

ROBERT C. BORDONE



ROBERT C. BORDONE is an internationally-recognized expert, author, speaker, and teacher in negotiation, conflict resolution, mediation, and facilitation. Currently a Senior Fellow at Harvard Law School and a Visiting Clinical Professor of Conflict Transformation at Boston University's School of Theology, he served on the full-time faculty at Harvard Law School for more than twenty years as the Thaddeus R. Beal Clinical Professor of Law, Director, and Founder of the Harvard Negotiation & Mediation Clinical Program before launching his consulting, advisory, speaking, and training practice.

As a professional facilitator and conflict resolution consultant, Bob works with individual, non-profit, governmental, and corporate clients across many sectors. He specializes in assisting individuals and groups seeking to manage conflicts in highly sensitive, emotional, or difficult situations. He has also trained professionals from virtually every governmental, corporate, educational, and non-profit sector in skills of negotiation, conflict resolution, and handling challenging conversations.

Illustrative clients include major law firms such as Clifford Chance, LLP, Shearman & Sterling, LLP, & Weil, Gotshal LLP; corporations such as Microsoft, Delta Airlines, Nestlé, Coca-Cola, Heineken, The Gap, Fidelity Investments, Exelon, Edwards Lifesciences, and Eisai; governmental bodies such as the U.S. Department of Justice, the Swiss Foreign Ministry, the New York City Economic Development Corporation, and the International Criminal Court at The Hague; and non-profits such as the Boston Symphony Orchestra, Massachusetts General Hospital, the United Way, the American Academy of Matrimonial Lawyers, the Episcopal Diocese of Massachusetts, and the Beth-Israel Deaconess Medical Center.

At Harvard Law School, Bob led the school's flagship Negotiation Workshop, more than doubling its enrollment. He also developed several new classes at Harvard including an Advanced Workshop on Multiparty Negotiation and Group Decision-Making and a Facilitation Workshop. He continues to teach in the Harvard Program on Negotiation Global executive education seminars and for the Center for Workplace Development at Harvard University.

During his career Bob has received many awards for teaching, research, and innovation. These include The Albert Sacks-Paul Freund Teaching Award at Harvard Law School, presented annually to a single member of the Harvard Law School faculty for teaching excellence, mentorship of students, and general contributions to the life of the Law School. The International Institute for Conflict Prevention and Resolution's (CPR) awarded Bob its Problem Solving in the Law School Curriculum Award for his innovative work in creating and building the

Harvard Negotiation and Mediation Clinical Program. Four graduating classes of Harvard Law School selected him to deliver a Last Lecture prior to their graduation, a recognition reserved for only four faculty members each year.

Bob's current research and writing interests include the assessment, reform, design, and implementation of dispute handling systems and developing and testing methods of effective public dialogue on issues that cut to the core of identity, meaning, belonging, and belief. He is the co-author of two books: *Designing Systems and Processes for Managing Disputes*, 2d. Edition (Wolters-Kluwer, 2019) and *The Handbook of Dispute Resolution* (Jossey-Bass, 2005). He has also published articles in leading dispute resolution journals including the HARVARD NEGOTIATION LAW REVIEW, the OHIO STATE JOURNAL ON DISPUTE RESOLUTION, the JOURNAL OF DISPUTE RESOLUTION, NEGOTIATION BRIEFINGS, DISPUTE RESOLUTION MAGAZINE, and NEGOTIATION JOURNAL. Bob's writing and commentary have appeared in various print and broadcast media outlets including NBC News, THE BOSTON GLOBE, THE WASHINGTON POST, THE LOS ANGELES TIMES, AMERICA, THE CHICAGO TRIBUNE, CNN's Situation Room, WBUR's COGNOSCENTI, THE NATIONAL CATHOLIC REPORTER, and BBC Radio.

Bob has served on a variety of advisory boards that include the Dartmouth College Center for Social Impact and the Harvard Law School Mediation Program. He has been an Associate Editor of the *Negotiation Journal* and a member of its Editorial Advisory Board, as well as a member of the Program on Negotiation Executive Committee, and the faculty adviser to the Harvard Mediation Program, the *Harvard Negotiation Law Review*, and Harvard Negotiators. Most recently he served as the Catholic Engagement Coordinator for Pete Buttigieg's 2020 campaign for the Presidency.

Bob currently serves on the Board of Directors for Seeds of Peace, on the Advisory Board for the Catholic Common Ground Initiative, on the Board of the Systemic Justice Project at Harvard Law School, and on the Board of Advisors for the Center for Empathy in International Affairs.

After graduating from law school, Bob clerked for The Honorable George A. O'Toole, Jr. of the United States District Court for Massachusetts. In addition to his many years at Harvard Law School, Bob also worked at the Washington D.C.-based law firm of Crowell & Moring, LLP, the New York-based law firm of Cravath, Swaine, & Moore, CBS News, the U.S. Senate Committee on the Judiciary, the U.S. Department of Justice, and the Boston Consulting Group.

Bob received his J.D., *cum laude*, from Harvard Law School, and his A.B., *summa cum laude*, from Dartmouth College where he majored in Government. You can follow him on Twitter with the handle @bobbordone or on his website: www.bobbordone.com.

NANCY GERTNER, JD
www.nancygertner.com



Nancy Gertner is a former U.S. federal judge who built her career around standing up for women’s rights, civil liberties and justice for all. Gertner was appointed to the federal bench of the U.S. District Court of Massachusetts by President Bill Clinton in 1994. She retired from the bench in 2011 to teach at Harvard Law School.

Named one of “The Most Influential Lawyers of the Past 25 Years” by Massachusetts Lawyers Weekly, Gertner has written and spoken throughout the U.S., Europe and Asia. She has published widely on sentencing, discrimination, and forensic evidence; women’s rights; and the jury system. Her autobiography, “In Defense of Women: Memoirs of an Unrepentant Advocate,” was published in 2011.

She is a graduate of Barnard College, Columbia University, and holds a M.A in Political Science and J.D. from Yale University.

She has received numerous awards, including the Margaret Brent Award from the ABA commission on the status of Women, Massachusetts Bar Association’s Hennessey Award for judicial excellence in 2011; the Morton A. Brody Distinguished Judicial Service Award from Colby College in 2010; the National Association of Women Lawyers’ highest honor, the Arabella Babb Mansfield Award, in 2011, The Women's Bar Association's highest award, The Lelia Robinson Award, in 2012, and, in 2008, the Thurgood Marshall Award from the American Bar Association, Section of Individual Rights and Responsibilities, which recognized her contributions to advancing human rights and civil liberties. The Marshall award has been given to one other woman, Justice Ruth Ginsburg.

In November 2014, she gave the Pope and John lecture at Northwestern University. In October 2014, she was a resident scholar at the Rockefeller Foundation in Bellagio, Italy; In September she gave the keynote address at the 18th Anniversary Celebration of the Jewish Women’s archive (September 14, 2014).

Gertner is presently working on her second book, *Incomplete Sentences*, concerning the men who she sentenced over her 17 year career as a federal judge. In addition to writing about them, highlighting the unfairness and disproportionality of their sentences, she is assisting in clemency petitions where appropriate.

Drawing on her wide ranging experience in practice and as a judge, Gertner also consults and litigates in civil right cases (she is of counsel to Neufeld, Scheck & Brustin, a civil rights firm in New York City), white collar criminal case (she is of counsel to [Fick and Marx](#), a white collar criminal defense firm in Boston), as well as in employment discrimination and false claims cases.

Drawing on her judicial experience, Gertner engages in mediation and arbitration with Resolutions, LLC. (with Eric Green) and the Southeast Regional Mediation, Arbitration and Compliance Association (with Bill Nettles and Paul Zwier).

JAMES L. HEFFERNAN, FHFMA, MBA



James L. Heffernan, FHFMA, MBA

*Senior Vice President Corporate Development and Treasurer,
Massachusetts General Physicians Organization*

James (Jim) L. Heffernan, FHFMA, MBA, is Senior Vice President Corporate Development for the Massachusetts General Physicians Organization (MGPO) at Massachusetts General Hospital (MGH), a principal teaching hospital of the Harvard Medical School.

Jim has over 39 years of C-suite experience in hospitals, managed care and physician organizations. From 1995-2019, Jim held the role of CFO of the MGPO with 2,800 participating physicians, more than 4,000 employees, and \$1.2B of operating revenue. As CFO, Jim led the MGPO's revenue cycle, physician payment & analysis, budgeting & financial forecasting, business intelligence, compliance and business transformation, and the Professional Billing Office. He continues to play a significant role in the strategic planning of the MGPO and the MGH, including population health management initiatives and collaborating as executive sponsor on several Partners HealthCare initiatives, such as finance, information systems, and benefits.

Jim has written and testified on ways to simplify administrative processes to reduce administrative burden on behalf of physicians, and in that regard, he has championed the development and use of natural language processing and machine learning for better coding and extracting unstructured data from medical records and administrative files. These tools have also led to better comprehensive financial and administrative reporting and the creation of CodaMetrix, a new MGPO business subsidiary.

Jim has participated in research and papers on health care operations, administrative burden, burnout, engagement, and equity and is a regular speaker on health care locally and nationally. Jim currently sits on the boards of the Massachusetts General Physicians Organization; National Healthcare Financial Management Association; Wentworth Douglass Hospital; board treasurer, Jane Doe Inc.; and board chair, CodaMetrix.

Jim led the creation and implementation of the MGPO Finance Administrative Fellowship and throughout his career has sponsored and mentored many fellows in health care management and finance. In 2019, Jim developed and taught a Harvard Medical School course on health care finance.