

Jennifer Webster

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Profile

I am a bilingual labour relations professional with over 25 years' experience as an advocate, litigator, mediator and arbitrator. I have provided labour relations services to the sectors of: health care; municipalities; education; aviation; ports and shipping; trucking; railways; nuclear industry; radio and television broadcasting; telecommunications; Crown corporations; and First Nations. I am an experienced trainer and facilitator for negotiations, team development, and innovative problem solving.

Experience

MEDIATOR ARBITRATOR FACILITATOR, 2016 - PRESENT

I have my own practice as a mediator, arbitrator and facilitator through which I provide conflict resolution and management services. My mediation and arbitration work are primarily in labour relations and employment law. I also work as a facilitator for team development, strategic planning and respectful workplaces. I am a certified LEGO® SERIOUS PLAY® facilitator and use this methodology, along with other facilitation tools, to support groups in participatory decision-making and creative problem-solving.

ONTARIO REGIONAL DIRECTOR, FEDERAL MEDIATION AND CONCILIATION SERVICE, TORONTO, ONTARIO 2009-2016

In this role, I was responsible for the management of the Ontario Regional Office of Federal Mediation and Conciliation Service. I supervised and managed the work of three mediators and an administrative coordinator. In addition, I carried a case load of mediation and conciliation files involving workplaces in the federal jurisdiction under Part I of the *Canada Labour Code*. The mediation and conciliation files related to disputes involving the negotiation of first and renewal collective agreements as well as grievance disputes during the term of the agreements. My responsibilities also included the design and delivery of training programs for unions and employers as part of the Service's Relationship Development Program. Through this Program, I delivered training in labour relations, establishing and maintaining effective labour-management committees, and negotiations. I also provided facilitation of negotiations and joint committee meetings.

SENIOR CONCILIATION OFFICER, FEDERAL MEDIATION AND CONCILIATION SERVICE, TORONTO, ONTARIO 2000-2009

As a conciliation officer for Federal Mediation in the Ontario Regional Office, I carried a caseload of conciliation and mediation files as well as training and facilitation files as part of the Service's Relationship Development Program.

SOLE PRACTITIONER, TORONTO, ONTARIO 1998-2000

In my own law practice, I represented unions and their members in collective bargaining, grievances and arbitration, pay equity and workers compensation. I was also appointed as a union nominee to Board of Arbitration in interest and rights disputes.

ARBITRATION OFFICER, ONTARIO NURSES' ASSOCIATION, TORONTO, ONTARIO 1992-1998

As an Arbitration Officer, I represented the Ontario Nurses' Association and its members at interest and rights arbitrations and before the Ontario Labour Relations Board. Working collaboratively as part of a team of Arbitration Officers and Labour Relations Officers, I developed strategies for managing grievances and collective bargaining.

LEGAL & LEGISLATIVE REPRESENTATIVE, CANADIAN UNION OF PUBLIC EMPLOYEES, TORONTO, ONTARIO 1992

In the position of Legal & Legislative Representative, I provided legal advice to the Union's National and local representatives as well as legal representation in grievances and arbitrations.

ARTICLING STUDENT, CAVALLUZZO, HAYES & SHILTON, TORONTO, ONTARIO 1990-1991

Education

Bar Admission Course, Law Society of Upper Canada	1992
Bachelor of Laws, University of Toronto	1990
Bachelor of Arts (Honours History), McGill University	1986
Exchange Student (Junior Year), Duke University	1985

Mediation Training

Mediation of Settlement Conferences in Family and Civil Cases	2016
<ul style="list-style-type: none">worked as a coach for mediation training for newly appointed judges as part of the National Judicial Institute training program	
Mediators Workshop	2015
<ul style="list-style-type: none">with United States Federal Mediation and Conciliation Service, designed and delivered a half-day mediators workshop at the 2015 conference of the Association of Labour Relations Agencies	
Unjust Dismissal and Wage Recovery Mediation Course	2009-2015
<ul style="list-style-type: none">designed and delivered a three-day course for Labour Affairs Officers to provide mediation services in the context of unjust dismissal and wage recovery complaints under Part I of the Canada Labour Code	
Mediation Training - Peru Department of Labour	2008
<ul style="list-style-type: none">designed and delivered a four-day course for Labour Officers employed by the Peru Department of Labour in mediation process and approaches for labour and employment complaints	
Secrets of Successful Mediators Program	2007
<ul style="list-style-type: none">designed and delivered a half-day mediators workshop on the Secrets of Successful Mediators at the 2007 conference of the Association of Labour Relations Agencies	
Bar Admission Course Instructor on Alternative Dispute Resolution	2000-2004
<ul style="list-style-type: none">provided instruction in two-day program in alternative dispute resolution as part of the Law Society of Upper Canada's Bar Admission Course	
Mediation Training	2000
<ul style="list-style-type: none">attended and completed a one-week training session provided by United States Federal Mediation and Conciliation Service on mediation and facilitation	
Family Mediation	1990
<ul style="list-style-type: none">completed a full-semester course on Family Mediation as part of LL.B. at University of Toronto	

Awards and Scholarships

University of Toronto

Honours Standing 1990

Jacob Finkelman Prize in Labour Law 1989

Blake, Cassels and Graydon Entrance Scholarship 1987

McGill University

Isidore Finkelstein Prize in History 1986

North American Studies Prize 1984

Faculty Scholar 1983-1986

James McGill Scholarship 1982-1985

Additional Qualifications

Certified LEGO® SERIOUS PLAY® for Strategic Thinking 2016

Certified LEGO® SERIOUS PLAY® for Team Facilitation 2015

Advanced Instructional Design, Langevin Learning Services 2008

Advanced Instructional Techniques, Langevin Learning Services 2007

Certified Transformational Justice (TJA) Conference Facilitator 2003

Training Program for Administrative Tribunal Members, Canadian Centre for Management 2002

Development

Organizations

Association of Labor Relations Agencies (ALRA)

Executive Board member (2013-2016), Committee member of Professional Development, Program, and Communication Committees (2009-2016), Conference speaker (Minneapolis, 2015 - Mediator's Tool Kit); Conference moderator (Washington, 2013 - Keynote address from Ambassador Gary Doer); Conference speaker (Jersey City, 2010 - Mediating in the context of social media)

Alternative Dispute Resolution Institute of Ontario (ADRIO)

member since 2016

Bar Admission Course, Law Society of Upper Canada

Instructor in areas of Client Interviewing, Alternative Dispute Resolution, Public Law, and Negotiations (2000-2004)

West Toronto Community Legal Services

Board of Directors (1997-2002), President (1997-2001), Treasurer (2001-2002)

Bloor Information and Legal Services

Board of Directors (1990-1996), Secretary (1990-1996), Chair of Personnel Committee (1991-1996)

High Park Club (2005 - current)

Curling Member - Women's competitive, Open Mixed, Friday social leagues

Volunteer - organized Friday social mixed league (2006-2011); organized social mixed bonspiel (2006-2011)