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CV



I am a native Calgarian with extensive experience in both the public and private sectors of Western Canada's Business environment and twenty-six years of service as a Police Officer. I have had the opportunity to

Academically, I have been the General Manager and Senior Instructor of "A" Class Vocational Training School (McManus & Associates) and have conducted Management, Organizational Behaviour and Design, Interpersonal Communications, Public Engagement and Human Relations, Mediation, Arbitration courses and seminars in the private sector and business environment. I have had the privilege to have studied and/or conducted research at Mediation Training International, Pulse Institute Inc., Mount Royal College, Reid College, Southern Alberta Institute of Technology, University of Calgary, University of Alberta, University of Chicago, Ontario Police College, Canadian Police College and the Banff School of Management.

I have developed and co-authored courses on communication, mediation and Arbitration.

My professional practice includes being: a member of; Alberta Government Services, Consumer Services Arbitration Roster; Alberta Municipal Affairs Arbitration Roster, 'AMVIC' Arbitration Roster, Alberta Justice, Provincial Court Civil Mediation Roster; Court of Queen's Bench Mediation Roster; Alberta Energy Regulator, Mediation Roster; Health Canada Specialized Health Services Roster, an Associate of Mediation and Arbitration Associates of Canada, Associate of the Pulse Institute, member of ADR Institute of Alberta, member of ADR Institute of Canada, in addition to business consulting services.

As a dedicated and active community person, I have served in various capacities with numerous community groups and organizations; i.e. past Director of Alberta Arbitration and Mediation Society, Community Mediation Calgary Society, Advisory Board Member, Columbia College and Mount Royal College (Criminal Justice Studies). Presently I am a Senior Associate of the Calgary Stampede.

Professional Associations

1. Associate of Mediation and Arbitration Associates of Canada Inc.
2. Conflict in the Workplace Consultant, Mediation Training International
3. Member of the ADR Institute of Alberta
4. Member of ADR Institute of Canada

Mediation Experience

Over two decades of mediation experience, nine as a Chartered Mediator.

My experience in the municipal mediation environment has identified it can be a very complex environment. The fundamental principle of ensuring that the right people, with unfettered authority to resolve the issue, is often more complicated in this environment than a regular commercial mediation. Past experience has demonstrated not only the need to identify the issue for resolution but often how much of the issue can be addressed and resolved. Add to this the complexity of the number of parties that may be required to be at the table to ensure a positive resolution conversation and you gain an appreciation for why I say it can be a complex environment.

I have conducted mediations with two to twenty nine participants at the table.

Med/Arb. Experience.

It is well proved that an agreement/contract reached by parties impacted is likely to be more sustainable or followed than one imposed. That is why section 35 of the Arbitration Act of Alberta and 4.27.1 of ADR Institute of Canada provide the authority for an Arbitrator, with the agreement of the parties, to enter into a med/arb. process without impacting the arbitrator's jurisdiction.

As a matter of practice, I have explained the med/arb. process to all clients and that if they should reach an agreement such agreement would become the award of the arbitration.

Interestingly only about twenty percent take advantage of this option. It seems that by the time the parties are looking to arbitration they feel 'talked out' and wanting a decision .

Arbitration Experience

Over two decades of Arbitration experience, nine as Chartered Arbitrator.

My arbitration experience runs from relationships of partners, professional organizations, and community groups to establishing the price of agricultural products to complex contracts and government issues.

References

1. Jeannine Harlton, B.A., M.A. Conflict Analysis and Management
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