

Gary T Furlong, B.A., LL.M (ADR,) C.Med
Chartered Mediator
Past President, ADR Institute of Ontario
Distinguished Fellow, International Academy of Mediators

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EXPERIENCE

- 1994-Present **AGREE DISPUTE RESOLUTION, Toronto, ON**
Principal - Mediator, Trainer, Facilitator, Consultant, Speaker
- At Agree, I practice in all areas of conflict management. As a workplace specialist, I conduct assessments, restorations, and mediate disputes in a wide range of workplaces including collective bargaining and labour board issues. As a trainer, I design and deliver 75 - 80 days of training per year, all in the area of conflict resolution, negotiation, mediation, managing in unionized environments, and problem solving, most of it focused in the workplace. As a mediator outside of the workplace, I handle files ranging from insurance and organizational disputes to a broad range of commercial disputes, including construction matters. In the labour relations field, I lead union-management relationship re-building sessions, joint training in collective bargaining, and a wide range of interventions in labour/management meetings, health and safety joint committee meetings, and grievance mediations. In addition, I manage business development and delivery of consulting and training services in dispute resolution, Partnering and conflict management, as well as delivering presentations and keynote speeches to various organizations and associations on the field of Alternative Dispute Resolution and conflict management. As an investigator, I have conducted investigations into workplace harassment and WDHP complaints for over eight years.
- 1999-Present **QUEEN'S UNIVERSITY INDUSTRIAL RELATIONS, Kingston, ON**
Faculty for Certificate Programs
Faculty member in the Certificate Program for Negotiation Skills, Labour Relations, and the Organizational Development Certificate Program starting in 1999 to present.
- 2003 - Present **INSTRUCTOR, Osgoode Hall Law School, Toronto, ON**
Guest Instructor
Since graduating in 2002, I have taught in various classes as part of the LL.M. in ADR, as well as served as a Master's Thesis advisor as requested.
- 1998 - 2004 **ROSTER MEDIATOR, Ontario Mandatory Mediation Program, Toronto, ON**
Approved Mediator
Approved mediator on the Toronto civil court mediator roster for eight years, which allowed me to be appointed mediator on court-connected litigation files as the mediator of record.
- 1999 – 2005 **LAW SOCIETY OF UPPER CANADA**
Roster Mediator
Appointed as a mediator under LSUC's then-new complaint procedure, to mediate complaints filed against Law Society members by the public.
- 2000 – 2004 **COLLEGE OF TEACHERS OF ONTARIO**
Mediator
Appointed as a mediator for the College of Teachers professional misconduct and complaints process, conducted the first mediation under that regime.

- 1996-1999 QUEEN'S UNIVERSITY INDUSTRIAL RELATIONS, Kingston, ON
Joint Research Project
 Engaged in a joint research project with Queen's IR on Dispute Resolution Systems in Non-Union Companies in Canada. Research report was released in 1997, and a second phase is currently being considered.
- 1997 - 1998 EDUCATION IMPROVEMENT COMMISSION, Government of Ontario
Provincial Facilitator and Mediator
 One of 12 facilitators appointed by the EIC to assist with the devolution of school boards under bills 104 and 160. Our role was to facilitate and mediate the transfer of assets and liabilities, as well as employees, between newly devolved and created school boards. This required assisting with the negotiation of complex financial arrangements.
- 1996-1997 EDUCATION RELATIONS COMMISSION, Government of Ontario
Mediator, Fact-finder
 Conducted fact-finding and mediations in numerous school board/teacher collective agreement negotiations from 1996 through 1997.
- 1996-1998 ADR CENTRE, Toronto, ON
Guest Mediator
 Appointed a Guest Mediator at the Court-Annexed ADR Centre, Toronto, Ontario, handling commercial litigation disputes for over 3 years.
- 1996-2018 YORK UNIVERSITY, CONRAD GREBEL COLLEGE
Instructor
 Lead instructor in the Certificate Course in dispute resolution at York for over 10 years, currently teaching in the Advanced Certificate. I also teach for the Conrad Grebel College continuing education program, as needed.
- 1990-1994 SERVICE RESOURCE INTERNATIONAL, Toronto, ON
President/Owner
 Co-founded SRI in 1990 as a consulting firm specializing in organizational effectiveness & performance technologies, organizational conflict analysis, process re-engineering, negotiating training, and business strategies. Clients across Canada and United Kingdom, included Confederation Life, Midland Bank (Jersey) U.K., Maritime Life, and Consumers Glass. Worked as a strategic partner with benefits and HR consulting firm The Wyatt Company.
- 1993-1998 PRACTICAL MANAGEMENT CANADA, Toronto, ON
Consultant & Trainer
 On a contract basis I delivered management and leadership training to their clients across Canada, and in-house consulting. I also delivered Negotiating, Conflict Management and Personal Effectiveness workshops through their organization to their client base.
- 1987-1991 CONTROLLED NEGOTIATION AND SALES, San Francisco, California
Business Associate
 Jim Camp is one of the top negotiating trainers in the United States. While maintaining my own book of business, I studied and worked with Jim Camp for four years, principally in the areas of negotiation, sales management, and coaching skills to achieve high performance.
- 1987-1990 ABACUS FUNDING, San Francisco, California
Sales & Marketing Manager
 As Sales Manager at this mortgage banking firm, I managed 10 sales associates as well as underwrote, funded and closed real property financing packages and sold these into

the secondary market. In addition, I ran sales training events, managed departmental budgets and developed strategic plans.

1985-1987 THEATRUM MAGAZINE, Toronto, ON
Staff Editor, Staff Writer

1977-1985 SECOND CITY, Toronto, ON
Comedy Performer and Writer
In San Francisco through 1980, I wrote for Duck's Breath Mystery Theatre and numerous stand-up comics. In Toronto, I wrote and performed with Second City in Toronto for two years.

TRAINING

2003-2019 Numerous workshops through the ADR Institute, the OBA Dispute Resolution Section, The Association for Conflict Resolution, and the International Academy of Mediators.

2000 Narrative Mediation Training, Conrad Grebel College. 16 hours of training.

1997 Internal Dispute Resolution training from Chris Moore of CDR Associates, Boulder Colorado. Delivered at the Queen's University Industrial Relations Program, I both took the course and acted as a coach for the mediation role-plays. 30 hours of training.

1997 Professional Coaches Training, Coaches Training Institute, San Rafael, CA, Personal Coaching training, 18 hours.

1996-8 Education Relations Commission training, Fact-finding and Mediation, 1996, 1997, 1998. Three workshops, 10 hrs., 16 hrs., and 16 hrs

1995 Community Mediation Training, St. Stephen's House, Toronto. 28 hour Course.

1994 Conflict Management Internship, 112 hours, with Agree Dispute Resolution.

1994 Mediation Training Level II, Arbitration and Mediation Institute of Ontario, 21 hrs.

1993 Mediation Training Level I, Canadian Dispute Resolution Corporation, 21 hrs. Worked with CDRC's co-mediation program to further my practical training.

EDUCATION

2002 OSGOOD HALL LAW SCHOOL, Toronto, Ontario
Master of Laws (ADR)

1975-1979 STANFORD UNIVERSITY, Stanford, California
Bachelor of Arts
Major: Communication Minors: Drama, Biology, Pre-Law

AFFILIATIONS AND CERTIFICATIONS

- International Academy of Mediators (IAM), Distinguished Fellow
- Awarded the McGowan Award of Excellence in ADR from the ADR Institute of Canada, 2005
- ADR Institute of Ontario, member since 1994; **Vice-President** 1999 to 2002; **President** 2002-2003; Board member 1996 – 2012, 2018 - present
- Chartered Mediator (**C.Med.**) Designation granted, Arbitration and Mediation Institute of Canada, 1998
- Guest Lecturer, Osgoode Hall Law School LLM in ADR - Ongoing
- Ontario Bar Association, ADR Section, **Executive Member** 2005
- Steering Committee for Dispute Resolution Trade Fair: **Co-Chair**, 1996.
- Steering Committee for Dispute Resolution Trade Fair, member, 1995, 1997, 1998

BOOKS

The Conflict Resolution Toolbox, Second Edition, Wiley & Sons, 2020

BrainFishing: A Practice Guide to Questioning Skills, FriesenPress, 2018

The Sports Playbook: Building Teams that Outperform Year After Year, Routledge, 2018

The Construction Dispute Resolution Handbook, LexisNexis, 2004