

Dorcas QUEK ANDERSON

I. CAPSULE BIOGRAPHY

Dorcas is an Associate Professor of Law in Singapore Management University's Yong Pung How School of Law. She graduated from the National University of Singapore in 2003 with an LL.B (with First Class Honours) and obtained her LL.M from Harvard University School of Law. Dorcas is also an Advocate and Solicitor of the Singapore Supreme Court.

Prior to joining SMU in July 2016, Dorcas was a Justices' Law Clerk, Assistant Registrar in the Singapore Supreme Court, Assistant Director of the Singapore Mediation Centre and District Judge of the State Courts. Upon completing her LL.M under a Singapore Legal Service scholarship, she was Visiting Researcher in Harvard Law School under the supervision of the late Professor Frank Sander, who is widely regarded as a pioneer in the mediation movement. Dorcas' research in the nascent area of mandatory mediation was published in an article which has been cited globally by many, including former Lord Justice Jackson (retired judge in the UK Supreme Court). When working in the State Courts, Dorcas conducted mediation and early neutral evaluation for civil and criminal cases, as well as published extensively concerning dispute resolution.

Dorcas has been accredited by the International Mediation Institute, Singapore International Mediation Institute and the Centre for Effective Dispute Resolution (CEDR, UK). She is a mediator with Singapore Mediation Centre and Singapore International Mediation Centre. Dorcas conducts private mediation and dispute resolution training under "Concordia Resolutions".

As an experienced mediator and a former District Judge, Dorcas' research is drawn from her experience and focuses broadly on the interaction between dispute resolution developments and access to justice. Dorcas has been examining the concept of access to justice in terms of the barriers to justice, substantive justice (accuracy and fairness of the outcome) and procedural justice (a growing legal-psychological area examining perceptions of fairness and legitimacy). The latest developments in litigation, mediation, arbitration and other processes have been slowly but surely transforming these aspects of justice. The distinction between these different processes is also being blurred by the growth of online dispute resolution that has been synthesising elements from each process. Dorcas seeks to explore the impact of these changes on justice within and beyond the courts. Her other interests are in civil procedure and comparative law.

Dorcas has written on many aspects arising from the interface between mediation and the justice system, including mandatory mediation, judicial mediation, court-connected mediation programmes, the enforcement of mediated settlements, the inter-cultural aspects of dispute resolution and empirical research on the courts' referral of disputes to mediation. Dorcas has also written about *res judicata* and abuse of process in civil procedure, examining the limits imposed by the law in allowing similar issues or causes of actions to be re-litigated. Dorcas is currently examining the impact of communication modes on negotiation and mediation outcomes.

II. EXPERIENCE

Academic Appointments

- Associate Professor of Law, SMU School of Law 2023-Present
- Associate Dean (Student, Staff & Alumni Affairs) 2021-2022
- Assistant Professor of Law, SMU School of Law 2016-2022
- Visiting Researcher, Harvard Law School 2008-2009
- Adjunct Faculty, Singapore Management University 2006

Professional Appointments

- Expert Advisor, UN Women 2022-Present
- Mediator for Asian Development Bank, Workplace Mediation Roster 2021-Present
- Mediator of the Global Mediation Panel at the Office of the Ombudsman for UN Funds and Programmes 2020-Present
- SIMC International Mediator, Singapore International Mediation Centre 2019-Present
- Fellow, National Center for Technology and Dispute Resolution (USA) 2018-Present
- Member of Board of Directors, Singapore International Dispute Resolution Academy (SIDRA) 2017-2019
- Member of CEDR Global Mediators Panel 2016-Present
- Principal Mediator, Singapore Mediation Centre 2010-Present
- Member of Family Mediation Panel, Singapore Mediation Centre 2016-Present
- Fellow, Singapore Institute of Legal Education 2009-Present
- Trainer & Assessor, Singapore Mediation Centre 2009-Present

Professional Experience

- District Judge, State Courts Singapore 2009-2016
- Assistant Registrar, Supreme Court of Singapore 2005-2007
- Assistant Director, Singapore Mediation Centre 2005-2007
- Justices' Law Clerk, Supreme Court of Singapore 2003-2005
- Deputy Public Prosecutor, Attorney-General's Chambers 2003

Notable Dispute Resolution Training Conducted

- Mediation in the Online World (Singapore Mediation Centre) Co-trainer in a 4-part online mediation course 2020
- Co-trainer in Singapore International Mediation Centre (SIMC) Mediation Workshops 2019, 2021, 2022
- Co-trainer in Negotiation Workshop for Attorney-General's Chambers 2019, 2021, 2022

Mediation Experience

- Mediated cases privately and with Singapore Mediation Centre and Singapore International Mediation Centre 2016-present
 - Mediated 63 cases (as at 8 January 2024)
 - Settlement rate of 81% from 2017 to 2023; settlement rate of 100% in 2023
 - Consistently high satisfaction rate from feedback forms.
 - Selected feedback:
 - Mediator was excellent at building rapport with the parties and reading the room. She dealt with my client, who was very anxious, with a very calm demeanour. She was aware of mounting anxiety levels and switched the topic to more casual discussion to diffuse my client's stress...She was also able to quickly identify reason(s) the other side might have gotten a little entrenched in their position / low offers and was effective in moving them away from that position, towards the settlement sum that was ultimately reached. This was instrumental in the success of the mediation. The mediators skills really shone through in this challenging mediation on a very delicate issue.
 - Ms 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.
 - 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.
 - Ms. 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.

- Mediated hundreds of cases in the State Courts Centre for Dispute Resolution 2009-2015
 - Overall settlement rate above 70%
 - 150 cases mediated between 2014 and 2016
 - Feedback digest by Singapore Mediation Centre for IMI accreditation:

“This Feedback Digest is based on 15 feedback in 129 mediations, initially submitted in October 2015. Ms Quek has an excellent disposition and comes across as a humble and kind person whom parties can trust. She exhibits great patience and is willing to accommodate the parties by communicating with them in a language which they are comfortable in. This also greatly helps the parties better understand the issues and concerns. Ms Quek is also clear in explaining the mediation process, and has a good grasp of the subject matter in each case. She listens carefully and allows parties to share their concerns. Thereafter, she will skilfully help parties to focus on their concerns, patiently work with them to address these concerns, and explore possible options fully with the parties, bringing them closer to a settlement. Not only is Ms Quek able to control the mediation process and handle difficult parties well, she has also received compliments from parties who were appreciative of the fact that she did not exert undue pressure on them, and showed much respect to them even though they were self-represented.”

III. QUALIFICATIONS & AWARDS

Educational Qualifications

- Master of Laws (LL.M), Harvard Law School 2007-2008
- Bachelor of Laws (LL.B) (First Class Honours),
National University of Singapore 1999-2003

Mediation Qualifications

- Certified Mediator, Singapore International Mediation Institute (SIMI) 2018-Present
- Accredited Mediator, International Mediation Institute (IMI) 2016-Present
- Accredited Mediator (Centre for Effective Dispute Resolution, UK) 2012
- Accredited Mediator, Singapore Mediation Centre 2005

Honours and Awards

- D.S. Lee Foundation Fellowship 2022
- SMU School of Law Dean's Teaching Excellence Award 2020, 2021,
2022, 2023
- School of Law's Nominee for SMU's Most Innovative Teacher Award 2021
- Della Suantio Fellowship 2019
- School of Law's Nominee for SMU's Most Promising Teacher Award 2018, 2019
- SMU School of Law's Most Promising Teacher Award 2017
- Singapore Legal Service Postgraduate Scholarship 2007
- FA Chua Award in Post-graduate Law Course (Criminal Procedure) 2003
- Butterworths Book Prize (Family Law) 2003
- Law Society Book Prize (2nd in standard) 2000, 2001
- Shook Lin and Bok Book Prize, (2nd in standard) 2000, 2001
- Overall Dean's List, National University of Singapore 2003
- Dean's List, National University of Singapore 2000-2003

IV. PUBLICATIONS

Journal Articles

1. 'Fitting the Communication Forum to the Mediation Fuss: Choosing the Appropriate Communication Mode for Mediation in the Post-Pandemic World' (forthcoming, *Pepperdine Dispute Resolution Law Journal*, Spring 2024)
2. 'Counting the Cost of Enlarging the Role of ADR in Funding Civil Justice' (2021) 4 *Erasmus Law Review* 256 – 269 (<http://doi.org/10.5553/ELR.000208>)
3. 'To Negotiate, Mediate or Litigate? Examining the Durability of Divorce Outcomes in the Singapore Family Courts' (with Eunice Chua & Ning Yilin) (2022) 60(3) *Family Court Review* 434 – 457 <http://doi.org/10.1111/fcre.12661>
 - Contribution: 80% (leading research project, guiding Ning in undertaking statistical analysis, interpreting results and drafting article)
4. 'The Importance of Ethics in the Practice of Mediation' (2021) *Asian Journal on Mediation* 27 – 45
5. 'A Matter of Interpretation? Understanding and Applying Mediation Standards for the Cross-Border Enforcement of Mediated Settlement Agreements' (2020) 38 *Conflict Resolution Quarterly* 27 – 45
6. 'The Evolving Concept of Access to Justice in Singapore's Mediation Movement' (2020) 16(2) *International Journal of Law in Context* 128 – 145
7. 'The Singapore Convention on Mediation: Supplying the Missing Piece of the Puzzle for Dispute Resolution' (2020) *Journal of the Malaysian Judiciary* (July 2020) 194 – 220
8. 'Piercing the Veil of Confidentiality in Mediation to Ensure Good Faith Participation – An Untenable Position?' (2019) 31 *Singapore Academy of Law Journal* 709 – 746
9. 'The Convergence of ADR and ODR within the Courts: The Impact on Access to Justice' (2019) 38(1) *Civil Justice Quarterly* 126 – 143
10. 'Ethical Concerns in Court-Connected Online Dispute Resolution' (2018) 1-2 *International Journal of Online Dispute Resolution* 20 – 38
11. 'How Should the Courts Know Whether a Dispute is Ready and Suitable for Mediation? An Empirical Analysis of the Singapore Courts' Referral of Civil Disputes to Mediation'

- (2018) 23(2) *Harvard Negotiation Law Review* 265 – 317 (with Eunice Chua and Tra My Ngo)
- Contribution: 50% (co-author with Eunice Chua in interpreting statistical results and writing article); 25% in running statistical analysis
12. 'Judicial Mediation: From Debates to Renewal' (2018) 19(3) *Cardozo Journal of Conflict Resolution* 613 – 651 (with Jean-Francois Roberge)
- Contribution: 50% (equal contribution as co-author)
13. 'Evaluating the Impact of Judicial Mediation on Access to Justice - Perspectives from the Singapore State Courts' Judicial Mediation System' (2018) *Journal of Arbitration and Mediation* 27 – 63
14. 'Issue Estoppel Created by Consent Judgments: Dissonance between the Principles Underlying Settlement and Court Decisions' (2017) *Singapore Journal of Legal Studies* 100 – 123
15. 'Managing the Inter-Cultural Dimensions of a Mediation Effectively - A Proposed Pre-Mediation Intake Instrument' (2017) 28 *Australasian Dispute Resolution Journal* 89 – 97 (with Diana Knight)
- Contribution: Lead author (provided basic draft which formed basis for publication)
16. 'The Global Pound Conference in Singapore - A Conversation on the Future of Dispute Resolution' (2016) *Asian Journal on Mediation* 70 – 86 (with Joel Lee)
- Contribution: 50% (equal contribution as co-author)
17. 'Litigating over Mediation – How should the Courts Enforce Mediated Settlement Agreements?' (2015) *Singapore Journal of Legal Studies* 105 – 134
18. 'Twenty-one Years of Mediation – How Should We Appraise the Development of Mediation within Singapore?' (2015) *Asian Journal on Mediation* 73 – 99
19. 'Facilitative vs Evaluative Mediation – Is There Necessarily a Dichotomy?' (2013) *Asian Journal on Mediation* 66 – 75
20. 'Mandatory Mediation: An Oxymoron? Examining the Feasibility of Implementing a Court-Mandated Mediation Program' (2010) 11(2) *Cardozo Journal of Conflict Resolution* 479 – 509
21. 'The Primary Justice Project – Bringing Alternative Dispute Resolution to the Fore' (2014) *Asian Journal on Mediation* 98 – 101

22. 'The Concept of Voluntariness in the Law of Confessions' (2005) 17 *Singapore Academy of Law Journal* 819 – 866

Case Comments and Legislative Comments

1. 'Empowering the Courts to Order the Use of Amicable Dispute Resolution: The Singapore Rules of Court 2021' (2022) 41(3) *Civil Justice Quarterly* 191 – 202
2. 'Blowing Hot and Cold in Litigation: Abuse of Process, Election or Approbation and Reprobation? *BWG v BWF* [2020] SGCA 36' (2021) 21(1) *The Oxford University Commonwealth Law Journal* 134 – 146
3. 'Defining the Limits to Abuse of Process: *Lim Geok Lin Andy v Yap Jin Meng Bryan*' [2017] SGCA 46, 37(1) *Civil Justice Quarterly* 40 – 47
4. 'The Mediation Act 2016 - A Coming of Age for Mediation in Singapore?' (2017) *Singapore Academy of Law Journal* 275 – 293

Editorials and Edited Publications

1. *Contemporary Issues in Mediation Volume 5* (World Scientific, 2020) (with Joel Lee and Marcus Lim)
2. 'Expanding the Scope of Dispute Resolution and Access to Justice' (2019) 38(1) *Civil Justice Quarterly* 1 – 8 (with Masood Ahmed, contribution of 50%)

Book Chapters

1. 'The Cost of Mandatory ADR in the Civil Justice System: An Analysis of Singapore Civil Justice Reforms', in Xandra Kramer (ed), *Sustaining Access to Justice in Europe: New Avenues for Costs and Funding* (forthcoming, Hart Publishing, 2024)
2. 'The Convergence of Digitalisation and ADR in the Modern Civil Justice System', in Masood Ahmed & David Sixsmith (eds), *The Place of Mediation Within the Modern Civil Justice System: Critical Perspectives* (forthcoming, Edward Elgar, 2024)
3. 'Interculturality in Online Dispute Resolution', in Dominic Busch (ed), *Routledge Handbook of Intercultural Mediation* (Routledge, 2023)
4. Commentary on Order 23 (Committal) of the Rules of Court 2021 in *Singapore Civil Procedure 2022* (Singapore, Sweet & Maxwell, 2022)

5. 'The Practice of Law' in Justice Andrew Phang, Goh Yihan SC and Simon Chesterman (eds), *Law and Technology in Singapore* (Academy Law Publishing, 2021) (with Jerrold Soh, Rajesh Sreenivasan, Eunice Chua and Lim How Khang)
6. 'Taking Disputes Online in a Pandemic-Stricken World: Do We Necessarily Lose More than We Gain?' in Aurelio Gurrea-Martínez, Goh Yihan & Mark Findlay (eds), *Law and COVID-19* (SSRN, 2020) pp 215-234
7. 'Medical Negligence Proceedings in Singapore: Instilling a Gentler Touch' in Debrochna Back-Golecka (ed), *Compensation Schemes for Damages Caused by Healthcare and Alternatives to Court Proceedings*, pp 337 – 352 (Springer, *Ius Comparatum – Global Studies in Comparative Law* Volume 53, 2021)
8. 'Supporting Party Autonomy in the Enforcement of Cross-Border Mediated Settlement Agreements: A Brave New World or Uncharted Territory?' in Burkhard Hess & Loic Cadet (eds), *Privatizing Dispute Resolution and Its Limits*, pp 349 – 482 (Nomos, Max Planck Institute of Procedural Law, 2019)
9. 'Court-Annexed Mediations within Singapore: A Complex Interface Between Individual Place and the Court Environment' in Pauline Collins, Victor Igreja and Patrick Alan Danaher (eds), *Conflict, Place and Communication*, pp 275 – 293 (Palgrave Macmillan: 2019)
10. Commentaries on Order 52 (Committal) and Order 109 (Protection from Harassment Act 2014) of the Rules of Court in *Singapore Civil Procedure 2016*, *Singapore Civil Procedure 2017* and *Singapore Civil Procedure 2019* (Singapore, Sweet & Maxwell, 2016 and 2017 and 2019), pp 927 – 948, 1581 – 1590
11. 'The Development of Mediation of Civil Disputes' in George Lim and Danny McFadden (eds), *Mediation in Singapore: A Practical Guide* (Singapore, Sweet & Maxwell, 2021, 2017 and 2015)
12. 'An Overview of Court Mediation in the State Courts of Singapore' in *Mediation in Singapore: A Practical Guide* (Singapore, Sweet & Maxwell, 2015) (with Joyce Low contribution of 50%), pp 204 – 242
13. 'Mediation of Criminal Matters in the State Courts' in *Mediation in Singapore: A Practical Guide* (Singapore, Sweet & Maxwell, 2015) (with Josephine Kang, contribution of 50%) pp 357 – 372

Book Reviews

1. Omer Shapira (ed) *Mediation Ethics: A Practitioner's Guide* (2022) *Asian Journal on Mediation* 82 – 87
2. Rachael Field and Jonathan Crowe (eds) *Mediation Ethics: From Theory to Practice* (Edward Elgar, 2020), (2021) *Conflict Resolution Quarterly* 1 – 8
3. Chris Honeyman & Andrew Kupfer Schneider (eds) *The Negotiator's Desk Reference* (DRI Press, Minnesota, 2017), (2018) *Asian Journal on Mediation* 115 – 121
4. Joel Lee and Marcus Lim (eds) *Contemporary Issues in Mediation (Vol 1)* (World Scientific, Singapore, 2016), (2016) *Asian Journal on Mediation* 99 – 101

Professional and Other Articles

1. 'Old Ethics in New Wineskins? Examining the Ethical Difficulties in Court Online Dispute Resolution' (21 May 2019), The Australian Dispute Resolution Network Blog, <<https://adrresearch.net/2019/05/21/old-ethics-in-new-wineskins-examining-the-ethical-difficulties-in-court-online-dispute-resolution/>>
2. 'Mediation', (December 2018) Singapore Law Watch, <<https://www.singaporelawwatch.sg/About-Singapore-Law/Overview/ch-03-mediation>> (with Sabiha Shiraz)
3. 'Achieving Substantive Justice in Mediation Through Procedural Justice: An Illusory or Realizable Goal?' (2 November 2018), The Australian Dispute Resolution Network Blog, <<https://adrresearch.net/2018/01/02/achieving-substantive-justice-in-mediation-through-procedural-justice-an-illusory-or-realizable-goal/>>
4. 'UNCITRAL and the enforceability of iMSAs - The Debate Heats Up, Parts 1-4' (19, 21, 22 and 23 September 2016), Kluwer Mediation Blog <<http://kluwermediationblog.com/2016/09/19/uncitral-enforceability-imsas-debate-heats/>>, <<http://kluwermediationblog.com/2016/09/21/uncitral-and-the-enforceability-of-imsas-the-debate-heats-up-part-2/>>; <<http://kluwermediationblog.com/2016/09/22/uncitral-and-the-enforceability-of-imsas-the-debate-heats-up-part-3/>>; and <<http://kluwermediationblog.com/2016/09/23/uncitral-and-the-enforceability-of-imsas-the-debate-heats-up-part-4/>> (with Nadja Alexander and Anna Howard, contribution of 50%)

5. 'Conference Proceedings of Singapore Global Pound Conference Series' (June 2016) <<http://www.simi.org.sg/News-Events/List-Of-News-Events/GPC-Singapore-2016-Proceedings>> (with Joel Lee and Marcus Lim of Singapore International Mediation Institute)
6. 'Supreme Court Practice Directions (Amendment No. 1 of 2016): A Significant Step in Further Incorporating ADR into the Civil Justice Process' (March 2016) *Law Gazette*
7. 'The State Courts Centre for Dispute Resolution - Serving the Society with Quality Dispute Resolution Services' (January 2016) *Law Gazette*
3. 'Mediation Advocacy for Civil Disputes in the Subordinate Courts: Perspectives from the Bench' (September 2012) *Law Gazette* 14 (with Kenneth Choo, contribution of 50%)
4. 'Introducing a "Presumption of ADR" for Civil Matters in the Subordinate Courts' (May 2012) *Law Gazette* 22 (lead author, with Joyce Low)
5. 'Finding the Appropriate Mode of Dispute Resolution: Introducing Neutral Evaluation in the Subordinate Courts' (November 2011) *Law Gazette* 21 (with Seah Chi-Ling, 50% contribution)
6. 'The ADR Form in the Subordinate Courts: Finding the APPROPRIATE Mode of Dispute Resolution' (April 2010) *Law Gazette* 18 (lead author, with Joyce Low)

V. RESEARCH GRANTS

- MOE Academic Research (Tier 2) Grant (S\$260,780): Examining the Impact of Communication Media on the Outcome of Negotiation (with Michael Schaerer as internal collaborator) 2022
- Singapore Judicial College Research Grant (S\$22,524) 2019
Mediation in the Family Justice Courts: Examining the Durability of Settlements, Principal Investigator (with Eunice Chua as collaborator)
- National Research Foundation and IMDA (S\$4.5m awarded to School of Law) 2018
Co-PI with Nadja Alexander and Yip Man on dispute resolution research sub-project)
- Singapore Judicial College Research Grant (S\$26,910) 2016
Mediation in the Courts – An Empirical Study of Whether the Timing and Method of Referral to Mediation Affects Settlement, co-PI with Eunice Chua

VI. EDITORIAL ACTIVITIES

- General Co-Editor, Asian Journal on Mediation 2023-Present
- Guest Editor for Contemporary Issues in Mediation, 2019/2020 2019-2020
- Editorial Assistant (East Asia Region), Civil Justice Quarterly 2017-Present

VII. OTHER NOTABLE RESEARCH ACTIVITIES

Organisation of research events

1. 'The Roadmap to the ASEAN-EU FTA in the Post-Pandemic Era', a research conference co-organised with Pasha Hsieh with funding from the Centre for Cross-Border Commercial Law in Asia, 3-4 December 2020, with special journal issue in Journal of World Trade and Investment
2. 'Expanding the Scope of Dispute Resolution and Access to Justice', a research conference co-organised with Eunice Chua with funding from the Centre for Cross-Border Commercial Law in Asia, 12-13 March 2018, culminating in special journal issue in Civil Justice Quarterly
3. Organiser of staff seminars by Andrew Higgins (Oxford), 2018 and 2019
4. Co-convenor of roundtable 'AI and Trust: The Future of Dispute Resolution and Industry' under Centre for AI and Data Governance (with Eunice Chua), 4 April 2019

Conference Papers

1. 'The Increasing Mandatoriness of ADR in the Singapore Civil Justice System', by-invitation presentation in *Sustaining Access to Justice in Europe: New Avenues for Costs and Funding* (Building European Civil Justice Research Initiative), Erasmus University, Rotterdam, 20 October 2023
2. 'Fitting the [Communication] Forum to the Fuss: Choosing the Appropriate Communication Channels for Mediation in the Post-Pandemic World', presentation in the *Australian Dispute Resolution Network Roundtable*, 6-7 February 2023
3. 'Counting the Cost of Enlarging the Role of ADR in Civil Justice', presentation in the Building European Civil Justice Research Initiative (*Affordable Access to Justice: Towards Sustainable Cost and Funding Mechanisms for Civil Litigation in Europe*), 25 May 2022

4. 'Examining the Impact of Decision-Making Tools on Procedural Justice in the Courts', presentation in *National Mediation Conference*, Australia, 8-11 September 2021
5. 'Embedding Mediation into Dispute Settlement Mechanisms of EU-ASEAN Investment Protection Agreements: Learning from Behavioural Dispute System Design', presentation in *The Roadmap to the ASEAN-EU FTA in the Post-Pandemic Era*, SMU Online Conference, 3-4 December 2020
6. 'A Matter of Interpretation? Understanding and Applying Mediation Standards', presentation in *Australian Dispute Resolution Network*, Melbourne, Australia, 9-10 December 2019
7. 'Judges and Online Dispute Resolution: The Changing Face of Procedural Justice and Ethics', presentation in *Annual Meeting of Law and Society Association 2019*, Washington DC, USA, 1 June 2019
8. 'Old ethics in new wineskins? Examining the Ethical Difficulties in Court Online Dispute Resolution', presentation in *National Mediation Conference*, Canberra, Australia, 15-17 April 2019
9. 'Algorithmic Dispute Resolution: Threat or Benefit to Procedural Justice?', presentation at Australian National University-Singapore Management University Colloquium, *Artificial Intelligence and Law: Commercial Advantage, Administrative Dilemma and Professional Transformation*, Singapore Management University School of Law, 9-10 April 2019
10. 'A New Chapter in the Cross-Border Enforcement of Mediated Settlement Agreements: The Elevated Role of Mediation Standards in the Singapore Convention', presentation in research forum, *Advances in Transnational Dispute Resolution*, Hong Kong University, 8-9 March 2019
11. 'Ethical concerns in Court-Connected Online Dispute Resolution', presentation in *ODR Forum* in School of Law, Auckland University, New Zealand, 14-15 November 2018
12. 'Supporting Party Autonomy in the Enforcement of Cross-Border Mediated Settlement Agreements: A Brave New World or Uncharted Territory?', presentation in *Max Planck Institute for Procedural Law – International Association of Procedural Law Summer School* in Luxembourg, 1-4 July 2018
13. 'The convergence of “alternative” and “online” dispute resolution within the courts – The impact on access to justice', presentation in *Annual Meeting on Law & Society Association* in Toronto Canada, 7-11 June 2018
14. 'The convergence of “alternative” and “online” dispute resolution within the courts – The impact on access to justice', presentation in SMU Research Forum, *Expanding the Scope*

of Dispute Resolution and Access to Justice: The Use of Mediation within the Courts, (co-convened with Eunice Chua), 12-13 March 2018

15. 'Achieving Substantive Justice in Mediation through Procedural Justice: An Illusory or Realisable Goal?', presentation in Law and Society Association of Australia and New Zealand Conference 2017 and *Australian Dispute Resolution Roundtable*, December 2017
16. 'Online Dispute Resolution: Challenges and Lessons for Dispute Resolution', presentation in *Future of Law Conference*, Singapore Management University, 27 October 2017 (with Eunice Chua)
17. 'What is a "Pound" Worth? Insights from the Worldwide Global Pound Conference Series 2016-2017', panelist in *Union Internationale des Avocats (UIA) 24th World Forum of Mediation Centres*, 13-14 October 2017
18. 'Redesigning Judicial Mediation with Integrative Thinking - Recommendations from a Comparative Study between Canada and Singapore' (with Jean-Francois Roberge), presentation in *International Meeting on Law and Society Association*, Mexico City, 20-23 June 2017
19. 'ADR Around the World – Country Developments, Global Trends', panellist in *American Bar Association Section of Dispute Resolution Spring Conference 2017*, San Francisco, 19-22 April 2017
20. 'Managing the Inter-Cultural Dimensions of a Mediation: Developing Tools Derived from Shared Experiences Across the Water' (with Diana Knight), presentation in *National Mediation Conference 2016*, Gold Coast, Australia, 11-15 September 2016
21. 'Are Judges Supposed to Judge and not Mediate? A Different Perspective from Singapore on Judicial Involvement in Dispute Resolution', presentation in *National Mediation Conference 2016*, Gold Coast, Australia, 11-15 September 2016
22. 'Evaluating the Impact of Judicial Mediation on Access to Justice - Perspectives from the Singapore State Courts' Judicial Mediation System, paper presented at *2016 Law & Society Annual Meeting*, New Orleans, USA, 3 June 2016
23. 'Navigating Cultural Complexity within an Asian Court's Mediation Programme', paper presented at *13th Asian Law Institute Conference*, Beijing, China, 20 May 2016
24. 'International Approaches on Court Mediation', invitation to present paper as senior international expert in an *EU/Sweden/Denmark-funded Justice Partnership* with the Vietnam Judiciary, Hanoi Vietnam, April 2015
25. 'Court-Annexed Mediation Programmes - Key Challenges', invitation to be part of panel in *Asia Pacific International Mediation Summit*, New Delhi, India, 14 February 2015

26. 'Neutrality in Mediation – A Myth or Reality? The Role of Values in Mediation' (with Ong Chin Rhu), paper presented at *Asian Mediation Association Conference*, Hong Kong, 3 April 2014
27. 'Facilitative vs Evaluative Mediation – Is There Necessarily a Dichotomy?', paper presented at *ADR Conference, Singapore*, 5 October 2012
28. 'Mediation in the Halls of Justice – Examining the Singapore Model of Mediation within the Subordinate Courts', updated paper presented at the *American Bar Association Section on Dispute Resolution Spring Conference*, Washington DC, USA, 19 April 2012
29. 'Mediation in the Halls of Justice – Examining the Singapore Model of Mediation within the Subordinate Courts' (with Joyce Low), paper presented at *Asian Mediation Association Conference*, Singapore, 4 June 2009)

VIII. TEACHING

Courses Taught in SMU

- Deal-Making and Dispute Resolution: Negotiation in an Age of Disruption
 - AY 2022/2023 (Term 2) (LLB/JD/LLM)
 - AY 2021/2022 (Term 1) (LLB/JD)
 - AY 2020/2021 (Term 1) (LLB/JD/LLM)
 - AY 2019/2020 (Term 1) (LLB/JD)
- Legal Research and Writing I
 - AY 2023/2024 (Term 1) (LLB)
 - AY 2022/2023 (Term 1) (LLB)
 - AY 2020/2021 (Term 1) (LLB)
 - AY 2019/2020 (Term 1) (LLB)
 - AY 2018/2019 (Term 1) (LLB)
- Legal Research and Writing
 - AY 2017/2018 (Term 2) (LLB)
 - AY 2016/2017 (Term 2) (LLB)

Courses Taught for Singapore Institute of Legal Education

- Professional Skills - Negotiation (2016-2022)

IX. OTHER ACADEMIC AND PROFESSIONAL ACTIVITIES

Talks and Seminars

1. Panelist in Asia Pacific Institute of Experts Symposium 2023, 'Exploring the Dispute Resolution Process: Expert Witnesses and ADR Methods in Arbitration, Mediation and Expert Determination', 21 November 2023
2. Moderator in webinar co-organised by National Center for Technology & Dispute Resolution and Society for Mediation Professionals in conjunction with Cyberweek 2023, 'Mediation & Online Dispute Resolution: Perspectives from Asia', 9 November 2023
3. Invited speaker in The Centre for Negotiation and Dispute Resolution at the University of California College of Law (CNDL)'s International Training Program: 'Promoting Mediation through Private and Court-Connected Mediation Centers', 15 September 2023
4. Speaker in webinar organised by Society for Mediation Professionals, 'Zoom, Room or Both? Choosing the Most Appropriate Communication Mode for Mediation', 9 March 2023
5. International Council of Online Dispute Resolution (ICODR) podcast on the impact of communication mode on negotiation outcomes, 13 December 2022
<<https://icodr.podbean.com/e/episode-13-professor-dorcas-quek-anderson-from-the-singapore-management-university-school-of-law/>>
6. Speaker in Singapore International Mediation Institute's Panel Discussion held in conjunction with Singapore Convention Week 2022, 'Quality Assurance in the Mediation Industry: A New Dawn', 2 September 2022
7. Speaker in UN Women's Expert Roundtable, 'Justice for Women, Justice for All – Reimagine Justice', 30 June 2022
8. Speaker in Asian Development Bank, 'Festival of Change: Empowering Voices, Transforming ADB', 9 June 2022
9. Speaker in 'Res Judicata, Abuse of Process, Issue Estoppel in Litigation and Arbitration', Law Society Webinar, 31 March 2022
10. Panelist in 'Witnesses and Webcams: The Psychology of Witness Evidence in a Virtual World', Herbert Smith Freehills-SMU Asian Arbitration Lecture co-organised by SMU Centre for Commercial Law in Asia and Herbert Smith Freehills, 23 November 2021
11. Moderator in 'Fireside Chat with Mr Colin Rule', UNCITRAL Academy, Singapore Convention Week 2021, 8 September 2021

12. Panellist in 'Freeze, Talk & Trade: 3 Principles of Dispute Resolution in Inter-State Disputes', Singapore Mediation Lecture co-organised by SMU Centre for Commercial Law in Asia, Singapore Mediation Centre and Harry Elias LLP, 6 September 2021
13. Speaker in 'Factors that the Courts Should Consider in Referring Cases to Mediation', Continuing Judicial Education Seminar for Supreme Court, 25 August 2021
14. Speaker and panellist in Singapore Academy of Law Webinar, 'The Importance of Ethics in the Practice of Mediation', 5 May 2021
15. Trainer in SMU Law Academy-SJC Executive Short Course, 'Understanding the Legal Implications of Artificial Intelligence and other Emerging Technologies', 26 November 2020
16. Speaker in State Courts' Centre for Dispute Resolution's Training Programme for judges, 'Judicial Mediation: From Debates to Renewal', 21 September 2020
17. Speaker in 'Therapeutic Justice – International Perspectives and Capacity-Building', Family Law Conference organised by Law Society of Singapore, 15 September 2020
18. Panel speaker in 'AI and ODR: Applying Ethics at Key Decision Making Points in Standards Building and Systems Design' in Cyberweek 2019 hosted by National Center for Technology and Dispute Resolution, 19 November 2019
19. Panellist in 'Singapore's Voyage Across the World Map of Mediation – Past, Present Future', Singapore Mediation Lecture co-organised by SMU School of Law, Singapore Mediation Centre and Eversheds Harry Elias LLP, 17 October 2019
20. Panellist in 'The Singapore Convention: Life After 7 August 2019', a global think tank event organised by the Mediation Committee of the International Bar Association, JAMS Mediation and Arbitration Services, and Society of Mediation Professionals, 8 August 2019
21. Moderator in 'Setting Standards for Dispute Resolution in an AI Age', Breakout session in conference on Singapore Convention on Mediation, 7 August 2019
22. Panellist in 'Evolving Landscape of Mediation in Singapore', Law Society seminar at Allen & Gledhill LLP, 8 July 2019
23. 'Algorithmic Dispute Resolution: The Impact on Access to Justice', International Women's Federation Seminar, 28 March 2019

24. Speaker in 'Introducing the Singapore Convention on Mediation, and Exploring the Practical Impact of the New Enforcement Regime', SMU Law Academy and SIDRA seminar, 27 Nov 2018
25. Panellist in 'On Tiptoes Through the Minefields: Cultural Dimensions in Mediation', Singapore Mediation Lecture co-organised by SMU School of Law, Singapore Mediation Centre and Eversheds Harry Elias LLP, 31 October 2018
26. Speaker in 'Recent Developments in the Enforcement of Mediated Settlement Agreements', SMU Law Academy seminar) 12 October 2018
27. Panellist in 'The Law Society Neutral Evaluation and Determination Scheme', The Law Society Neutral Evaluation and Determination Forum, 17 September 2018
28. Panellist in 'Mediation 3.0: Merging the Old and the New', Singapore Mediation Lecture co-organised by SMU School of Law, Singapore Mediation Centre and Eversheds Harry Elias LLP, 10 October 2017

Media Contributions

1. Quoted in Navene Elangovan, 'United Nations treaty on cross-border mediation to be named after Singapore', (*TODAY* Newspaper, 21 Dec 2018)
2. Quoted in Corrine Ramey, 'New York to Litigants: Let's Settle Those Lawsuits' (*The Wall Street Journal*, 4 July 2018)

XI. CONSULTANCY & OTHER NOTABLE PROFESSIONAL WORK

1. Trainer on 'Conflict Management through Effective Communication' in SMU-BCA Executive Development Programme (Run 5), 7 September 2023
2. Executive Committee Member, Society of Mediation Professionals, Singapore, 2022 to present
3. Member of International Mediation Institute's Ethics Committee, 2020 to present
4. Consultant for Singapore Mediation Centre in designing Advanced Mediation Advocacy Course, 1 June 2021 to 2022
5. Drafted mediation assessment materials and questions for Singapore Mediation Centre Accreditation Process with Singapore International Mediation Institute, 2020

6. Co-trainer in Singapore International Mediation Centre (SIMC) Mediation Workshops, 2019, 2021 and 2022
 7. Engaged by Attorney-General Chambers Academy to run a customised negotiation workshop for officers, 2019, 2021, 2022 and 2023.
 8. Engaged by LexisNexis to write article on 'Mediation: Regulations, Trends and Practices in Singapore' for Comparative Law Solution database, 2019
 9. Appointed as private mediator (under sole proprietorship Concordia Resolutions) 2019 - present
 10. Appointed as mediator for Singapore Mediation Centre from 2017 to present
 11. Appointed as mediator for Singapore International Mediation Centre from 2018 to present
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