

JEANNE CHARLES, ESQ.

(formerly known as Wood)

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Present Occupation: Arbitrator – Mediator – Fact Finder –Attorney- Adjunct Professor

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Second Business Address:

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PROFESSIONAL AFFILIATIONS:

National Academy of Arbitrators
Illinois State Bar Association
College of Labor & Employment Lawyers Fellow

American Bar Association – Labor & Employment Section
LERA, Vice President, South Florida Chapter

EDUCATION:

DePaul University, College of Law, Chicago, IL, JD, 1994, Dean’s Scholarship Recipient
Northern Illinois University, DeKalb, IL, BS, Personnel and Industrial Relations 1986

SPECIALIZED TRAINING:

Complex Public Education Issues: FMCS-NAA September 16, 2011

LICENSES/CERTIFICATIONS:

Admitted to Illinois Bar, 1994
Admitted to US District Court, Northern District of Illinois, 1994

FMCS Labor Arbitrator Certification
AAA – Labor Arbitrator Certification

LEGAL/ADR EXPERIENCE:

Arbitrator/Mediator. 2006-Present - Currently serve as a Labor Arbitrator on permanent panels and ADR rosters resolving workplace disputes. Practice also includes private and public mediation in civil, family and workplace disputes. **2014- Present** Serve as an Adjunct Professor in Employment Relations for Penn State University’s graduate school of Human Resources and Employment Relations. **2005-2011** Worked part time as a Professor for Kaplan University’s School of Legal Studies. Taught Alternative Dispute Resolution, Employment Dispute Resolution, Family Law Mediation, Legal Research and Writing, and Legal Ethics. **2003- 2006** As a private attorney, provided advice and counsel to corporate managers on general corporate legal matters including, contract review, shareholder agreements, employment policies and procedures. Developed and drafted employment policies and employee handbooks for profit and not-for-profit corporations. Represented management in employment discrimination cases before the Illinois Commission on Human Rights. Provided training to managers and staff on Title VII discrimination, employee performance standards, hiring, discharge and discipline. **1995-2003** Assistant Counsel for the National Treasury Employees Union. Responsible for representation of collective bargaining units for Federal Government agencies such as ATF, IRS, FDA Department of Health and Human Services and US Customs. On a daily basis, provided advice and counsel to union officials on matters covered by the collective bargaining agreement and federal statutes. Represented employees and/or the union before the FMCS, FLRA, FSIP, arbitrators and administrative law judges. Supervised union elections. Extensive mediation and arbitration practice involving discipline, discharge, performance and promotions. Managed entire litigation process including investigations, witness preparation, direct examinations, cross-examinations, and brief submissions. Lead collective bargaining negotiations for local and regional union offices. Conducted training of union officials routinely and at annual conferences. **1986-1995**, worked for Xerox Corporation in Sales and Customer Service organizations, Managed the Chicago District Field Inventory Asset Program. Developed and conducted training of management staff and field personnel regarding effective asset management. Also provided training to staff on various Employee Relations topics. Supervised the Regional Distribution office employees in a union environment.

ISSUES:

AWOL, Absenteeism, Alcoholism, Arbitrability, Awards; Bargaining Impasse Resolutions; Bargaining Unit Certification; Conduct; Contracting Out; Demotion; Disability Discrimination; Discipline (Non-discharge); Discipline (Discharge);

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Drugs and Alcohol; Duty of Fair Representation; Excessive Use of Force; Fringe Benefits; Grievance Mediation; Holiday Pay; Interest Arbitration; Leave; Overtime Pay, Past Practice; Race Discrimination; Sexual Harassment; Falsification; FMLA; FLSA; Insubordination; Interest Arbitrations; Work Schedules; Management Rights; Misuse of Employer Property; Office Moves; Official Time; Performance; Promotions; Reduction-In-Force (RIF); Theft; Seniority; Vacation Pay and Violence.

INDUSTRIES:

Airlines, Clerical, Communications, Education, Financial, Federal Sector-Grievance; Federal Sector-Interest, Food, Government, Healthcare, Hotels/Resorts, Insurance, Machinery, Mining, Non-Profit Organizations, Police and Fire, Prison Guard, Professional Sports, Public Sector-Grievance, Public Sector-Interest, Railroads, Technical, Tobacco, Transportation, Utilities.

PERMANENT ARBITRATION PANELS:

Chicago Teachers Union and Chicago Public Schools
Illinois State Board of Education
NTEU and Internal Revenue Service
Major League Baseball (MLB) and MLB Players' Assn
Miami-Dade County and Dade County PBA
Public Employees Relations Commission, Special Magistrate
State of Illinois/AFSCME Council 31

Chicago Fire Fighters and City of Chicago
State of Florida/AFSCME Council 79
State of Florida and Police Benevolent Association
State of Florida and Florida Nurses Assn
United States Postal Service and APWU
United States Postal Service and NPMHU
ATU Locals 241/308 and Chicago Transit

ARBITRATION/MEDIATION ROSTERS:

American Arbitration Association (Commercial & Labor)
Federal Mediation and Conciliation Service

National Mediation Board (NMB)
Resolute Systems

SPEAKER/PUBLICATIONS:

American Arbitration Association – Millennials in the Workplace; NAA Annual Meeting 2016 – Evidentiary Conundrums in Labor-Management Arbitration; American Arbitration Association (AAA) Webinar - Social Media and Arbitrator Ethics; Chicago-Kent Federal Sector Labor Relations and Labor Law Conference “Ask the Arbitrator” Panel; NAA-SE Region Conference - Diversity and Acceptability in Arbitration; NAA Annual Meeting - Social Media and Electronic Communications: Ethical Practices and Pitfalls; ABA Diversity in ADR Panel (Miami) Broadening and Deepening Underrepresented Groups Participation in Dispute Resolution; NAA-SE Region Conference – Arbitration, Arbitrators and Advocates: Who Are You in Cyberspace?; Illinois Public Sector Labor Law Conference - How to Lose Your Arbitration; AAA Webinar- Pitfalls to Avoid Losing Your Arbitration; AAA Webinar- Getting on the Road; NAA Fall Education Conference – Social Media for Arbitrators; NAA- SE Region Conference- Social Media; FMCS Arbitrator Symposium, Chicago, Illinois - Federal Sector Arbitration; Capital University School of Law, Columbus, OH, Minorities in ADR Conference-Incorporating ADR into Your Law Practice. City Colleges of Fort Lauderdale -The Fundamentals of Alternative Dispute Resolution.

Publications: **Millennials in the Workplace: Mystery or Magic?**, AAA Dispute Resolution Journal, Vol. 74, No. 1 (2019); **Proceedings of the Sixty-Seventh Annual Meeting National Academy of Arbitrators**, Chapter 11 (BNA 2015); **Co-Author Military Service and the Law** chapter on Labor and Employment Law (IICLE 2009); **Co-Author Labor Law Handbook** chapter on Public Employees (IICLE 2010).