

PERSONAL INFORMATION

Ivana NINČIĆ ÖSTERLE



📍 Radetzkystrasse 17, 65800, Dornbirn, Austria | Kralja Milana 22/5 Belgrade, Serbia

📞 +4367762313112 | +381638815348

✉ ivana.nincic@gmail.com | ivana.nincic@imimediation.org

Sex Female | Date of birth 07/08/1985

Citizenship: Serbian, Canadian

WORK EXPERIENCE

September 2021 - ongoing

International Mediation Institute (IMI), The Netherlands, Executive Director

Leading an international foundation and public interest initiative driving transparency and standards in mediation practice, worldwide. IMI is a convener of thought leadership in the mediation field and the first institution to establish international standards for voluntary mediator credentialing. The position of Executive Director is pivotal in setting and furthering high mediation standards, convening stakeholders and parties, promoting understanding and adoption of mediation, as well as best practices for parties, counsel, and mediators. The position gives a unique vantage point on developments of mediation policy and practice worldwide, as well as the possibility to liaise directly, on a daily basis, with practicing mediators and policy creators from diverse cultural, mediation and legal backgrounds (ex. participating in the Mediation Standards Working Group of the Ministry of Justice of India throughout 2023 as an official, and only international member).

June-August 2024

Legal Reform in Uzbekistan Program (Tetra Tech DPK), International Expert on Mediation (short term remote consultancy)

Providing comments and guidance to ensure the draft amendments to the Law on Mediation in Uzbekistan adhere to international best practices.

May-August 2020

Multi Donor Trust Fund for Justice Sector Support for Serbia Consultant for CEPEJ to the Ministry of Justice (MoJ)

Providing of support in establishing an in-house system for CEPEJ reporting within the Ministry of Justice and improving the national methodology and quality control of the CEPEJ and Dashboards

February-August 2020

EBRD- IDLO “Commercial Mediation Project in Serbia”, National Expert

Drafting of Report and recommendations on improving the commercial mediation legislative and public policy framework in Serbia: “[Comparative Study of the legal and institutional frameworks and best practices on commercial mediation with recommendations for the Republic of Serbia](#)”, with follow-up webinars and outreach

February-April 2020

Tetra Tech DPK JRUP Judicial Reform in Uzbekistan Program, International Expert on Mediation (short term remote consultancy)

Analysis of mediation legislation, enforcement of mediated settlement agreements and the expediency of ratification of the Singapore Convention

January 2019 – April 2020

EU-funded project: “EU for Justice”: Strengthening the Capacities of the MoJ in line with the Requirements of the EU Accession Negotiation Process (IPA 2015), NKE for Analytical Support for Judicial Professions

- Provided expert support in development and implementation of a capacity building programme for the mediation system;
- Provided comparative best practice analyses and content analyses related to the reform of judicial professions, including analyses of the implementation of relevant laws and by-laws and provide recommendations for their amendments (ex. Law on Mediation in Dispute Resolution and other related laws);

- Provided expert support and facilitation within meetings, workshops and/or conferences as well as content analysis for conformity of legislation, ensuring that key issues are identified as well as proper alignment with the European Union *acquis*;
- Initiated and supported the public policy initiative for the Republic of Serbia signing the United Nations Convention on International Settlement Agreements Resulting from Mediation in Singapore, on 7 August 2019

January 2019 – January 2020

(Deputy) Member of CEPEJ Working Group on the Evaluation of Judicial Systems (CEPEJ-GT-EVAL)

- Participated in the working group in charge of the management of the process for evaluating judicial systems of the Council of Europe's member states

December 2014 – January 2020

European Commission for Efficiency of Justice (“CEPEJ”) (Deputy) Member and CEPEJ National Correspondent

- Represented the Republic of Serbia in all plenary sessions and national correspondents' meetings, by providing judicial reform presentations and inputs on Serbian judicial system as well as opinions on draft studies by other experts, in view of their improvement and adoption;
- Entrusted with judicial data collection for the Republic of Serbia as member of network of national correspondents responsible for co-ordinating the collection of relevant information for the evaluation of judicial systems;
- Presented the CEPEJ Evaluation of Judicial Systems Report to judicial stakeholders in Serbia, organising promotional events in cooperation with the Council of Europe Office in Belgrade, in November 2016 and in April 2019;
- Organised a CEPEJ Peer Evaluation Visit on Judicial Statistics in March 2016;
- Promoted cooperation with the CEPEJ and active use of CEPEJ instruments, standards and best practices

January 2017 – December 2018

Deputy Member of SATURN Centre Steering Group

December 2015 – January 2020

Member of Council for the Implementation of Chapter 23 Action Plan**Special working body of the Government for the expert support to the Chapter 23 Negotiating Group**

- Monitored the implementation of activities envisaged in the Action Plan for Chapter 23 related to efficiency and legal professions;
- Coordinated the reporting process, as set out in the Action Plan.

February 2014 – December 2018

Consultant for Reform of Judicial Professions**Republic of Serbia Ministry of Justice Multi Donor Trust Fund for Justice Sector Support in Serbia (MDTF-JSS), Belgrade, Serbia; <http://www.mdtfjss.org.rs/en>; www.mpravde.gov.rs**

- Provided support to the Ministry of Justice (MoJ) and chambers of judicial professions in the development of institutional capacity, to promote greater efficiency, competence and accountability;
- Worked with all stakeholders (such as the MoJ, Chamber of Notaries, Chamber of Enforcement Agents, Judicial Academy, National Association of Mediators, Bar Association of Serbia and bars within it) on EU integration issues by providing analytical and advisory services;
- Drafted strategic documents (CH 23 AP; action plan for improvement of use of mediation; action plan for Chapter 3 – Right of Establishment and Freedom to Provide Services; Program for Improvement of the Position of RS on the WB Doing Business Ranking);
- Implemented, monitored and reported on activities envisioned in the Action Plan for the Implementation of the National Judicial Reform Strategy, and other Government programs, related to reform of legal professions, judicial efficiency and cooperation with CEPEJ and European Judicial Network in Civil and Commercial Matters;
- Managed of behalf of MoJ as main beneficiary the implementation of IPA funded Rule of Law and Enforcement project (RoLE), which supported the system of enforcement and enforcement agents;
- Represented the MoJ in various domestic and international conferences and workshops on judicial reform related topics, by delivering presentations and partaking in discussions;
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- Drafted Code of Ethics of Notaries and other legislation as member of working groups for: amendments of the Law on Notary System, Bylaw on Monitoring and Control of Enforcement Agents, and bylaws on training of enforcement agents and enforcement agent candidates

June 2013 – January 2014

Consultant for International Cooperation

Republic of Serbia Ministry of Justice and Public Administration Multi Donor Trust Fund for Justice Sector Support in Serbia (MDTF-JSS), Belgrade, Serbia; <http://www.mdtfjss.org.rs/en>

- Supported developing of institutional capacity within the MoJ in the field of international cooperation;
- Represented the Republic of Serbia before the European Commission during the screening meetings in Brussels, Belgium on Chapters 23 and 3, particularly by delivering presentations at the bilateral screening meetings on the legislative framework on the right of property, right of restitution and legal professions, the level of harmonisation with the *acquis*, administrative capacities and plans for harmonisation;
- Prepared reports and summaries on Council of Europe expert opinions and proposals thereto related;
- Assisted the MoJ in meeting its international obligations within the sphere of international law by analysing relevant documents, writing reports and proposals.

2014-2020

Law and Mediation Office Ivana Ninčić Österle

“INÖvative Law and Mediation“, Belgrade, Serbia

- Civil and commercial law and mediation practice.

February 2010 – May 2013

Junior Associate / trainee attorney-at-law

Živković Samardžić Law Office, Belgrade, Serbia; <http://www.zslaw.rs/>

- Legal practice focused on commercial and civil law, including general corporate practice;
- Regularly analysed and drafted contracts and legal opinions and represented in litigation, enforcement and administrative proceedings, especially before the Serbian Business Registers Agency.
- Participated regularly in projects relating to ICT, IP and competition law; handled cases relating to copyright and publishing, registration, licensing and enforcement of trademarks and patents.
- Participated in notable competition compliance audits as well as in the organization of a regional Investment Conference.

EDUCATION AND TRAINING

December 2019
July – September 2017

Weinstein JAMS International Fellow

Weinstein JAMS International Fellowship Program, California, United States of America

- Shadowing of 10 commercial, labour and real estate mediations in the San Francisco, California JAMS Office;
- Participating in the week-long “**Mediating the Litigated Case™**” Program of the Straus Institute for Dispute Resolution, Pepperdine University School of Law in order to gain insight into relevant skills and techniques of successful mediation, and to observe teaching methods of a top ranked mediation training programme;
- Participating in UC Hastings College of Law’s practical and theoretical program “**International Court ADR 3 Day Intensive - Envisioning, Designing & Implementing Court ADR**”, to analyse effective models of court-annexed and court-connected ADR and consider best practices for the management of ADR service providers;
- Gaining insight into the whole ADR spectrum which JAMS provides, as the world’s premier ADR provider (Neutral Evaluation, Facilitative Mediation, Evaluative Mediation, Non-Binding Arbitration, Neutral Expert Fact-Finding, Arbitration, etc.);
- An integral part of the Fellowship was delivering presentations providing insight both into the current state of mediation in Serbia at several gatherings in the Bay area, as well as transferring of skills and know-how to stakeholders in Serbia.

2014 **Attorney-at-Law Exam, Belgrade Bar Association, Serbia**

2013 **Republic of Serbia Bar (Judicial) Exam, Ministry of Justice, Serbia**

September 2019 - May 2020

European CAPITALS – Executive Education Programme, Hertie School (Berlin) and the LUISS School of Government (Rome), in cooperation with the SciencesPo School of Public Affairs (Paris) and the Policy Institute at King's College (London)

- A program offering a deep understanding of policy and management processes for public policy and management executives comprising of three 3- to 4-day modules. Frontier policy issues relevant to governments across Europe were analysed from national, intergovernmental and supranational points of view, with training and peer - learning opportunities regarding best practices in leadership and management in European administrations.

2009—2012

LL.M. in European Integration

- Faculty of Law, University of Belgrade, LL.M. in European Integration
- Graduate Academic Program Master in European Integration
- Program taught in English; 10/10 average grade

2003—2009

LL.B. University of Belgrade Faculty of Law

- Field of study: International Law

PERSONAL SKILLS

Mother tongue(s) Serbian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	C2	C2	C2
Canadian High School Diploma; LLM in English					
Spanish	A2	A2	A2	A2	A2
Second year of "EsEspasa" Spanish language program, Instituto Cervantes					

Communication skills Excellent communication skills gained through working with clients in a large law office, as well as through facilitation of large working groups and training in/conducting mediation

Organisational / managerial skills I lead and manage an international foundation with a complex structure and multiple committees, taskforces, and pro bono experts. In the period 2013-2019 I facilitated multiple working groups related to judicial reforms Republic of Serbia.

Job-related skills Multistakeholder facilitation, research, public speaking, drafting of legal and legislative documents, organisational management, leadership.

Digital competence

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Proficient user	Proficient user	Proficient user	Proficient user	Proficient user

Driving licence B

ADDITIONAL INFORMATION

Publications

- Various reports, papers and presentations on mediation in the Republic of Serbia, available upon request;
- **International Mediation Institute (IMI) Contributing Editor, Volunteer**, <https://www.imimediation.org/about/who-are-imi/imi-team/>; Member of IMI's Pro Bono Editing Team, tasked with delivering high-quality mediation blog posts on mediation practice and public policy issues (2019-2021);
- **"The Controversy Over Patent Protection of Computer Programs in the European Union"**, *Harmonius: J. Legal & Soc. Stud. Se. Eur.* 33 (2012).

Selection of Lectures and Presentations

- **Reflections on IMI Marking International Peace Day 2025**
- Moderating an expert panel on **Mediation Ethics within the Fordham Conference on Mediation and Arbitration**, New York, November 2023,
- **Mediation Standards and Mediation Advocacy**, JAMS Office, San Francisco, September 2023;
- **International Mediation Standards**, Dubai Mediation Conference, March 2023;
- **Intervention on behalf of four Western Balkan states** - Bosnia and Herzegovina, Montenegro, North Macedonia and the Republic of Serbia at the **"Gender, Trade and COVID-19" virtual panel, organised by UNCITRAL, in partnership with UN Women**;
- **"General Principles of the New Serbian Mediation Legal Framework and the Singapore Convention"**, presentation delivered at the Annual Conference of Serbian Commercial Courts, September 2019, Serbia;
- **"Principles of Mediation and the New Serbian Mediation Legal Framework"**, lecture delivered at the Conference of the Association of Banks of Serbia, October 2019;
- **"Advantages of Mediation and International Reforms Aimed at the Development of Mediation"** presentation delivered at the **First International Legal Forum "Tashkent Law Spring"**, April 25-27, 2019, upon the invitation of the Ministry of Justice of the Republic of Uzbekistan, supported by United Nations Development Programme in Uzbekistan;
- National Conference on **"CEPEJ Evaluation of Judicial Systems"**, April 2019, Belgrade, Serbia;
- **"Mediation in the Financial Sector"**, Lecture at the Conference of the Association of Banks of Serbia, March 2019;
- **"How Can the Regulatory Framework Influence the Quality of Mediation?"** Presentation delivered with the EBRD Conference "Mediation as a Dispute Prevention and Resolution Mechanism", 11 May 2018, Belgrade, Serbia;
- Presentation of the **2018 Report of the European Commission of the Efficiency of Justice**, April 2019, Belgrade, Serbia;
- **Presentation of the 2016 Report of the European Commission of the Efficiency of Justice**, November 2016, Belgrade, Serbia;
- **Presentation on the "Mediation System of Serbia"** at the Kick-off event "SEE Network of Associations of Mediators" in Bled, Slovenia, 7-8 June 2016.

Selection of Mediation-Related Courses and Certifications

- **Advanced Level Mediation Training: Asking Mediation Questions for Successful Outcomes**, based on "The Mediator's Toolkit" by Gerry O'Sullivan, Spring 2023
- **"Mediation Training of Trainers Workshop"**, organised by "Commercial Mediation in Serbia" EBRD Project, in collaboration with the UK Government's Good Governance Fund (ECDR, ADR Center, ADRg), 19-21 April; 22 May 2018;
- **"Mediating Commercial Disputes", Specialised Mediator's Training Program, accredited by MoJ, ADR Partners LTD, Belgrade (031-C/2018)**, 8-9 February 2018;
- **"International Court ADR Institute", UC Hastings College of Law, Centre for Negotiation and Dispute Resolution**, San Francisco, California, USA, 21-23 June 2017;
- **"Mediating the Litigated Case™" Course of the Straus Institute for Dispute Resolution, Pepperdine University School of Law, Malibu, California, USA**, 31 July- 5 August 2017;
- **"International Dispute Resolution"**, Singapore International Dispute Resolution Academy, Singapore Management University, School of Law, 21 -23 June 2017;
- **"Sub-Regional Workshop on Mediation"**, World Intellectual Property Organization (WIPO) in cooperation with the Intellectual Property Office of RS, 30-31 May 2017;
- **Mediator's Basic Training**, January 2016, Partners for Democratic Change in cooperation with National Association of Mediators of Serbia.

Other Courses and
Certifications

- **“Public Sector Innovation Executive Seminar”**, the Hertie School of Governance, Berlin, Germany, 21-23 November 2019;
- **OSCE ODIHR Young Policy Advisers Course for Western Balkans (PolAd)**, Prague, Czech Republic, 11-16 November 2018;
- **“Strategic Planning”**, National Academy of Public Administration, 14-15 June 2018;
- **“Free Trade Agreements and European Integration of SEE Countries”** within the Jean Monnet Module FTA-SEE; University of Belgrade Faculty of Law, Academic Year 2017-2018;
- **5th World Notariat University - International Union of Notaries (UINL)**, July 2016;

Memberships

- Bar Association of Serbia & Bar Association of Belgrade – practicing lawyer;
- Association of Arbitrators of Serbia; Member of Board on Promotion and Training of Mediation;
- Weinstein International Foundation Senior Fellow,
<https://weinsteininternational.org/serbia/ivana-nincic/>

Licences

- Mediator’s licence, 740-09-104/2019-22 from 4 June 2019, issued by MoJ RS;
- Mediator’s licence, 740-09-210/2016-22 from 6 March 2016, issued by MoJ RS

ANNEXES

Copies of degrees and qualifications, testimonial of employment placement and publications and research are available upon request