

Name ANA MARIA MAIA GONÇALVES

Professional Experience Ana has experience as a lawyer, teacher, mediator and organizational developer. She combines 20 years of experience in business, conflict management, legal advice and coaching. She is a founder of Convirgente, the first Appropriate Dispute Resolution Consulting Company in Portugal. Prior to that, she worked as executive manager for several multinational organizations and has been the Customer Service Director of Microsoft France, with a division of more than 100 people, as well as the Director of Critical Support Service Centre of Microsoft Europe receiving, for her services, the President Award from the WW Board of Directors.

Primary Practice Areas International and complex businesses disputes. Despite the law area applied, Ana experience is mainly in cross border disputes where parties are from different places of the globe and where a multicultural and multilanguage skills are essential.

Dispute Resolution Experience and Training

Banking, Accounting and Financial, Services, Employment, Entertainment, Healthcare & Life Sciences, International. She works with a wide range of international clients, particularly on cross-border disputes and has mediated a wide variety of disputes including, business, partnership, employment, property, personal injury and family disputes in France, Portugal, Australia and Unites States, countries where she lived. Has received mediation training through highly respected programs all over the world including UK with ADR group, CEDR and MATA; Portugal with Imap, France with Université de Paris, Australia with LEADR Extensive experience as mediation trainer, lecturer in the major European Universities on the topics of Alternative Dispute Resolution, Mediation and Negotiation. Guest lecturer of Universidade Católica do Porto Escola de Direito. Co-chair of the IMI ODR (Online Dispute Resolution) Taskforce that defined the standards for mediator skills and competences online.

Selected Honors, Awards, Publications, and/or Professional and Civic Associations

Accredited Mediator for ADR group and for the International Mediation Institute. Listed as an internationally recognized commercial mediator in the Who's Who Legal survey since 2011 and is part of the Portuguese mediators list of “Julgados de Paz”. Regular speaker in International Conferences (including ERA Academy of European Law, The seven keys to unlock mediation’s Golden Age ...) and participated as a judge in several Mediation competition of the International Chamber of Commerce (Paris). Co-Authored the *Portuguese Chapter of the EU Handbook on Mediation Law* - Oxford University Press. President of *ICFML – Instituto de Certificação e Formação de Mediadores Lusófonos*, a non-profit organization competent to represent the *IMI – International Mediation Institute* for the certification of Portuguese speaking mediators applying for the IMI accreditation and a member of *ICODR Intenational Coucil for Online Dispute Resolution*.

Education

Universidade Autónoma de Lisboa, 2008.

Language Proficiency

English, French, Portuguese

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