PAULA J. TROUT, JD, MBA, MPA

Occupation
Attorney-Neutral
Member of the State Bar of Ohio
Supreme Court Bar No. 37825

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Past and Present Experience

Provide Alternative Dispute Resolution (ADR) services in arbitration, mediation, negotiation, facilitation, conciliation, settlement conferences, early neutral evaluation (ENE), fact finding (decisional and pre-decisional), and investigation services - primarily in the areas of employment (e.g., management, labor & CBA disputes), workers' compensation (administrative and operational issues), consumer, civil, securities, construction, contract, Title VII, ADA, ADEA, and business related disputes. Clients included (but not limited to): American Arbitration Association, DeMars & Associates Arbitrations, US Department of Energy (DOE), US Department of the Interior (DOI), Nationwide Insurance, RPB Associates, Key Bridge Foundation, Ohio Department of Education (ODE), US Postal Service (USPS REDRESS Program), Environmental Protection Agency (EPA), ADR Vantage, Collaborent LLC, Raytheon Corporation, Resolute Systems, the US Department of Homeland Security (e.g., TSA, ICE, FAM), United States Equal Employment Opportunity Commission (EEOC), National Mediation Board (NMB) Arbitration for the Railroad Industry, and Amtrak Training in Arbitration.

In private practice, I provided alternative dispute resolution (ADR) services; e.g., Mediation, Conciliation, Facilitation, Early Neutral Evaluation (ENE), Settlement Conferences, Fact Finding, Arbitration, Med-arb (and Arb-med). Additionally, I provided traditional litigation and client representation in Employment Disputes, Workplace Conflict and Investigation(s), Union and Collective Bargaining Agreements, Labor-Management, complicated/complex Workers' Compensation issues, Tort, Insurance and Risk, Civil, Interpersonal Relationships & Alternative Lifestyle Relationships, Domestic, Neighborhood / Community, Diversity and Merchant-Contractual disputes.

In my capacity as the City Finance Director (Columbus, Ohio), additional areas of responsibility included functional control over Union Contract Negotiations for the American Federation of State, County and Municipal Employees (AFSCME), International Association of Fire Fighters (IAFF), Fraternal Order of Police (FOP); the centralized Mail Distribution Center; Relocation

Program; Strategic & Tactical Planning; Federal Grants Management; Mayor's Action Center; Risk Management, Employee & Labor Relations; and Human Resource Management.

In my capacity as a member of the Ohio Industrial Commission, I reviewed issues involving actuarial rates, accounting, auditing, underwriting, and administrative issues related to rehabilitation; including agency safety regulations e.g., VSSRs (e.g., Violation of Specific Safety Regulations), OSHA violations and JCARR (e.g., Joint Committee on Agency Rules and Regulations); heard Workers' Compensation Appeals and considered issues raised by the Attorney General's Office in its defense of Industrial Commission cases; was also responsible for overseeing a number of operational and administrative duties that were associated with the daily operation of the Industrial Commission as an agency (e.g., Safety & Hygiene, Legal, Personnel, Labor Relations, Fiscal, Budget, Audit Departments and Rehabilitation). Presented at regional conferences regarding investments and technical issues of the Workers' Compensation System (e.g., AFL-CIO, UAW, IBEW, OSIA, etc.).

As an Industrial Commissioner, representing the Public member constituency, I adjudicated Workers' Compensation contested matters, and set policy for the Ohio Workers' Compensation system. Also a member of the Labor-Management and Strategic Planning Committee; Chaired the Self-Insuring Employers' Evaluation Board (SIEEB). By law, the SIEEB is to be chaired by the "neutral member" of the Commission. The SIEEB was charged with the responsibility to investigate complaints and allegations of misconduct on the part of self-insured employers and to resolve questions regarding whether particular self-insured employers continue to meet the minimum standards required of them; held hearings and heard cases on the determination of a claimant's application for Permanent Total Disability; referred cases to REHABILITATION; negotiated, approved and heard issues of settlement; held Lump Sum Settlement (LSS) hearings; held hearings on Facial Disfigurements; and held meetings and conferences with both attorneys representing employers and attorneys representing claimants.

Skills

Arbitration, Facilitative and Transformative m=Mediation; Private and Public Sector Conflict Resolution; Change Management, Decision and Pre-Decision Writing; Legal Analysis; ADR trainer; Public Speaking; Budgeting; Fiscal Forecasting and Program Evaluation.

Education

Juris Doctor, Capital University School of Law, Columbus, Ohio MA in Business Administration, Central Michigan University, Michigan MA in Public Administration, Central Michigan University, Michigan BA in Psychology, Capital University, Ohio

<u>Professional Affiliations or Certifications</u>

- Harvard University, Program on Negotiation, Massachusetts
- National Judicial College, Alternative Dispute Resolution, Nevada
- American Arbitration Association, Construction Arbitration & Mediation, Ohio
- American Arbitration Association, Securities and Commercial Mediation, Ohio
- DeMars Associates, CAP-RV Arbitration, CAP Motors Arbitration, Illinois
- Construction Dispute, (CDRS), Arbitration, Mediation & Review Board, New Mexico
- Cornell University & U S EEOC Mediation Program (New York), EEOC
- Temple University & Institute for the Study of Conflict Transformation
- Hamline University School of Law, Transformative Mediation