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# RAY WILLIAM LONDON Ph.D.

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## RESUME SUMMARY

An internationally experienced; interdisciplinary - educated and trained; conflict consultant, expert/neutral fact-finder, facilitator, mediator, neutral, psychologist, social worker, special master, and arbitrator. Experienced in behavior, change, crisis, development, dispute resolution, education, employer – employee, evaluation, management, psychosocial influence, regulation, strategic planning, and teaching graduate level professional education. Specialist in objective assessment, evaluation, process oriented problem solving, and conflict resolution for a range of issues and problems.

## DOCTORAL EDUCATION BACKGROUND

### **DOCTOR OF PHILOSOPHY [Ph.D.], [Summa Cum Laude level], 1976.**

**Focus Areas:** Consulting, Clinical, and Counseling Psychology; Consulting Social Work and Public Policy.

**Dissertation:** *The lonely profession: A study of psychological rewards and negative aspects.*

Graduate School  
University of Southern California  
Los Angeles, California

Psychology training accredited by The American Psychological Association

### **DOCTOR OF LAWS [LL.D.], Currently working on thesis/dissertation – ABT/D**

**Focus Areas:** Information Age Regulation, Jurisdiction, Privacy, Property, Speech, Dispute Resolution, and Business Law.

**Thesis/Dissertation:** *The Internet and the information age: A catalyst for a rational exploration of fundamental common law principles.*

School of Law  
University of South Africa  
Pretoria, South Africa

**MASTER and POST GRADUATE CERTIFICATE BACKGROUND**

**MASTER OF LAWS [LL.M.] in Information Technology and Telecommunications Law, [With Distinction], 2000**

**Areas:** Contracts, Torts, Information Security, Intellectual Property, Liability in the Information Age, Telecommunications, E-Commerce, and the Internet.

**Dissertation:** *Information age dispute resolution: ADR and cyberspace.*

University of Strathclyde  
School of Law  
Glasgow, Scotland

Law School ranked as the top law school in Scotland

**MASTER OF BUSINESS ADMINISTRATION [M.B.A.], [Concentration: Magna Cum Laude level], 1989**

**Focus Areas:** Consulting, Executive Management, Organizational Behavior-Conflict-Crisis-Development, Technology, Strategic Management, and Marketing.

**Research Project Topic:** *International crisis management strategies.*

Graduate School of Business Administration  
University of Southern California  
Los Angeles, California

Business program accredited by The American Association of Collegiate Schools of Business

**POST-GRADUATE CERTIFICATE IN DISPUTE RESOLUTION, [With Distinction level], 1993**

**Areas:** Conflict Resolution, Mediation, and Arbitration.

**Research Project Topic:** *Mediation and arbitration of psychological disputes*

Pepperdine University School of Law  
Institute for Dispute Resolution  
Malibu, California

Law School program accredited by The American Bar Association and Association of American Law Schools. Tied for number one program in the nation

**MASTER OF SOCIAL WORK [M.S.W.], [Summa Cum Laude level], 1973**

**Focus Areas:** Consulting and Organizational - Public - Social Policy.

**Thesis Topic:** *Nonverbal behavior.*

Graduate School of Social Work  
University of Southern California  
Los Angeles, California

Training accredited by The Council on Social Work Education. Ranked in top six programs in the nation

**UNDERGRADUATE EDUCATIONAL BACKGROUND**

**BACHELOR OF SCIENCE [B.S.], 1967**

**Areas:** English, Literature, Philosophy, and Political Science.  
Weber State College [Now Weber State University]  
Ogen, Utah

**ASSOCIATE OF SCIENCE [A.S.], 1965**

**Areas:** English, Literature, Philosophy, and Political Science.  
Weber State College [Now Weber State University]  
Ogen, Utah

**PROFESSIONAL QUALIFICATIONS**

**Clinical Training:**

Veterans Administration Outpatient Clinic, University Affiliated Program Childrens Hospital of Los Angeles, University of Southern California / Los Angeles County Medical Center, Reiss Davis Child Study Center, County of Orange Department of Mental Health, and St. Josephs Hospital.

**Current Licenses:**

**Licensed Psychologist** (Clinical), 1977, No. PSY 5259, California  
**Licensed Clinical Social Worker**, 1976, No. LCS 5146, California.  
**Marriage, Family and Child Counselor**, 1974, No. MFC 6125, California

**Publications:**

Author and co-author of over seventy books, chapters, articles, films, mass media, and encyclopedia chapter. Former member of six multidisciplinary publications boards. Former Managing Editor of one of the Top 25 International Journals [Five year term]

**Fellowships:**

Ford Foundation – Travel Grant  
Social Science Research Council Fellow [Psychobiology and Mental Illness]  
Research Fellow U.S.C. Center for Crisis Management

**Specialized Legal Training Programs:**

Harvard University School of Law: Internet Law Summer, Privacy, E-Commerce – Three Summer Internet Programs. Two years as Chair of Teaching Internet Law Seminars  
Stanford University School of Law: Internet Law Program  
Yale University Law School: Global Flow of Information – Conference on Law, Culture, and Political Economy  
World Intellectual Property Organization – United Nations: International Arbitration

**Current Educational Credentials:**

**Board of Governors of the California Community Colleges:**

**Instructor:** Business and Industrial Management, No. 374799; Marketing and Distribution, No. 374799; Public Services and Administration, No. 44186; Health Services: Clinical Psychology; Counselor, 1973, No. 44187; Student Personnel Worker, 1973, No. 44188; Instructor, 1973, No. 44186, No. 199039: Psychology.

**Chief Administrative Officer,** No. 365802

**Psychological, Clinical Social Work, and Consulting Credentials [Current]:**

**Psychology:** American Board of Professional Psychology (Diplomate, Family, Board Member), American Board of Psychological Hypnosis (Diplomate, Past President) and American Board for Clinical Hypnosis (Diplomate, Former President of Board of medical, psychological, dental, and clinical social work boards).

**Clinical Social Work:** American Hypnosis Board for Clinical Social Work (Diplomate) and NASA Diplomate in Clinical Social Work (Diplomate).

**Consulting Certifications:** Institute of Management Consultants (Certified Management Consultant) - Certified Professional Consultant to Management (NBPMC), Certified Focus Group Director – Qualitative Research. International Association of Privacy Professionals (Certified Information Privacy Professional).

**Academic Affiliations:** Academy of Legal Studies in Business, American Association of University Professors, and Society for Business Ethics.

**ADR Certifications and Affiliations:** [Association for Conflict Resolution](#) - Society of Professionals in Dispute Resolution.

**Honors:**

Certificate of Special Congressional Recognition for Consultation (United States House of Representatives)  
Delta Sigma Rho - Tau Kappa Alpha; Phi Rho Pi  
Erickson Scholar Laureate  
Morton Prince Award  
Phi Delta Kappa

**Who's Who Listings [Internationally Recognized]:**

*American Men and Women of Science, Who's Who in America, Who's Who in the World, Who's Who in Medicine and Healthcare, Who's Who in Finance and Industry, Who's Who in Frontiers Science and Technology, and Who's Who in Science and Engineering.*

**Psychological and Clinical Social Work Credentials [Non-financial]:**

**ADR Certifications and Affiliations:** Section on Dispute Resolution - American Bar Association [Ethics and Technology Committees], Southern California Mediation Association, California Dispute Resolution Council, Professional Mediation Association, London Court of International Arbitration, and American Arbitration Association.

**Behavioral Medicine and Stress:** American Academy of Behavioral Medicine (Diplomate), American Academy of Experts in Traumatic Stress (Diplomate), and International Academy of Medicine and Psychology (Diplomate, President). Certified Sex Therapist. Royal Society of Health (Fellow).

**Clinical Social Work:** Society for Clinical Social Work (Elected Fellow and former Board Member), American Board of Examiners in Clinical Social Work (Diplomate).

**Consulting Certifications:** International Consultants Foundation (Registered International Consultant), and American Board of Administrative Psychology (Diplomate).

**Forensic:** American Board of Forensic Examiners (Diplomate) and American Board of Forensic Medicine (Diplomate). American College of Forensic Psychology (Fellow), and American Board of Psychological Specialties (Diplomate).

**Hypnosis, Imagery, and Suggestion:** Society for Clinical and Experimental Hypnosis (Fellow, Board of Directors, former Officer). Certification and Approved Consultant in Clinical Hypnosis - American Society of Clinical Hypnosis (Past Elected Member), International Society of Hypnosis (Past Elected Member), American Society of Clinical Hypnosis (Past Elected Member), and Society of Medical Hypnoanalysts (Past Elected Member). Former Managing Editor, *International Journal of Clinical and Experimental Hypnosis*. Consulting Editor, *Experimentelle und Klinische Hypnosis* and *International Journal of Psychosomatics* (Former).

**Psychology:** American Board of Child Mental Health Service Providers (Fellow), and American Board of Child and Adolescent Psychology (Board Member), American Board of Professional Neuropsychology (Diplomate), National Registry (Member).

**PROFESSIONAL PSYCHOLOGY EXPERIENCE****CHIEF EXECUTIVE OFFICER [1975 to present]**

Human Studies Center, Ltd. [A not-for-profit organization]  
Irvine, California

**Clinical:** Extensive clinical, assessment, and intervention experience with educational, family, grief, interpersonal, legal, loss, medical, neuropsychological, psychological, and psychophysiological problems. Work with individuals, families, and groups of all age, ethnic, social-economic, and diagnostic levels. Comprehensive supervision experience.

**Consultation:** Assessment, consultation, intervention, training, and work with program development, implementation, and evaluation. Consults with national and international business, educational, governmental, labor, medical, and professional organizations.

**Forensic:** Assessment, consultation, and expert witness services for behavior, crisis, and development issues. Performs objective evaluations for relevant administrative, civil, criminal, and family law cases. Provides extensive reports and consultations with attorneys and judges.

Specialized services in behavioral medicine, coercive persuasion, evaluation, family, group dynamics - cults, hypnosis, imagery, litigation process, meditation, memory refreshment, neuropsychological, psychological, repressed memories, sexual behavior, suggestion, suicide, and therapeutic areas.

**Mediation and Arbitration:** Negotiation and settlement advocacy, mediation, and arbitration practice regarding a range of problems and issues.

### **PROFESSIONAL CONSULTING AND MANAGEMENT EXPERIENCE**

**CO-FOUNDER - OPERATIONS MANAGER AND CONSULTANT [1975 to 1990]**

**CHIEF EXECUTIVE OFFICER [1990 to present]**

London Consult / London Associates International  
Irvine, California

Focus on organizational behavior, change, conflict, crisis, development and evaluation; consultant, and trainer. Work with criminal justice, education, health care, health care, human resources, information technology, international business and professional relations, management, public administration, security, and telecommunications issues. Responsible for all aspects of area operations including profit and loss objectives, focused leadership on improving productivity, quality and customer service through the upgrading of people capabilities, resources, processes, systems, and strategies. Experience with Fortune 500 companies, small business, and professional organizations on six continents.

Currently responsible for all aspects of area operations including profit and loss objectives, focused leadership on improving productivity, quality and patient service through the upgrading of people capabilities, resources, processes, systems, and strategies. Directs an international think, research, and consultation tank of professionals in behavioral sciences, education, information sciences, law,

management, and medicine. Conducts research and training on a variety of business, dispute resolution, health care, human resources, information technology, organizational, and regulation topics and issues.

Training experience in adherence and oversight of legal compliance programs, administration of compensation and benefits programs, development of training and staff development programs, and experience in supervising and consulting on interface with all management levels. Maintenance and upgrades of current systems and policies, management of employee relations functions, and programs, management of recruitment processes, needs identification and development with CEOs and management team members, supervising professional and non-exempt staff.

Focus on effectively working with change, competitive analysis, development, growth and reduction issues, ethics, information technology, organizational design and development, planning, program development, project management, and Strategic Planning. Industry experience includes:

Banking, Communications, Computer, Consumer Products, Education, Electronics, Engineering, Entertainment, Financial Services, Government, Health Care, Hi – tech, Information Technology, Internet, Labor, Legal, Manufacturing, Media, Medical, Multi-national, Non-profit, Pharmaceutical, Professional, Psychological and Social Service, Publishing, Research, Science, Telecommunications, and Transportation.

### **ACADEMIC FACULTY EXPERIENCE**

Consultation, staff development, education and training experience throughout North America, Great Britain, Europe, the Middle East, North and East Africa, the Orient, and Australia. Coordinates multi-media training resources, curricula development, and evaluation. Teaches undergraduate, post-graduate, and professional educational programs in areas of expertise.

#### **Professional Education Seminars:**

University sponsors include Universities of Glasgow, Harvard, Chicago, East Africa, Indiana, UCLA, and Southern California. Conducts consultation, research, lectures, and seminars nationally and internationally for a wide range of business, dispute resolution, educational, health care, legal, management, medical, and related professional groups.

#### **On Campus and On-Line Professional Teaching Experience:**

**Adjunct - Clinical Faculty** – Argosy University – Orange Campus, California State University at Long Beach, University of California Irvine College of Medicine, University of California Los Angeles extension, and University of Southern California. Current work is with the University of Strathclyde School of Law and the University of Phoenix – online..

**Teaching, Tutoring, and Mentoring Areas [Undergraduate, Master, and Doctorate]:**

**Conflict Resolution:** Advocacy and Mediation; Change, Negotiation and Conflict Management, Conflict Management, Negotiation and Conflict Resolution in Health Care, Conflict and Crisis Management, Conflict Management Systems, , Family Law Mediation, and Family Mediation and Conflict Resolution.

**Consulting:** Advanced Management Consulting and Organizational Consulting.

**Ethical Decision Making:** Business Ethics, Critical Thinking, Ethics in Business and Management, Ethics in Management, Leadership Ethics, Managerial Ethics and Professional Responsibility, Organizational Ethics, Professional Ethics and Social Responsibility, Professional, Ethical and Legal Issues in Human Services, Professional, Ethical and Legal Issues, and Professional and Ethical Issues.

**Law and Legal Studies:** Access to Public Information, Business Law, Business Law and Ethics, Corporate Social Responsibility, E-Commerce Law, E-Law and Risk Management, History of Regulatory Legislation, Information Security and Privacy, Information Technology Law, Intellectual Property Law, International Business Law and Practices, Law Dissertation Tutor, Legal Aspects of Information Security, Legal Environment of Business, Liability in the Information Society, and Telecommunications Law.

**Management and Business:** Accounting Theory and Practice, Advanced Organizational Behavior, Corporate Compliance, Crisis Management, E-Strategy Formulation and Implementation, Independent Study in Accounting, Independent Study in Human Resources, International Standards, Regulation, and Compliance, International Trade Special Topics in International Business - An Environmental and Policy Analysis, International Trade, Leadership Theory, Leading Innovation and Change, Leading Through and Beyond Change, Managing Decision Models, Monitoring and Assessing Corporate Compliance, Organizational Behavior, Power, Culture, and Leadership, Practicum in Business, Selected Management Topics, Seminar in Leadership, Solutions Leadership, Special Topics in International Business, Special Topics in Organizational Leadership, Strategic Planning and Implementation, Stress Management, Supervision in Family and Couples Therapy, Team Dynamics and Group Behavior, Technology in Human Services, Technology in Management, Theory and Development of Motivation, and Transformational Leadership.

**Psychology and Social Work:** Assessment and Research, Child and Adolescent Development, Child and Family Forensics, Clinical Supervision, Counseling Practicum, Counseling Theory, Death and Dying, Forensic Psychology, History and Systems of Psychology, Human Sexuality, Industrial and Organizational Psychology, Lifespan Development, Professional and Ethical Issues in Forensic Psychology, Psychology and Management, Psychology and the Legal System, Social Psychology, and Understanding and Managing Human Differences.

**Research and Writing:** Business Research Writing, Capstone Undergraduate and Graduate, Comprehensive Examiner, Dissertation Chair and Member, Dissertation—Business Administration, Dissertation—Organizational Leadership, Doctoral and Master Project Research and Writing, Statistics and Research

**PRIOR STAFF WORK EXPERIENCE**

United States House of Representatives  
Business Advisors, Inc.  
Meaning Foundation  
San Bernardino County Department of Public Social Services  
Veterans Administration

**Expert Witness and Neutral Fact Finding Data**

Total: 296

Civil: 96 – 33.8%

Criminal: 31 – 10.9%

Disability: 82 – 28.9%

Employment: 25 – 8.8%

Family: 43 – 15.1%

    Family Retained by Mother: 13 – 30.2%

    Family Retained by Father: 13 – 30.2%

    Family Retained by Parents: 14 – 32.6%

    Family – Court Appointed: 3 – 7%

Malpractice: 12 – 4.2%

Military: 1 - .4%

Neuropsychology: 6 - 2.1%

Retained History:

    Plaintiff: 140 – 49.1%

    Defense: 142 – 49.8%

    Court Appointed: 3 - .1.1%

Functions:

    Testing: 204

    Report 266

    Expert Deposition 17

    Court Testimony 36