



Back to Yes Mediation, LLC

getting you to yes.

Back to Yes Mediation, LLC
Melissa Back McAlpine
Attorney • Mediator • Arbitrator
Adjunct Professor • ADR Trainer & Lecturer



Melissa Back McAlpine is the President & Owner of Back to Yes Mediation, LLC, headquartered in Houston, Texas. Melissa is an attorney, who practices and specializes as a mediator and arbitrator. For many years, Melissa has been an Alternative Dispute Resolution (ADR) trainer and lecturer at Manoussou Mediation & Arbitration, where she has trained countless new mediators and arbitrators. As a professor in *Global Conflict Resolution* at the University of St. Thomas, she teaches future foreign service officers. In 2019, Melissa was honored to serve as the President of the Texas Association of Mediators and endeavors to further the field of ADR for young and new dispute resolution professionals.

Melissa earned the distinction as Rising Star Honoree selected by *Super Lawyers* in 2020-2021 as a top rated Alternative Dispute Resolution attorney in Texas. As a Texas Credentialed Distinguished Mediator, Melissa has mediated hundreds of cases. Additionally, she serves as an arbitrator for surprise-billing across the country. Since 2013, when Melissa was awarded a federal contract to practice as a mediator for the Equal Employment Opportunity Commission (EEOC), she has settled numerous employment discrimination cases. She also sits on the panel of mediators for various District and County Court judges in the greater Houston area. Moreover, since 2012 Melissa has practiced as an Auto-Line arbitrator for the Better Business Bureau (BBB) for consumer disputes arising under the Texas Lemon Laws.

Melissa graduated with high honors from Rice University, double majoring in Sports Medicine and Hispanic Studies. Her law degree is from Southern Methodist University (SMU) School of Law. While in law school, Melissa wrote for the prestigious SMU *International Law Review*. Melissa is well-versed in intercultural and interpersonal communications, and she is fluent in Spanish and German. She regularly draws upon her background in medicine and language skills in her dispute resolution practice.

As a Past-President of the Texas Association of Mediators (TAM) and the Association for Conflict Resolution Houston Chapter (ACRH), Melissa was the youngest president in the history of both organizations. She has worked as a board member for years in various legal and dispute resolution organizations. Melissa is currently the Co-Convener of the Texas Mediation Trainers Roundtable (TMTR), a long-standing organization for qualified and approved ADR trainers in the state. Melissa wholeheartedly strives to promote and forward the field of mediation and arbitration practices throughout the state of Texas and beyond.

*"If you can't fly then run, if you can't run then walk, if you can't walk then crawl,
but whatever you do you have to keep moving forward." – MLK, Jr.*

ADR TRAINING & EDUCATION

Mediation, Arbitration, and Conflict Negotiations

Mediator and Arbitrator

- Basic Mediation - Manouso Mediation & ADR: Conflict Resolution Services
- Arbitration – Manouso Mediation & ADR
- Texas Auto-line & Lemon Law Arbitration Training – Better Business Bureau (BBB)
- Advanced Mediation - Manouso Mediation & ADR
- Elder and Adult Care Mediation - Manouso Mediation & ADR
- Parent Facilitator and Coordinator – Manouso Mediation & ADR
- The Promise of Mediation and Transformative Mediation Workshop – Dr. Joseph Folger in Milan, Italy
- Narrative Mediation - Texas Mediation Trainers Roundtable with Dr. Gerald Monk
- Texas Association of Mediators – numerous annual conferences for CLE
- American Bar Association Conference in Washington, D.C.

PROFESSIONAL LICENSE & AFFILIATIONS:

Attorney-at-Law

Licensed to practice in the State of Texas

- Texas Association of Mediators, *Past-President*
- Texas Mediation Trainers Roundtable, *Elected Co-Convenor; Annual Conference Co-chair*
- U.S. Equal Employment Opportunity Commission, *Federal Contract Mediator*
- Rising Star Honoree chosen by Super Lawyers List - *Recognized for ADR in Texas*
- Association of Conflict Resolution (ACR), Houston Chapter – *Past-President*
- Texas Mediator Credentialing Association, *Credentialed Distinguished Mediator*
- Labor and Employment Relations Association
- Association for Attorney-Mediators
- State Bar of Texas, *ADR Section*

ADR PANELS & EXPERIENCE:

Back to Yes Mediation, LLC

President/Owner

- Mediated hundreds of cases, including Labor & Employment disputes, Contract disputes, Personal Injury cases, Automobile Accident disputes, IP disputes, and everything in between. Provides global, comprehensive Alternative Dispute Resolution services available in English, Spanish, and German across the greater United States virtually on Zoom.

Manouso Mediation & ADR: Training and Conflict Resolution Services

Director of Training

- Trained hundreds of new mediators and arbitrators. She assists in teaching the 40-hour basic mediation trainings, arbitration course, advanced family mediation, parent coordination and facilitation, and elder and adult care mediation trainings.

University of St. Thomas

Adjunct Professor

- Teaches the upper level course of Global Conflict Resolution & Management to undergraduate and graduate students, as well as trains the future U.S. foreign service officers.

U.S. Equal Employment Opportunity Commission (EEOC)

Federal Contract Mediator

- Mediates employment discrimination disputes brought by employees against businesses and companies based on claims of discrimination of race, color, religion, sex, national origin, age, disability or genetic information.

Better Business Bureau (BBB)

Mediator and Auto-Line Arbitrator

- Mediates consumer/commercial and business disputes in conjunction with complaints brought by consumers against businesses and companies accredited with the BBB.
- Arbitrates cases involving consumer disputes under Texas Lemon Laws.

Ft. Bend County Dispute Resolution Center

Mediator

- Mediates various cases including consumer/commercial disputes, creditor/debtor disputes, breach of contracts cases, as well as personal injury and auto accident cases. Also mediates divorce cases, including child support, child custody, property division, etc.

EDUCATION:

SMU Dedman School of Law

Juris Doctorate, May 2010

- SMU International Law Review
- Dean's Scholarship Recipient
- Hispanic Law Students Association
- Jackson Walker Moot Court Competition, *Best Oral Advocate in Round*
- SMU International L.L.M. Program, *Student Mentor*

Rice University

Bachelor of Arts, Sports Medicine & Hispanic Studies, cum laude, May 2006

- GPA: 3.89 out of 4.0 scale
- *Academic Honors*
 - President's Honor Roll – Fall 2002 through Spring 2006
 - Honoree of National Dean's List – 2003, 2004, 2005
- *Athletic Honors*
 - Rice University Women's Division 1-A Varsity Tennis Team – 2002 - 2004
 - Western Athletic Conference Scholar-Athlete Award – 2002-03, 2003-04

LANGUAGES:

Fluency and Literacy

- Spanish
- German

LEGAL BACKGROUND & EXPERIENCE:

Global Colleague

Senior Consultant

- Conducted Spanish discovery and internal multi-million dollar investigations for international Fortune 500 Companies pertaining to various labor and employment litigation matters.
- Lead in Latin American and European investigations for Fortune Firms. Practicing mediator, who uses this critical skillset in working with global, diverse entities on major international investigations. Lead in collaborations with Big 4 Accounting Firms and In-house Client Audit and Investigatory teams of Fortune Firms.

Special Counsel

- Assisted in discovery for an international communications powerhouse in connection with employment law regulations and employee fraud involving the corporation's sales commissions and profits.

University of Texas, Arlington – Office of Management Technology

- Drafted provisional patent applications and patent claims. Counseled inventors on legal issues relating to patentability and commercial viability of newly designed products. Performed international economic research regarding profitability and potential earnings related to products pioneered by faculty scientists.
- Drafted all non-disclosure agreements between University of Texas, Arlington and Fortune 500 companies.

SMU Legal Clinic – Consumer Advocacy Project

- Represented the local Hispanic community to resolve consumer complaints with recourse to formal litigation. Performed educational community outreach programs.

Juravendis Rechtsanwälte – Munich, Germany

- Cross-referenced regulations within the FDA, Bundesinstitut für Arzneimittel und Medizinprodukte, and other European countries regarding importation of American products into Germany and greater Europe. Performed legal research in food, drug, and cosmetic law and trademark law pertaining to both countries.
- Assisted in mediations and helped mediate employment cases.

Jones Day – Munich Office

- As summer associate in Munich, Germany contributed research to the Intellectual Property practice area related to international trade marking. Prepared cross-border international contracts.
- Translated contracts, laws, and legal forms from German into English, which included bridging the gap between legal concepts and American legal concepts. Conducted all work in German.

Lexis Nexis

- Served as the Lexis Nexis student liaison and representative for the SMU Dedman School of Law.

COMMUNITY INVOLVMENT & ADR EDUCATIONAL PRESENTATIONS:

University of Houston Law Center

Volunteer Judge

- Volunteer judge for the Jeffery S. Abrams National Mediator Competition/Tom Newhouse Mediation Competition, which is a prestigious national mediation competition with law students competing from around the United States.

International Association for Conflict Resolution - ACR

Presenter/Speaker

- Presented on the topic of "Marketing to Grow Your Mediation Business" to help educate and inspire seasoned and new mediators in the global community.

South Texas College of Law

Volunteer Judge & Guest Lecturer

- Volunteer judge for the Intramural Tournament at South Texas College of Law, through the Frank Evans Center for Conflict Resolution, which will send teams to eight ADR competitions nationally and internationally each year.
- Guest speaker for the Alternative Dispute Resolution Advocates, an organization that provides students with opportunities to improve their communications skills as future attorneys and ADR professionals.

Houston Young Lawyers Association

CLE Presenter

- Presented on the topic of "Basics of Mediation & Representing Clients in Mediation" to help educate young lawyers in the Houston area about the nuts and bolts for attorney with regards to mediation.

Texas Mediators Trainers Roundtable

Guest Speaker

- Trained mediation trainers across Texas on "Effective Media Resources for Mediation Training," using creative movie clips that can be used as case studies, to spur discussion, and to serve as examples of good and bad mediation techniques.

Texas Association of Mediators

Presenter/Speaker

- Presented on the topic of "Beginning and Marketing your Alternative Dispute Resolution Business" at the annual conference.

Envsion2morrow.org

Guest Speaker

- Lectured about mediation, conflict resolution, conflict escalation and de-escalation at Envsion2morrow's "Summer of Dreams" program to help high school and middle school children "ignite dreams that inspire success."