



AAA Mediation.org™

Leonard Gross

Los Angeles, California

Primary Areas of Expertise

Unlawful Detainer
Landlord-Tenant Disputes
Fees charged for services
Vehicle Accident Resp.
Purchase/Sales Agreements
Collection Financial Debts

Professional Summary

My primary role as a Certified Mediator is to assist parties resolve commercial disputes in mediation while retaining their essential needs. I have conducted such mediations hundreds of times to the approval of both sides. My relevant background typically enables the disputants to reach a mutually satisfactory agreement in the mediation. One they developed in conjunction with my support and that of their attorney, rather than a determination imposed on them by an arbitrator or judge.

Sample cases include landlord-tenant claims, debt collection, fee for services, municipal charges, conflicts between families and their grown children, and financial disclosure disputes to name a few. As a trained neutral, with a notable background in ongoing negotiations, business management and cultural interactions, I bring an even-handed deliberative approach to every mediation, while preserving confidentiality. If the mediation concludes with a settlement agreement, as it often does, the parties are then able to refocus on the other important aspects of their lives.

My initial training includes completion of the essential AAA mediation course, FINRA case handling, the Los Angeles Consumer & Business Affairs guidance program, and mentoring package of the Southern California Mediation Association. This initial education has been continually expanded by attending numerous related seminars from well recognized associations including the New York State Bar association, American Bar Association, and Los Angeles County Bar.

Prior to embarking on a productive mediation career, I held senior positions for 40+ years in major public and private businesses in the metals distribution and manufacturing fields. Included were CFO, Executive VP, COO, and CEO roles at these enterprises. My job was to grow and solidify these businesses, which was successfully accomplished. Responsibilities involved interaction with hundreds of customers and vendors, and thousands of employees at sites around the world. That wide-ranging background provided the foundation for overseeing productive mediations today.

This career was launched following attainment of a Bachelor's degree in Basic Medical Science along with a Bachelor's degree in Electrical Engineering from the University of Washington, plus a Master's degree in Quantitative Business Analysis from USC. Solid groundwork for my business endeavors and subsequent mediation accomplishments.

My outside vocation has been mountain climbing. There I learned the indisputable value of perseverance. The same determination is applied to every mediation I conduct, evenly and fairly on behalf of each party.

Current Employer and Title

LDG Enterprises, Founder and Principal

Mediation Profession

My well-respected profession is:

PRESENT TIME

- Certified Mediator guiding parties to resolve commercial disputes.
- A seasoned arbitrator rendering practical, appropriate decisions.
- MC3 (Mediator Consortium, Inc) Treasurer, Controller, Member of BOD and Executive Committee

- Mediator for Mediation Center of Los Angeles
- Member AAA Affiliate Mediator Program
- BOD of several privately held business entities.
- Senior Scholar at UCLA
- Authorized FINRA arbitrator
- Mediator and Arbitrator for Los Angeles County Bar Association Attorney-Client Mediation and Arbitration Services
- Affiliate member New York State Bar Association and American Bar Association
- Member Southern California Mediation Association

PREVIOUSLY

- Accomplished business executive having led top enterprises.
- Certified Public Accountant (retired)
- Mediator for Los Angeles Commercial and Business Affairs Department at Mosk Courthouse

Work History

Following 40+ years as CEO, COO, and CFO of major domestic and global businesses, I am now managing a productive career path providing valued mediation and arbitration services. The enterprises in which I was a senior executive focused on the manufacturing and distribution sectors. Several were publicly listed; others privately owned. They ranged in size up to 110 sites, 1250 employees and \$750 million in sales. As documented below, my mediation cases predominately involve commercial transactions. They vary widely from landlord-tenant conflicts to collection of debts due. Likewise, mediations are conducted under differing auspices ranging from County Court to private sessions. Each offers an individual opportunity for settlement.

ADR Experience

My extensive background in the corporate world followed by commercial mediation provided broad insights into resolving high-tension disputes. Those in the business sector addressed internal conflicts as well as issues between the organization and customers/ vendors. Mediations were equally diversified encountering participants from different cultures, educational backgrounds, generational experiences, and negotiating strategies. Yet they all reflected the participant's self-determination, avoided the uncertainty of a court decision, displayed cost and time savings compared to ongoing litigation, and assured confidentiality to the parties. My role was to actively and impartially assist the parties resolve their dispute.

Experience as Mediator

Cases mediated cover a wide range of monetary concerns from under a few thousand dollars to near six figures. Some were previously or currently being litigated, to mediations intended to avoid litigation. Likewise, instances where one or both parties were self-represented to cases where both sides had competent legal counsel. In some situations, an honest apology from their adversary is as important as obtaining a reasonable financial settlement. Several mediations included family members refusing to speak to one another due to different valuation of estate property. Another included congregation members who wanted their pastor replaced along with retrieving his church supplied domicile and car. For sample of representative cases typically mediated, please refer below.

Issues Handled as a Mediator

- Unlawful detainer-enabled owner to quickly obtain property re-possession due to accumulated defaults in tenant rent.
- Property habitability-convicted claimant that their accusations of property defects were not supported by factual documentation.
- Violation lease provisions-induced property owner to waive minor lease violations since renter consistently paid promptly.
- Responsibility for vehicle accidents-established liability between drivers based on accumulated evidence.
- Fees for services- determined provider's time charges were not excessive thereby convincing claimant to abandon case.
- Breach of commercial contract-pinpointed specific applicable contractual terms enabling parties to reach acceptable resolution.
- Disputed provisions in purchase or sale agreements-persuaded party their case lacked merits based on terms of agreements.
- Collection financial obligations-proposed realistic installment terms which debtor could manage, to which lender agreed.
- Employment contracts-assisted aggrieved party to properly interpret terms of her employment agreement, providing basis for reconciliation with employer.

Mediator Style and Process Preferences	Practice facilitative approach in mediations, encouraging participants to seriously consider various solutions for resolving their dispute. Attempt to deter one party from making an offer to other which believe will be immediately rejected and create antagonism toward further negotiation. Allow each party to fully explain their position to me as mediator describing incidents which caused them to take adverse action toward the other. Suggest specific dollar amount to propose to other side when deem that figure would be positive step forward and generate a realistic counter proposal. Emphasize benefits resolving dispute at this time. Highlight dollar and time costs of failing to do so, explaining further steps entailed if unable to settle now.
Technology Proficiency	<ul style="list-style-type: none"> • Certified user of Zoom platform and related features for conducting group and individual meetings • Accomplished user of Microsoft WORD, EXCEL, and POWERPOINT • Intimately familiar with Microsoft EDGE browser
Education Background	<ul style="list-style-type: none"> • Bachelor's degree, University of Washington, Basic Medical Science • Bachelor's degree, University of Washington, Electrical Engineering • Master's Degree, University Southern Cal., Quantitative Business Analysis
Acquired Professional Licenses	<ul style="list-style-type: none"> • California CPA Certification, retired. • MC3 certification-referred to below
Professional Connections	<ul style="list-style-type: none"> • Southern California Mediation Association and member of its Outreach Committee • New York State Bar Association, affiliate membership • Santa Monica Bar Association, affiliate membership • Los Angeles County Bar Association, ACMAS division • MC3; BOD, Executive Committee, Treasurer
Recent Publications and Speaking Engagements	<ul style="list-style-type: none"> • Local Rotary chapters regarding benefits and features of mediation • Presentations at "self-improvement" association concerning advantages of community mediations. • Prepared text for video describing and demonstrating what occurs in a mediation. • Responding to inquiries from mediators as to value joining SCMA
Mediation Rate	\$300 Per Hour
Languages	English
Locale	Los Angeles, CA

The AAA's Rules provide the AAA with the authority to administer a mediation including, mediator appointment, general oversight and billing. Accordingly, mediations that proceed without AAA administration are not considered AAA mediations, even when the parties select an mediator who is on the AAA's Roster.

The information contained in this resume has been supplied solely by the individual mediator and may, or may not, be a complete recitation of their experience. The AAA assumes no responsibility for the content, completeness, accuracy, or reliability of the information contained in a mediator's resume. If you have any questions about a mediator's experience or background, you are encouraged to contact your case manager.

Mediators on the AAA Roster are not employees or agents of the AAA.