

## **Nuts and Bolts of Business Plans**

### **MIT Course 15.S21 – Session Title: Negotiation Skills and Conflict Resolution**

#### **Speaker Bios:**

##### **Mindy Garber**

Mindy Garber helped found and is Chief for Quality/Customer Satisfaction at Parlance Corporation, makers of speech-recognition telephony applications. Her responsibilities include corporate processes, support, training, field engineering and customer satisfaction. Prior to Parlance, Ms. Garber was an engineer and service manager at Bolt, Beranek and Newman in three different divisions: speech recognition, data analysis software, and the Butterfly™, a parallel computer.

Since 2004, Ms. Garber has also been active in the conflict resolution field, serving as a mediator with the Massachusetts District Courts and as an arbitrator with the Massachusetts Bar Association. She founded Dorfermin Associates to help high tech start-ups resolve disputes without requiring costly litigation.

Ms. Garber became a mediator after completing courses in Negotiation and Mediation at the Program on Negotiation at Harvard Law School. She holds a Master's degree in Engineering from Stanford University and a Bachelor's degree in Mechanical Engineering from MIT. Ms. Garber enjoys a continuing close association with MIT as a volunteer with the Educational Council, the Community Catalyst Leadership Program, the MIT-FIRST Robotics Alliance and the MIT K-12 Initiative, among other roles. Ms. Garber's service at MIT was recently recognized with the Lobdell Distinguished Service Award.

##### **Victoria Bennet**

Victoria Bennet is a mediator and consultant in private practice. She has mediated a wide range of court-referred, government agency and private disputes, ranging from large commercial cases and foreclosures to workplace, criminal and family cases. Ms. Bennet serves on mediation panels for the US Equal Employment Opportunity Commission, the Boston Bar Association, and several departments of the Massachusetts Judiciary. She has extensive experience training people from diverse backgrounds in negotiation and conflict resolution skills, including custom workshop design and one-on-one coaching. She has provided training services at the Fletcher School of Law and Diplomacy, the Program on Negotiation at Harvard Law School, Massachusetts Institute of Technology, and Boston College Law School. She has been a guest lecturer at MIT, Boston College Law School, and the Suffolk University School of Law. As a consultant, she advises business owners and executives on partnership issues, team dynamics and managing workplace conflict.

Ms. Bennet is a graduate of Dalhousie University in Canada and the University of Geneva in Switzerland. Her early career was in French and German translation.