property; construction defect; construction; financial lines; personal lines
- Designed international dispute resolution systems to effectuate case management
- Developed and delivered global training programs and policies and procedures for internal and external counsel
- Served on Women & Allies Employee Resource Group management committee

LLM Student, Straus Institute for Dispute Resolution, Pepperdine University School of Law (2005–2006)

- Thesis, “International Arbitral Appeals: What Are We So Afraid Of?” won CPR Institute Award for Outstanding Student Article
- Externship with founders of JAMS’ arbitration practice (Los Angeles and New York)
- Externship with Sheppard, Mullin, Richter & Hampton International Arbitration group (Los Angeles)
- Mediated cases before the Los Angeles Superior Court

Litigator (2001–2005)

- First-chaired mediations and depositions in cases relating to employment disputes
- Served as an advocate in individual and class action employment litigation and arbitration
- Negotiated and drafted settlement agreements in employment and commercial matters
- Defended depositions and prepared expert witness for securities class action litigation

Education

Master of Laws, Straus Institute for Dispute Resolution, Pepperdine University School of Law; Juris Doctorate, City University of New York School of Law; Bachelor of Arts, State University of New York at Albany

ADR Thought Leadership

Director of the Mediation Practicum and the Amelia A. Gould Representation in Mediation Clinic at the Elisabeth Haub School of Law, Pace University (2023 – present)

Member, Executive Advisory Committee, CPR Institute (2014 – present)



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- Board Member, Mindfulness in Law Society (2024 - present)
- Co-Chair, Mediation Committee, CPR Institute (2014 – 2018); Member (2007 – present)
- Member, Arbitration Committee, CPR Institute (2007 – present)
- Member, Arbitration Committee, New York City Bar Association (2007 – present)
- Faculty, Commercial Arbitration Training, New York State Bar Association (2015 – 2022)
- Member, Insurance Law Committee, New York City Bar Association (2020 - 2023)
- Co-Chair, Model Clause Task Force, CPR Institute (2019 - 2020)
- Co-Chair, President’s Committee on Enhancing Efficiency in Dispute Resolution, New York City Bar Association (2017 – 2020)
- Member, In-house Counsel Committee, New York City Bar Association (2016 – 2018)
- Member, International Commercial Disputes Committee, New York City Bar Association (2016 – 2017)
- Adjunct Professor, Straus Institute for Dispute Resolution, Pepperdine University School of Law (2013-2014)

Selected Speaking Engagements

- “ADR Skills Training: Insurance,” CPR Institute (November 2024)
- “ABA Mediation Institute,” ABA Dispute Resolution Section (October 2024)
- “Negotiating in the Moment: Staying Grounded and Focused,” New York State Bar Association Entertainment, Arts & Sports Law Section (October 2024)
- “From Conflict to Collaboration: Integrating Mindfulness into Negotiations,” Mindful Leader Summit (September 2024)
- Presentation on the Benefits of Mediation, New York State Bar Association Real Property Law Section, Coop & Condominium Committee Annual Meeting (January 2024)
- “Facilitating Settlement in International Arbitration,” ICC (December 2023)
- “Third-Party Subpoenas in Arbitration,” New York State Bar Association Dispute Resolution Section (May 2023)
- “Navigating Emergency Arbitration: Practical Considerations from Filing to Enforcement,” New York State Bar Association Commercial and Federal Litigation Section (June 2022)
- “Dispute Resolution Clauses that Make Sense,” Quimbee (June 2022)
- “Preparing for Mediation: Best Practices for Inhouse Counsel,” Quimbee (June 2022)



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- “Arbitration Advocacy in the Virtual and Hybrid World: When to Consider Mediation,” CPR Institute (May 2022)
- “Arbitration Project Management,” Lawline (April 2022)
- “Internal and External Disagreements: Is Resolving Them Really Different?” Silicon Valley Arbitration & Mediation Center (March 2021)
- “Mediation Preparation & Advocacy,” Clear Law Institute CLE Webinar (November 2020)
- “Negotiation 101,” New York City Bar Association Webinar (August 2020)
- “COVID-19, Insurance Coverage, and Dispute Resolution: Identifying Strategies,” Clear Law Institute CLE Webinar (June 2020)
- “ADR for In-house Counsel,” Lawline (June 2020)
- “Positive Negotiation Techniques,” New York City Bar Association (May 2020)
- “In-house Counsel Resources for Proactive Dispute Resolution,” Clear Law Institute CLE Webinar (April 2020)
- “Dispute Resolution Workshop,” International Association of Commercial Contract Managers, Americas Conference, Phoenix, AZ (November 2019)
- “Radical Proposals for Dispute Resolution: An Efficiency Revolution,” 14th ICC New York Conference on International Arbitration, New York, NY (October 2019)
- “Ensuring the Fruitful Mediation of Disputed Claims,” RIMS Annual Conference, Boston, Massachusetts (April 2019)
- “ADR Bootcamp for In-house Counsel,” Program Chair, New York City Bar Association, New York, NY (February 2019)
- “Dispute Resolution in the Wake of Disaster: Fire, Flood and Famine,” CPR Institute Annual Meeting, Atlanta, GA (March 2018)
- “International Arbitration Users Speak: What We Care About and Why,” ICC, Montreal, Canada (November 2017)
- Keynote Speaker, Women in International Arbitration Annual Dinner, New York, NY (September 2017)
- Keynote Speaker, ICC Young Arbitrators Forum Annual Meeting, New York, NY (June 2017)
- “What is Measured is Managed: Understanding the Qualitative and Quantitative Benefits of Dispute Resolution,” ICC International Mediation Conference, Paris, France (October 2016)
- “Cross Cultural Mediation: American and European Perspectives,” CPR Institute, New York, NY (January 2016)
- “Intelligent Dispute Resolution in Insurance Claims Disputes,” CEDR, London, England (November 2015)



“Fresh Perspectives: Insights from Inhouse Counsel on Arbitration and Mediation,” ACR-GNY Annual Conference, New York, NY (June 2015)

“Developing an International Arbitration and Arbitrator Practice: Tips for Young Professionals,” New York International Arbitration Center, New York, NY (December 2014)

“What Defines Success in Mediation?” CPR Institute, London, England (November 2011)

“The New IBA Guidelines for Drafting International Arbitration Clauses and the New Queen Mary Survey of Corporate Choices in International Arbitration,” CPR Institute, New York, NY (March 2011)

“A Review of Corporate Attitudes and Practices in ADR: The 2008 PricewaterhouseCoopers/School of International Arbitration, Queen Mary, University of London Study,” American Bar Association Section of Dispute Resolution Annual Meeting, Seattle, WA (April 2009)

Selected Publications

Please visit <https://www.gleasonalvarezadr.com/blog> for articles on arbitration and mediation best practices.

The Gender Sidelining Trap in Mediator Selection, University of Missouri Journal of Dispute Resolution (January 2025)

What is Bad faith in Mediation? New York Law Journal (2022)

Arbitration 911: Emergency Arbitration Emerges as an Option, New York Law Journal (2022)

Efficiency in Arbitration: Considerations for the Arbitrator Selection Process, Corporate Disputes Magazine (2022)

Dispute Resolution and Avoidance in 2020: The Impact of Covid-19 on Arbitration and Mediation, Corporate Disputes Magazine (2020)

The Southern District of New York Denies Request to Vacate AAA Insurance Coverage Award, American Bar Association Section of Litigation Magazine (2020)

Online Arbitration: Avoiding the “Outer Limits” of Enforceability, American Bar Association Section of Litigation Magazine (2019)

Negotiation in the Context of Arbitration, Kluwer Arbitration Blog (2019)

Lean Arbitration, Corporate Disputes Magazine (2019)

Final Offer Arbitration: History, Practice and Future, Edna Sussman Co-author, CPR Institute (2019)

Putting Final Offer Arbitration to Use, Edna Sussman Co-author, CPR Institute (2019)

Make Mediation Work: In-house Counsel Guide to Mediation, Co-Writer and Editor, CPR Institute (2018)



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International Commercial Mediation: Brief Update on Developments in Enforceability, American Bar Association Section of Litigation Magazine (2017)

Hacking Arbitration, New York State Bar Association Corporate Counsel (2016)

Promoting Alternative Dispute Resolution: What's the ROI on ADR?, CPR Institute (2012)

International Arbitral Appeals: What Are We So Afraid Of?, Pepperdine Dispute Resolution Law Journal (2007)

Press/Podcasts

Featured in ABA Tips Podcast and the New York City Bar Association podcast

Advice highlighted in articles found in US News & World Report, Newsweek, the ABA Journal, and VeryWell Mind

Interviewed on negotiation strategies for Goop

Additional Training

Certified Project Manager, Project Management Leadership Group

Certified Mediator, CPR Institute

International Dispute Resolution Study in Europe, Straus Institute for Dispute Resolution

MediateArt Training Program, Volunteer Lawyers for the Arts

Awards

Who's Who Legal: Mediation (2020 - 2023)

Higginbotham Fellow, American Arbitration Association (2017)

Award for Outstanding Student Article, CPR Institute (2007)