



Yuki Matsuno

Mediator, Facilitator, Lawyer

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Services

I bring compassion, common sense, and engagement to the work of resolving disputes. My legal background and extensive mediation experience allow me to help parties communicate and work together to craft solutions, leading to reduced costs, improved productivity, and better relationships. My services include:

Mediation and Facilitation: Help for employees, managers, unions and employers to mend and improve working relationships in a safe and respectful setting. For families and businesses experiencing change and conflict, I support the parties to focus on the future and create solutions that let everyone move forward in their life and work.

Coaching and Training: Seminars and workshops tailored to fit your workplace; individual coaching and mentoring. Topics include mediation, communication skills, and cross-cultural aspects of conflict resolution.

Skills and Experience

▪ **Mediate and facilitate:**

- Child Protection cases (Ministry of Attorney General)
- Workplace disputes (unionized and non-unionized workplaces)
- Civil cases in Provincial Court (e.g. construction, employment, commercial cases)
- Strategic planning and goal setting in non-profit and education sectors
- Family disputes (separation, divorce, parenting plans)

▪ **Develop and deliver training and coaching** in mediation, communication skills, and dealing with conflict

- Adjunct Professor (UBC) and Instructor (BCIT) in mediation, conflict resolution and labour relations
- Coach in conflict resolution courses, including Continuing Legal Education courses (Advanced Civil Mediation, Fundamentals of Mediation, Advanced Family Mediation) and SFU Master of Applied Laws program
- Numerous workshops and presentations
- Parenting After Separation workshops (Justice Education Society) (2006-2011)

▪ **Manage mediation programs**

- Manager, Small Claims Mediators and Acting Program Manager of the Court Mediation Program (which provides mediation services for Small Claims cases)
- Program Manager, Child Support Eligibility Mediation Project (a project funded by the Law Foundation of BC and the Family Maintenance Enforcement Program)

- **Adjudicate:**
 - Employment Standards appeals as a Member of the Employment Standards Tribunal (2006 – 2010))
 - Appeals of benefits decisions as a Member of the Employment and Assistance Appeal Tribunal (2008-2010)
 - Complaints regarding property assessment as a Member (2006 - 2011) and Chair (2007) of the Property Assessment Review Panel
- **Provide consultation and manage** grievances and other workplace disputes:
 - Fact finding and investigation
 - Research, analysis and reporting
 - Negotiating settlements
 - Respectful workplace training
- **Advise** on the interpretation and application of collective agreements and legislation (Labour Relations Code, Employment Standards Act, Human Rights Code) in a multi-union environment and **advise and coach** clients and managers on fair and consistent labour relations and employment law practices
- **Prepare and conduct cases** in legal and other proceedings, including mediation, labour arbitration, and adjudication

Work History

- **Self-Employed Mediator and Facilitator** (2004 – present)
- **Mediation Consultant and Project Manager with the Court Mediation Program and Child Support Eligibility Mediation Project**, Mediate BC (2007 – present)
- **Adjunct Professor**, Faculty of Law, UBC (2012)
- **Faculty** (Part-time Studies), School of Business, British Columbia Institute of Technology (BCIT) (1999 - 2008)
- **Labour Relations Consultant**, BCIT (1998—2004)
- **Lawyer**, Employment and Labour Department, Russell & DuMoulin (now Fasken Martineau DuMoulin LLP) (1997—1998)

Community Service

- **Big Sister**, Big Sisters of the Lower Mainland (2009 – present)
- **Member and Volunteer**, Just Golf Tournament (2005 – present)
- **Member and Secretary**, Board of Directors, National Nikkei Museum and Heritage Centre (2006 – 2008)
- **Co-Chair and Member** (2004-2007), Education Committee, Women Lawyers Forum (Canadian Bar Association, BC Branch)
- **Mentor**, Mentorship Program, Women Lawyers Forum (2006-2007)

Education and Training

- Certificate in Conflict Resolution, Justice Institute of British Columbia, 2002
- Bachelor of Laws, University of British Columbia (UBC), 1995
- Bachelor of Arts (Honours English), UBC, 1990

- Court Mediation Small Claims Practicum, 2003
- Group Facilitation (Canadian Institute for Cultural Affairs), 2007
- Various Continuing Legal Education (CLE) courses, including Employment Law, Mediation and Advanced Civil Mediation, Family Law

Professional Affiliations

- Law Society of British Columbia (called to the Bar of British Columbia, 1997)
- Mediate BC Civil Roster, Family Roster, and Child Protection Mediator Roster
- Canadian Bar Association (BC Branch)—Alternate Dispute Resolution, Family Law, and Employment Law Subsections
- Association of Family and Conciliation Courts

Publications and Presentations

- “Family Mediation, Distance Mediation, Intercultural Mediation – What does any of this have to do with Maintenance Enforcement? A Discussion Paper”, presentation at Recovery of Maintenance in the European Union and Worldwide International Conference in Heidelberg, Germany, March 2013
- “Working with Lawyers in Child Protection Mediation”, presentation at the Child Protection Mediator Orientation, December 2011
- “Meeting the Challenge of Culture in Mediation”, presentation at the ADR Institute of Canada Conference, October 2011 (co-presenter)
- “Mediating Family Law Cases”, BarTalk, August 2011 (co-author)
- “Making the Most of Small Claims Court Mediation”, BarTalk, April 2011 (co-author)
- “What I Learned about Negotiation from My Mentor and Friend, Alisa Noda”, The Scrivener, Fall 2007
- “A Lifetime Mediation Skill: Dealing with Assumptions”, The Scrivener, April 2006
- “Sorting Out Family Disputes with Mediation: A Problem Solving, Culturally Appropriate Method”, The Bulletin, March 2006 (co-author)