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## Personal overview

Over 20 years experience in resolving issues, facilitating change and developing long-term plans with municipalities, companies, communities, Aboriginal groups, not-for-profit organizations and regulators. As a mediator, facilitator and coach, quickly establishes collaborative relationships with clients and stakeholders, and assists them in achieving the desired results.

### ***Areas of Expertise***

- **Conflict management and mediation**, including training and capacity building
- **Collaboration and Facilitation** for government, organizations and teams to address issues, develop plans and move to action
- **Team building** to increase alignment, build relationships and improve efficiency
- **One-on-one coaching** to clarify goals, support learning and increase effectiveness

## Mediation Experience

***Alberta Municipalities*** – Confidential mediation services to municipalities addressing land annexation issues (1 file, southern Alberta)

***National Energy Board*** – Confidential mediation services to resolve matters related to pipeline development and operations on privately owned land (15+ files in Alberta, BC and Ontario)

***Manitoba Hydro*** – Confidential mediation services related to infrastructure development (1 file, Manitoba)

### ***Additional Experience with Collaboration and Facilitation***

- **Peace River Area Monitoring Program Committee** – Provide on-going leadership for a multi-stakeholder, consensus-based Airshed that measures and assesses air quality in the region, and responds to community concerns
- **Alberta Electric System Operator (AESO)** – Planned and facilitated multiple stakeholder consultation sessions and a multi-stakeholder collaborative work group to establish recommendations for regulatory change
- **National Energy Board (NEB)** - As Project Manager for the NEB's Land Matters Consultation Initiative, lead a consultation effort with over 400

stakeholders and 45 meetings across Canada; resulted in regulatory change for pipeline abandonment and company relationships with landowners

- **Alberta Energy Regulator (AER)** – Supported the AER's organizational change for its Best in Class/Regulatory Excellence initiative; facilitated internal and external stakeholder workshops to share information, invite input and develop implementation plans

## **Training**

*Certificate in Conflict Management – Mediation and Negotiation*, 2003 (210 hours)

*Consensus Decision Making*, Clear Air Strategic Alliance

*Mediating High Conflict Disputes*, ADR Institute of Alberta

*Crisis and Risk Communications*, Centre for Risk Management

*Certified Professional Coactive Coach*, Coaches Training Institute (100+ training hours)

*Numerous listening and speaking skills sessions* offered through affiliates of the International Coach Federation including: *Beyond Diversity*, *Listening for What Motivates Your Clients*, *Rising Strong* and *Enabling Greatness*

*Master of Arts, Economics*, University of Toronto

*Bachelor of Arts, Economics and Applied Studies (Co-op)*, University of Waterloo

## **Professional Associations**

ADR Institute of Alberta

International Coach Federation

International Association for Public Participation

## **References**

Carolyn Kolebaba (Reeve, Northern Sunrise County) – Peace River, AB, Phone: (780) 617-2381

Lorna Patterson (Engagement and ADR Specialist, National Energy Board) – Calgary, AB, Email: [lorna.patterson@canada.ca](mailto:lorna.patterson@canada.ca)