

GARY R. CLAYTON, PSY.D., MSOR, MADR

Dr. Gary R. Clayton is a proven Alternative Dispute Resolution professional with extensive mediation, arbitration, and negotiation experience. Dr. Clayton is proficient in developing and implementing dispute-resolution solutions and systems at the organizational and personal levels. Professional experience is supported by a strong academic foundation.

ADR PROFESSIONAL EXPERIENCE

- Member of the Texas Department of Insurance (TDI) Independent Dispute Resolution (IDR) arbitration/mediation panel for Medical Surprise Billing.
- Member of Virginia SCC Bureau of Insurance Independent Dispute Resolution arbitration panel for settling billing disputes between out-of-network health care providers and health plans.
- Member of Washington State Office of the Insurance Commissioner arbitration panel supporting the states' Balanced Billing Protection Act (BBPA).
- Member of Michigan State Department of Insurance and Financial Services (DIFS) Surprise Medical Billing arbitration panel.
- **Over 500 arbitrations performed.**
- **Over 500 mediations performed**
- Member of the Dallas BBB arbitration panel since 2009.
- Member of the Arlington, Virginia BBB arbitration panel since 2015.
- Member of the FINRA arbitration panel since 2019.
- Member of the Roster of Texas Windstorm Insurance Association (TWIA) Mediators since 2011
- Actively involved with Southern Methodist University's Department of Dispute Resolution as an arbitrator, mediator, and mediation coach.
- **Professor at Southern Methodist University's Department of Dispute Resolution graduate program.**
- Actively involved with Dallas County's Dispute Resolution Center (DCDRC) as a mediator.

EDUCATION

Over 700+ hours of basic and advanced training in Alternative Dispute Resolution, with certificates and degrees in Arbitration and Mediation.

DOCTOR OF PSYCHOLOGY (PSY.D), September 2018
University of the Rockies, Denver Colorado

Specialization: Mediation and Conflict Resolution

Dissertation: *The Role of Experience in the Determination of Mediation Outcome: A Mixed-Methods Study.*

Dissertation Award: **Outstanding 2018 Mixed-Methods Dissertation of the Year**

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MASTER OF ARTS IN DISPUTE RESOLUTION (MADR), October 2008
Southern Methodist University School of Education and Human Development

CERTIFICATE IN ADVANCED GRADUATE STUDIES IN DISPUTE RESOLUTION, December 2007
Southern Methodist University School of Education and Human Development

MASTER OF SCIENCE IN OPERATIONS RESEARCH AND ENGINEERING MANAGEMENT (MSOR), May 1989
Southern Methodist University School of Engineering

BACHELOR OF SCIENCE IN APPLIED ENGINEERING MATHEMATICS, August 1978
University of Colorado School of Engineering and Applied Science

DIPLOMA, May 1974
Saint Marks School of Texas

CREDENTIALS

Texas Mediator Credentialing Association
Credentialed Distinguished Mediator

Southern Methodist University
Certified Mediator Domestic Relationship Dispute Resolution Texas court annexed cases.

Southwest Conflict Resolution Network
Texas Council on Family Violence Training Certificate – a requirement of Texas Senate Bill 539

Southern Methodist University
Certified Mediator Texas court-annexed cases.
Manouso Mediation and Arbitration
Certified Mediator for Elder and Adult Care Mediation

Quality Matters (QM)
Teaching Online-An Introduction to Online Delivery (TOL)

SMU - Simmons School of Education
Canvas LMS Technology and Online Teaching Training

RECENT ADR ADVANCED TRAINING

- Texas Association of Mediators (2013-2023) Annual Conference
- Mental Health and Mediation Training, October 2022
- Texas Mediator Credentialing Association Symposium, 2022
- Texas A&M Law, ADR / ODR Symposium, March 2023
- American Bar Association (ABA), Advance Arbitrator Training, March 2023

ADDITIONAL PROFESSIONAL EXPERIENCE

Adjunct Professor, Southern Methodist University School of Education and Human Development, July 2020 – present, teaching organizational consulting skills, capstone, and seminar format organizational conflict systems design and dispute resolution.

Visiting Clinical Assistant Professor, Southern Methodist University School of Education and Human Development, August 2019 – June 2020, teaching graduate program mediation, practicum, organizational consulting, and conflict systems design.

Assistant Director, Southern Methodist University, Assistant Director SMU Mediation and Conflict Resolution Clinic, August 2019 – present, provide administrative and mediation support for mediators as well as provide actual mediation services for the clinic as required.

Adjunct Professor, Southern Methodist University School of Education and Human Development, May 2019 – June 2019,

HONORS AND ACHIEVEMENTS

Golden Key International Honor Society, 2014

BBB, Outstanding Arbitrator, 2015

UOR Presidential Alumni Scholarship Award, 2017

SMU, Outstanding Mediator, 2018

UOR Outstanding 2018 Mixed-Methods Dissertation of the Year

SMU, Just-in-Time Teaching and Technology Grant, 2022

PROFESSIONAL ORGANIZATIONS

American Bar Association, (ABA), member

Texas Association of Mediators (TAM), Member

Texas Mediator Credentialing Association (TMCA), Member

Society for Industrial and Organizational Psychology (SIOP), Member

Association for Conflict Resolution (ACR), Member

Mediate.com, Senior Mediator

Arbitrate.com, Member

RECENT PUBLICATIONS

Clayton, G. (2018, Jan.). Mediation Models: What is Best? Dallas, TX. Retrieved from <https://www.mediate.com/articles/claytong1.cfm>

Clayton, G. R. (2018). The role of experience in the determination of mediation outcome: A mixed methods study (Doctoral Dissertation). Available from ProQuest Dissertations & Theses Global. (2128051589). .

Felder, R., & Clayton, G. R. (2019, March). Physician codes of conduct— Creating a culture of safety? *Hospitals & Health Systems Rx*, 21(1), 4-5.

Clayton, G. R. (2020, September). Culture and religion, evaluating mediation approaches: A case study. Retrieved from <https://www.mediate.com/articles/clayton-religion.cfm>

Published several white papers while a research assistant at the National Bureau of Standards in Boulder Colorado.