

# VIAC – Questionnaire for Mediators

1. **Name:** Susanne Heger

2. **Nationality:** Austrian

3. **Contact information**

Address: Heger & Partner Rechtsanwälte, Esslinggasse 17/9, 1010 Vienna  
Telephone: (+43 1) 595 48 18-0  
Fax: (+43 1) 595 48 18-20  
E-Mail: susanne.heger@hegerpartner.com  
Website: www.hegerpartner.com  
LinkedIn: -

4. **Education and professional experience (original profession; where did you study?):**

Susanne Heger is an attorney at law based in Vienna with significant experience in Alternative Dispute Resolution and a strong international background.

Education and Qualification

Mag. iur, University Vienna 1987

Dr. iur, University Vienna 1989

Ph.D, Institute of State and Law, Academy of Sciences of the RF, Moscow 1995

Certified Court Interpreter for the Russian language, admitted since 1996

Bar Exam, Vienna 1998

Fellow Chartered Institute of Arbitrators (FCIArb), London, since 2002

Accredited Mediator (London School of Mediation), since 2018

Career

Creditanstalt, Vienna; project finance department 1989 - 1990

Clifford Chance, London and Moscow; Associate, Joint-Manager 1990 - 1995

Since 1999 independent attorney in Vienna

5. **Core area of current professional activity:**

Attorney at law; vast variety of commercial contracts (typically in an international context); significant part of work devoted to Alternative Dispute Resolution.

6. **Accreditation in the field of ADR (including relevant trainings and connected qualifications):**

Fellow Chartered Institute of Arbitrators (FCIArb), London, since 2002

Accredited Mediator (London School of Mediation), since 2018

7. **Practical experience in mediation**

- How many (international) mediations have you participated in
  - as single/co-mediator/in a team?
  - administered by an institution; under which Rules?
  - in which areas/fields?
  - how complex (*please provide examples, participation of lawyers/experts*)?

My experience as mediator is limited to “mock” mediations as part of the training course of the London School of Mediation. I am, however, experienced in bringing about settlement agreements both as counsel and as arbitrator.

- How often have you acted in a different function (e.g. consultant, expert)?

- What other ADR-experience do you have?

Other ADR-Experience ( Alternative Dispute Resolution – Experience) comprises:

More than 20 arbitration proceedings as arbitrator (presiding arbitrator, co-arbitrator, sole arbitrator), primarily VIAC, but also ICC, *ad hoc*, DIS and MKAS Kiev; language of the proceedings German, English and Russian.

**8. Languages (including levels)**

Mother tongue: GERMAN

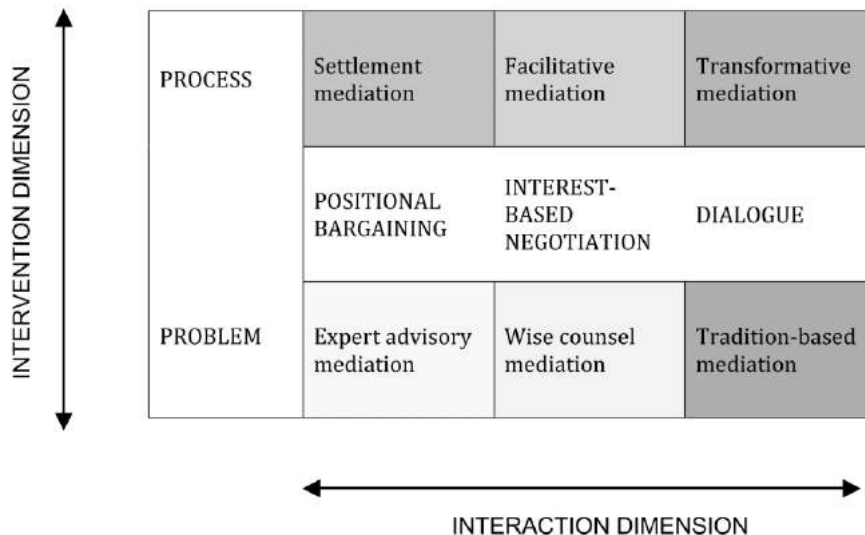
Working languages (i.e. languages in which you have both a spoken and written command so that you may conduct mediation proceedings in this language):

RUSSIAN (admitted as court interpreter at Austrian courts);  
ENGLISH

Basic knowledge: -

**9. Style of mediation**

Where do you see yourself? Please tick box as appropriate or indicate your preferred style.



© Alexander, Nadja (2011) "The Mediation Meta-Model - the realities of mediation practice," *ADR Bulletin*: Vol. 12: No. 6, Article 5. Available at: <http://epublications.bond.edu.au/adr/vol12/iss6/5>; see also here for a detailed description of the 6 mediation styles.

I see myself primarily in the area of facilitative mediation meaning that I try to assist the participants in finding a solution to their dispute themselves. I listen, summarise and ask questions which should help the parties to evaluate their situation and explore their options.

**10. Please describe aspects of your personality which could be interesting to clients you are going to mediate; what would former clients emphasize in your work?**

Neutral, efficient in handling flexible types of proceedings (an ability demonstrated as sole arbitrator and chairperson in international arbitrations), structured thinking, ability to support useful communication by asking the right questions.

**11. Publications and other activities in ADR related matters (e.g. training sessions, seminars, conferences, articles and others):**

Publications in German, English and Russian on international contract law and international arbitration; latest publication: second edition of a Commentary on the Austrian arbitration legislation in Russian (Moscow 2017).

Acted as tutor in numerous training courses of the Chartered Institute of Arbitrators (London).

**12. Memberships in mediation institutions / functions in mediation institutions/organizations:**

-

**13. Special expertise or specializations (*please list a maximum of three*) in your ADR-practice:**

Disputes related to a wide variety of commercial contracts and transactions.

**14. Soft Skills (e.g. intercultural competences):**

I am Austrian, have studied in Vienna and Moscow, have practiced in Vienna, Moscow and London, and have thus developed strong intercultural competences (including corresponding language skills).

**15. How do you ensure your professional quality (e.g. coaching, practice supervision, etc)?**

Feedback; peer review; self-control.

**16. Date of birth:**

31 October 1964

I have completed this questionnaire to the above to the best of my knowledge and believe it is accurate. I understand that the above information will be used for VIAC's internal use and may be given to interested persons or may be published on VIAC's website.

Vienna, 5 June 2018