

# VIAC – Questionnaire for Mediators

1. **Name:** Carmen Sfeir – I also use my marriage name: Backsmann

2. **Nationality:** Chilean

3. **Contact information**

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4. **Education and professional experience (original profession; where did you study?):**

Please find attached my resume in separate document.

5. **Core area of current professional activity:** Dispute System Design, Corporate Consulting

6. **Accreditation in the field of ADR (including relevant trainings and connected qualifications):**

Continuous learning and specialization by giving and attending lectures in both Mediation and Arbitration in Brazil.

Sept. 2018 Dispute Board Training, CAM CCBC

Dec. 2016 London School of Mediation/ Chartered Institute of Arbitration, London, England, Certified Mediator

August 2016 Accelerated Route to International Arbitration, Chartered Institute of Arbitration, London, England

Nov. 2014 Admitted as Brazilian Lawyer (Advogada) at the Brazilian Bar Association (OAB)

March 2011 Admitted as Solicitor at the Senior Courts in England and Wales

2005 Institut für Internationale Kommunikation at Heinrich Heine Universität, Düsseldorf: Attended and passed three intensive language courses “German as Foreign Language”

2000 – 2001 LL.M degree from Duke University School of Law, Durham, North Carolina, U.S.A.

1995 – 1997 University of Chile Law School, Santiago, Chile. Master Studies

7. **Practical experience in mediation**

- How many (international) mediations have you participated in
  - as single/co-mediator/in a team? None
  - administered by an institution; under which Rules?
  - in which areas/fields?
  - how complex (*please provide examples, participation of lawyers/experts*)?
  
- How often have you acted in a different function (e.g. consultant, expert)? I have not acted yet in any international mediation.

- What other ADR-experience do you have? Through DSD2B, I offer strategic advice to companies on the best combination of Alternative and Online Dispute Resolution methods at hand, combined with the latest available technologies, in order to help them avoid judicial litigation as much as possible, acquire cost efficiency in conflict resolution and improve their reputation in the market.
- On the other hand, I advise Alternative and Online Dispute Resolution providers, on making their services more effective, faster, ethical and visible.

#### **8. Languages (including levels)**

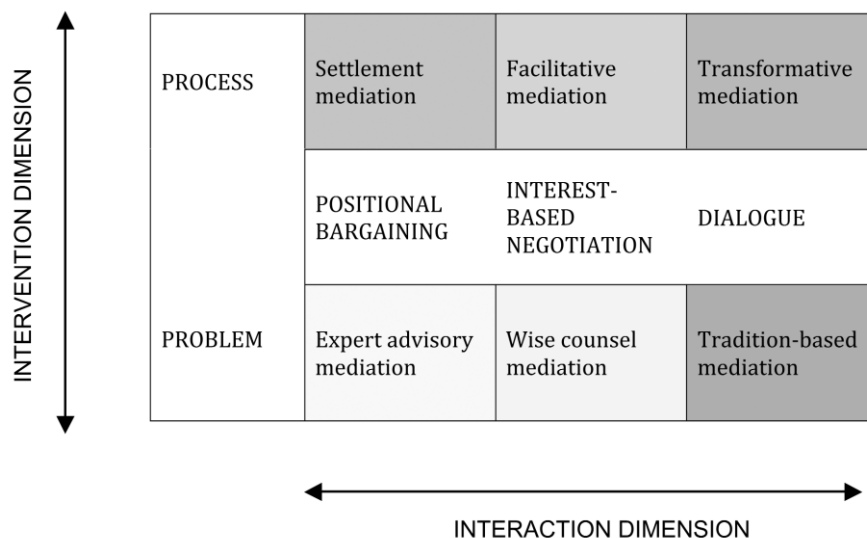
**Mother tongue:** Spanish

**Working languages (i.e. languages in which you have both a spoken and written command so that you may conduct mediation proceedings in this language):** English, German, Portuguese

**Basic knowledge:** French

## 9. Style of mediation

Where do you see yourself? Please tick box as appropriate or indicate your preferred style.



© Alexander, Nadja (2011) "The Mediation Meta-Model - the realities of mediation practice," *ADR Bulletin*: Vol. 12: No. 6, Article 5. Available at: <http://epublications.bond.edu.au/adr/vol12/iss6/5>; see also here for a detailed description of the 6 mediation styles.

**10. Please describe aspects of your personality which could be interesting to clients you are going to mediate; what would former clients emphasize in your work?** My clients had describe me as a very engaged, responsible, focused and knowledgeable professional. I have excellent communications skills as a consequence of my multicultural background.

**11. Publications and other activities in ADR related matters**

**(e.g. training sessions, seminars, conferences, articles and others):** Please see number 6. Above.

Additionally, I am now preparing two articles about ADRs (one for Brazil and one international). In September and October I will be teaching a course called "Fundamentals of Arbitration" at the Pontificia Universidad Católica de Paraná, in Curitiba. Also in October I will join a panel to discuss "Bribery and corruption in international and domestic arbitration" at the IADC Regional Meeting.

**12. Memberships in mediation institutions / functions in mediation institutions/organizations:**

CAM CCBC: I am part of the Mediators list.

Câmara de Arbitragem e Mediação do Instituto de Engenharia: I am part of the Mediators list.

**13. Special expertise or specializations (please list a maximum of three) in your ADR-practice:**

- Commercial / Corporate Law
- Contracts

**14. Soft Skills (e.g. intercultural competences):** I have an intercultural background as a consequence of having lived in the U.S.A., in Germany, in Brazil and in Chile, my home country. I consider myself to be a very intuitive person, who listens well. I create an atmosphere of trust and professionalism that make people feel comfortable about interacting with me.

**15. How do you ensure your professional quality (e.g. coaching, practice supervision, etc)?** I join groups of mediators and compare experiences with them (respecting confidential aspects, of course).

**16. Date of birth:** July 16<sup>th</sup>, 1965

VIAC offers mediation practitioners the possibility to present themselves on its website. VIAC reserves the right to publish any presentations submitted and to remove it as the case may be. Parties are free to nominate a mediator of their choice and so is the VIAC Board when appointing a mediator. These presentations do not constitute recommendations but may assist the parties in choosing a mediator willing to conduct proceedings according to the Vienna Mediation Rules. The fact that a mediation practitioner appears on this list, does not authorize this person to use the title "VIAC-mediator".

■ I have completed this questionnaire to the above to the best of my knowledge and believe they are accurate.

■ I hereby consent that the data provided in this questionnaire may be processed for the appointment of mediators and published by VIAC. This includes in particular publication on the website of VIAC as well as use in any presentations, etc. This consent may be withdrawn at any time by contacting VIAC at our general contacts, in particular by email addressed to [office@viac.eu](mailto:office@viac.eu). The consequence of any such withdrawal will be that my data will no longer be processed by VIAC. For further information see our privacy statement at [www.viac.eu](http://www.viac.eu).

July 12, 2019

Date

and

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Signature