

SUSAN H. SHEAROUSE

Facilitator, Mediator, Conflict Resolution Consultant and Trainer

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PROVIDING EXPERTISE IN:

- Understanding the causes and dynamics of conflict
- Creating a climate for constructive discussion
- Providing problem-solving processes and structures
- Restoring working relationships

Susan has twenty years experience as a consultant, trainer, mediator and facilitator, helping people resolve their differences, improve their organizations, enhance their conversations, achieve stable partnerships, and lead more effectively. She earned a Master of Science in Conflict Resolution from George Mason University in 1988. In addition, Susan has served as Executive Director of the National Conference on Peacemaking and Conflict Resolution (NCPCR), as Alternative Dispute Resolution (ADR) Specialist for the Federal Mediation and Conciliation Service (FMCS), and as adjunct faculty at Georgetown University's MBA program. She served for ten years on the Advisory Board of the Institute for Conflict Analysis and Resolution (ICAR) at George Mason University.

Susan's specific areas of expertise include:

Facilitation of decision-making processes for private industry, government agencies, and non-profit associations. Susan facilitates group processes including task forces, teams, and working groups creating a safe place for difficult conversations and decision making. She also conducts long range planning and team-building retreats which enable organizations to create specific plans for future programs, reorganize office structures, and restore working relationships.

Design and presentation of training workshops in conflict resolution, mediation, facilitation, ADR processes and negotiation for various audiences. Susan's dynamic style encourages participation, insights and personal growth. As a certified mediation trainer for court-referred cases in Virginia, she has trained over 1500 people in mediation and facilitation skills. Additional training designs address issues of anger management, change management, leadership development, diversity, emotional intelligence, and sexual harassment awareness.

Mediation of contract disputes, supervisor/employee issues, workplace disputes, and Equal Employment Opportunity complaints filed by employees at both informal and formal stages of the process. Recent experience includes mediation of contract negotiations between Montgomery County (Maryland) Public Schools and the Montgomery County Education Association.

Technical Assistance to organizations in planning, designing and implementing effective systems to prevent and alleviate conflict. Sample projects include development of processes and appropriate training for the IRS addressing labor-management issues and alternative dispute resolution (ADR) processes, system design of ADR processes for private sector, and preparation and strategy sessions for long-term negotiations with the Indian Health Service.