



SINGAPORE INTERNATIONAL
MEDIATION CENTRE

Mediator's Curriculum Vitae

Personal Particulars

First Name
Dorcas

Last Name
Quek Anderson

Designation
Assistant Professor of Law

Organisation
Singapore Management University, School of Law

Nationality
Singaporean

Languages (Native and/or professional working proficiency)
English; Mandarin

Mediation Practice Areas

Please select as many areas as may be applicable.

- | | |
|---|--|
| <input type="checkbox"/> Accountancy | <input type="checkbox"/> Mining |
| <input type="checkbox"/> Aviation & Airports | <input checked="" type="checkbox"/> Workplace Health & Safety |
| <input checked="" type="checkbox"/> Banking/Finance | <input type="checkbox"/> Oil & Gas |
| <input type="checkbox"/> Business Interruption analysis | <input checked="" type="checkbox"/> Real Estate |
| <input type="checkbox"/> Energy | <input checked="" type="checkbox"/> Risk Management |
| <input checked="" type="checkbox"/> Information Technology | <input type="checkbox"/> Scientific Forensics |
| <input type="checkbox"/> Intellectual Property | <input type="checkbox"/> Sports Disputes (Law & Infrastructure) |
| <input checked="" type="checkbox"/> Infrastructure/Construction/Engineering | <input checked="" type="checkbox"/> Telecommunications |
| <input checked="" type="checkbox"/> Maritime & Shipping Logistics | <input checked="" type="checkbox"/> Others (please specify): Professional negligence |

Educational/Professional Background

Dorcas graduated from the National University of Singapore with First Class Honours and obtained her LL.M from Harvard University School of Law. Dorcas has been called as an Advocate and Solicitor of the Singapore Supreme Court.

Prior to entering academia, Dorcas worked in the Singapore judiciary for more than ten years as Assistant Registrar of the Singapore Supreme Court and subsequently as District Judge in the Singapore State Courts. As District Judge, Dorcas contributed significantly to the formulation of court ADR policies; training of judge mediators and volunteer mediators; and conducting mediation and early neutral evaluation for hundreds of court cases.

Dorcas has a passion for mediation and dispute resolution research. She has spoken at conferences and written extensively on mediation practice, theory and programme design. Dorcas' research has been published in the Harvard Negotiation Law Review, Cardozo Journal of Conflict Resolution and the Civil Justice Quarterly. Since 2016, Dorcas has been

Assistant Professor of Law in the Singapore Management University School of Law, where she continues her practice and research in relation to dispute resolution.

Mediation Style

Due to her experience in court-connected mediation, Dorcas is able to actively engage the lawyers regarding legal and non-legal aspects of the dispute. Dorcas is also skilful in mediating relational disputes, having dealt with many conflicts involving family members, close relationships and long-standing business dealings.

Dorcas has the ability to adapt and use a range of mediation styles according to the needs of the lawyers and parties. She is prepared to discuss the needs and expectations of those involved in the mediation. Dorcas' views are expressed in detail in the following article: *Facilitative vs Evaluative Mediation – Is There Necessarily a Dichotomy?* (2013) *Asian Journal on Mediation* 66.

The parties and lawyers have given feedback about Dorcas' good grasp of the subject matter of the dispute; ability to listen well and give parties the opportunity to share their concerns; and skill in helping parties fully explore ways to address their concerns. Her ability to control the mediation process well and handle "difficult parties" has also been noted. In addition, Dorcas has been complimented on her excellent disposition and great patience as a mediator (see SIMI feedback digest).

Mediation Experience

Dorcas has accumulated more than a decade of mediation experience, having been Assistant Director of the Singapore Mediation Centre and then District Judge at the Centre for Dispute Resolution in the Singapore State Courts. She has mediated hundreds of civil and criminal matters in the Centre, the Singapore Mediation Centre and in her private capacity, with a settlement rate of more than 80% in the last 3 years.

Dorcas has mediated a diverse range of disputes, including commercial disputes, employment and workplace disputes, construction matters, probate and inheritance disputes, property disputes and professional negligence matters. She has consistently maintained a high settlement rate and positive client and lawyer feedback.

Mediation Education and Training

Dorcas has undergone extensive mediation training, including the Harvard Program on Negotiation, courses in the Straus Institute for Dispute Resolution, Conflict Coaching International and Centre for Effective Dispute Resolution's mediation training. She has been accredited by the International Mediation Institute, Singapore International Mediation Institute, the Centre for Effective Dispute Resolution (UK) and the Singapore Mediation Centre.

Dorcas is part of the training faculty of the Singapore Mediation Centre, and teaches negotiation skills in SMU School of Law. She attends and speaks regularly at local and international mediation conferences and seminars, including the National Mediation Conference (Australia), the American Bar Association Section of Dispute Resolution Conference, the Law and Society Association conference, and the annual Singapore Mediation Lecture. She also gives guidance to law students participating in international negotiation and mediation competitions.

Dorcas' publications on dispute resolution are available at <https://ssrn.com/author=2575794>.

Some Professional Affiliations

Dorcas is a Principal Mediator with the Singapore Mediation Centre, a member of the International Mediator Panel of Centre for Effective Dispute Resolution (CEDR) and sits on the Board of Directors of the Singapore International Dispute Resolution Academy (SIDRA).

Testimonials (optional)

An official feedback digest may be found on [SIMI](#) and [IMI's](#) websites. In addition, selected feedback received from parties and their lawyers between 2016 and 2018 is provided below:

- Dorcas was able to steer all parties in the right direction. Her approach with difficult parties is truly commendable. Her understanding of the complexity of business structure in the dispute is a plus point.
- Dorcas has a full understanding of the dispute and her professionalism in helping parties to resolve the dispute is commendable.
- Dorcas made great efforts to speak to both parties actively to engage and manage expectations which led to the resolution of the matter. She helped parties maintain focus while hearing out parties' concerns and constraints.
- She listened, clarified and empathized. She actively listens and seeks clarification on the issues that are raised. She was very patient to listen and understand the underlying reasons why parties are a few hundred thousands apart. She also showed empathy to understand each other's point of view. She provided alternatives and explained the reasons why we need to take certain approach to bridge the gap between parties. She did not rush things nor force parties to make decisions.
- The session might not have ended within a day if not for her.
- She was open, helpful, professional, courteous and careful in her dealings, which made the whole mediation much simpler to navigate for our clients.
- Dorcas is knowledgeable and possess the right temperament to be a mediator.