

Maureen Gauci

Professional Profile

Maureen Gauci is a trusted and experienced trainer and mediator and dispute resolution system design advisor. Maureen has a wealth of experience in both the public and private sectors. For the past 25 years, she has been actively providing facilitation, training, mediation, and system design services. Due to her unique background and experience, she successfully mediates in complex systemic conflict situations including discrimination, harassment, toxic working environments, inappropriate management styles, dysfunctional organizational cultures, workplace violence and more. She is regularly called upon to provide advice and assistance with Senior Managers who are dealing with challenges in their work environments. Further, as the former Chief, ADR with the Canadian Human Rights Commission, Maureen has management in the public service experience and has successfully led and developed dispute resolution programmes.

Maureen brings her wealth of experience, knowledge, and skills into the classroom environment where she has demonstrated success in designing curricula and delivering interactive, experiential, and responsive courses to diverse student/client needs. She has an extensive résumé of training and instruction that encompasses college level courses, as well as university courses at the Bachelors, Masters, and post-graduate levels. She currently teaches negotiation and mediation at Queen's University (Faculty of Law), and Saint Paul University (BA in Conflict Studies, MA in Conflict Studies).

Maureen, as an Order in Council appointee, provides adjudication services to the Ontario Parole Board. In this capacity, she is required to use her impartiality, analytical skills, and sound judgment to fairly assess complex cases involving issues of conflicting verbal/written evidence and credibility. Her dispute resolution skills, self-confidence, and sensitivity to the diverse needs of appellants enable her to provide decision-making in confrontational and stressful situations.

In addition to numerous courses in mediation and negotiation, Maureen has obtained a Master of Law degree with a specialization in Alternative Dispute Resolution, a Bachelor of Art's degree in Law and Sociology with a concentration in Criminology and Criminal Justice, as well as a Graduate Certificate in Regulatory and Administrative Law. This educational background ensures that Maureen has a strong, dynamic knowledge base for training as well as intervening in conflict.

Maureen currently maintains a dispute resolution practice offering mediation services and dispute resolution training to a diverse profile of private companies, Government Agencies, and individuals. She appears on numerous standing offers and rosters as Conflict Management Practitioner and Trainer such as the Canadian Human Rights Commission, Department of National Defence, Ontario Shared Services, Ontario Power Generation and the Federal Government National Master Standing Offer.