



*Cynthia Olson, Owner and Principal Trainer*

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## **QUALIFICATIONS SUMMARY**

Cynthia Olson is a leader and innovator in the field of mediation and dispute resolution, and an internationally recognized instructor. In her former position as Director of The Albuquerque Mediation Center, she developed many innovations including the Metropolitan Court Mediation Program, Isleta Boulevard Expansion Project and a land-use facilitation initiative. Her expertise also includes designing and implementing in-house conflict management systems, facilitating large-group processes and writing curricula.

As an educator Cynthia has over 25 years of experience. She has trained thousands of people from around the world in the skills of mediation, facilitation and effective communication.

A charter member of the National Institute of Dispute Resolution, Cynthia has been involved in the Association for Conflict Resolution, the Society of Professionals in Dispute Resolution and the Academy of Family Mediators as a member, volunteer and presenter throughout her career. She is a founding member of the New Mexico Mediation Association.

Cynthia now runs her own consulting firm with a wide range of clients. As a mediator Cynthia specializes in complex, multi-party organizational disputes. Her recent projects include a summit on the criminal justice system, an in-house mediation project at a Seattle hospital, training mediators and building organizational capacity in dispute resolution for the State of New Mexico, and teaching groups dialogue skills as part of implementing a "Safe Conversations" project with the Department of the Interior. She has worked widely in Latin America, England and for several Native American groups including the Navajo Nation Peacemaker Court.

## **EDUCATION**

### **MS COMMUNITY EDUCATION AND ADMINISTRATION**

*College of St. Thomas, St. Paul, MN*

### **BS Ed ENGLISH AND JOURNALISM**

*University of Minnesota, Minneapolis, MN*

### **Graduate study in PUBLIC ADMINISTRATION**

*University of New Mexico, Albuquerque, NM*

### **800+ HOURS IN PROCESS MANAGEMENT/CONFLICT RESOLUTION (partial listing)**

*Summer Peace Building Institute, Eastern Mennonite University*

*Basic Mediation, Albuquerque, NM*

*Advanced Mediation, San Francisco, CA and Albuquerque, NM*

*Advanced Trainers' Institute, San Francisco, CA*

*Family and Divorce Mediation, Albuquerque, NM*

*Mediation of Family and Commercial Disputes, Charlotte, NC*

*Meeting Facilitation, Tucson, AZ*

*Negotiation Skills, El Paso, TX*

*Navajo Peacemaker Training, Window Rock, AZ*

*The Magic of Conflict with Tom Crum, Aspen, CO*

*Negotiation and Conciliation, San Jose, CR*

*Ombudsman Training Intensive, Asilomar, CA*

*Cross Cultural Conflict Resolution Intensive with Angeles Arrien, Sausalito, CA*

*Victim-Offender Mediation, St. Paul, MN, et al*

## **EMPLOYMENT HISTORY**

### **SMALL BUSINESS OWNER; CONSULTANT (1993-present)**

*Cynthia Olson & Associates, LLC; Albuquerque, NM*

Consultant in the areas of curriculum design and delivery, facilitating the planning and implementation of integrated dispute resolution systems, providing intervention services including mediation, facilitation and community involvement, and offering other process-oriented services, e.g. program assessment, planning and development, team retreats, and management coaching. Training topics focus on mediation, dialogue, facilitation, and client-centered program needs. Special projects and client list follows.

### **INSTRUCTOR**

*College of Santa Fe, Albuquerque, NM*

Taught introduction to Alternative Dispute Resolution.

### **EXECUTIVE DIRECTOR**

*Albuquerque Mediation Center; Albuquerque, NM*

Responsible for executing all phases of management for community mediation program. Proposed pilot, lobbied legislature, and managed Metropolitan Court Mediation program into permanent funding status. Program recently celebrated its 26<sup>th</sup> birthday and maintains a roster of over 100 mediators, some of who have volunteered since its inception. Established and managed several community mediation and facilitation programs, including developing revenue bases. Participated as consultant and instructor for 'Mediation in the Schools' Program. Designed and facilitated public involvement projects for governments and corporations. Public speaker. Trained volunteer mediators and facilitators and designed volunteer management protocols. Consulting program designer, mediator, team building facilitator and trainer for clients including diverse, multi-cultural groups.

### **GENERAL MANAGER**

*La Montanita Food Cooperative, Albuquerque, NM*

Responsible for all aspects of fiscal and personnel management for a large member-owned cooperative food store employing twenty paid workers and many 'unpaid' volunteers working for store discounts. Increased store sales by 20% annually and initiated educational outreach programs.

### **DIRECTOR OF EDUCATION**

*All Cooperating Assembly, Minneapolis, MN*

*West Bank Grocery and Pharmacy, Minneapolis, MN*

Designed and delivered workshops for cooperatives throughout Minnesota and Wisconsin. Topics including basic supervision, facilitation skills and volunteer management. Planned and implemented community education and outreach programs. Facilitated staff meetings and Board retreats

### **HIGH SCHOOL TEACHER**

*Linthicum High School, Linthicum Maryland*

*Frank B. Kellogg High School, Roseville, MN*

*Student Internship: Hopkins School District, Minneapolis, MN*

Taught English, Journalism, Creative Writing and created courses, including "The Poetry of Rock Music." Faculty advisor for school newspaper.

## **PROFESSIONAL EXPERIENCE: SAMPLE PROJECTS**

### **SUMMIT ON JAIL POPULATION**

*Mid-Region Council of Governments, Albuquerque, NM*

Interviewed business, civic and government leaders as a way to create support for and generate interest in a day-long summit bringing representatives from all phases of the criminal justice system together for discussion and decision-making. Summit resulted in renewed cooperation among various interests and commitments for continued collaboration from both operational and executive level personnel.

### **STATE OF NEW MEXICO INTEGRATED CONFLICT MANAGEMENT SYSTEM**

*General Services Department, Risk Management Division, Loss Control Bureau, Santa Fe, NM*

Multi-year innovative project designed to introduce a variety of collaborative processes to state government using an agency-centered, decentralized model for capacity building. Project personnel obtained legislative approval to create a State Alternative Dispute Resolution Office. Consultant coordinated planning, training and program implementation with Loss Control Personnel and assisted with legislative effort, including facilitating a task force that created appropriate recommendations.

### **WHITE MOUNTAIN APACHE MEDIATION CENTER**

*White Mountain Apache Reservation, Arizona*

Assisted tribal leaders design and implement a peer mediation program based on Apache cultural traditions. Trained volunteer mediators.

### **CHILDREN'S HOSPITAL MEDIATION PROGRAM**

*Children's Hospital, Seattle, WA*

Consulted with task force to plan and execute a process to engage key hospital personnel in designing and supporting the creation of a mediation program to manage disputes in all aspects of hospital interaction, whether internally or with clients, vendors or community. Provided initial mediation training after program design was funded from the executive level.

### **DISPUTE RESOLUTION SPECIALIST, COSTA RICA and NICARAGUAN LAND USE MEDIATION INITIATIVE**

*Instituto Latinoamericano de Naciones Unidas (ILANUD) San Jose, Costa Rica  
United Nations Development Office, Managua, Nicaragua*

Consulted on variety of projects; presented papers; provided training. Consulted on program design and implementation. Provided staff training. Assisted with obtaining funding.

### **COMM-UNITY CONFERENCE and MUNICIPAL LAND USE FACILITATION PROJECT**

*City of Albuquerque, NM*

Planned and facilitated a City Council District summit that brought diverse neighborhood, civic and business leaders together to dialogue and solve problems collaboratively. Coalition of neighbors, city planners and land developers emerged to implement a program utilizing trained mediators as group facilitators in land-use conflicts. Program has achieved permanent funding.

### **"SAFE CONVERSATIONS" PROJECT**

*Bureau of Land Management, Southwest Region EEO Office*

Designed a multi-tiered approach for assisting field offices in their desire to reduce conflict, improve internal working relationships and reach out to their local communities. Program includes facilitated group sessions, coursework designed collaboratively by consultant and client, mediation and management coaching.

## **TRAINING PROJECTS (partial list)**

### **MEDIATION AND CONFLICT MANAGEMENT**

*Director of Mediator Training, Principal Trainer  
Mediation Training Institute, International, Overland Park, Kansas  
City of Albuquerque  
Planning and Zoning; Training and Development; Neighborhood Services;  
Police Dept., Environmental Health, Animal Control, et al  
Duke University Non-Profit Managers Certificate Program  
University of New Mexico  
Schools of Law, Speech and Communications, Criminal Justice, Business  
Albuquerque Mediation Center and The Mediation Alliance, 1985-96  
Dispute Settlement Center of Cape Fear, Wilmington, North Carolina  
New Mexico State Government  
Corrections; Youth, Children and Families; Agency on Aging; Administrative  
Office of the Courts; Metropolitan Court; Workers Compensation Administration;  
Judicial College; Attorney Generals Office, et al  
Mecklenburg County, various departments, Charlotte, NC  
U.S. Dept. Of Interior, Southwest Regional Training Center & National Training Center  
Defense Equal Opportunity Management Institute (DEOMI)  
Greater Albuquerque Association of Realtors  
Navajo Nation: Housing Authority, Peacemaker Court  
White River Apache Mediation Center  
White River Apache Tribe and Fort Apache Legal Aid  
U.S. Bureau of Reclamation, Western Region  
U.S. Department of Agriculture, Forest Service  
Santa Fe, New Mexico Police Department  
St. Thomas Law School, San Jose, Costa Rica  
The Mediation Institute National Trainings  
Colegio de Abogados, San Jose, Costa Rica  
Public Service Corporation of New Mexico  
New Mexico Association of Counties  
City of Wilmington, North Carolina  
Federal Executive Board, Chicago & Albuquerque  
Sandia National Laboratories  
U. S. Air Force  
Noble Energy  
Honeywell  
Americorps  
U.S. Army, et al*

### **CIVIL DIALOGUE and ETHICS FACILITATION**

*Brown v Board of Education National Historic Site  
Governor's Office of Workforce Training and Development  
New Mexico Licensing and Regulations Division  
Mecklenburg County, Charlotte, NC, multiple departments  
University of New Mexico Medical Ethics Board*

### **ADVANCED MEDIATION/TRAINING OF TRAINERS**

*Albuquerque Mediation Center and The Mediation Alliance  
U.S. Department of Agriculture, Forest Service  
The Mediation Institute; Cynthia Olson & Assoc., National Trainings  
State of New Mexico, Risk Management  
New Mexico Corrections Department  
U.S. Department of Energy  
U.S. Army, et al*

## **TRAINING PROJECTS (cont.)**

### **WORKPLACE MEDIATION, NEGOTIATION and CONFLICT MANAGEMENT**

*Mecklenburg County, NC: Multiple Departments*  
*U.S. Fish and Wildlife, multiple sites*  
*Eastern Bureau, U.S. National Guard*  
*Public Service Company of New Mexico*  
*Cities of Albuquerque and Santa Fe, New Mexico*  
*State of New Mexico, various departments*  
*Nebraska National Guard*  
*Kirtland Air Force Base*  
*U.S. Department of the Interior*  
*Army Research Laboratory*  
*Phillips Labs, et al*

### **MEDIATION FOR EEO COUNSELORS AND MANAGERS**

*USDA Forest Service: Southwestern & Intermountain Regions, National Courses*  
*The Mediation Institute National Trainings*  
*Bureau of Reclamation Regional Training*  
*U.S. Merit Systems Protection Board*  
*U.S. Department of Energy*  
*U. S Army, Fort Polk, Louisiana*  
*U. S. National Guard, et al*

### **MEETING FACILITATION; MULTIPLE PARTY DISPUTES**

*Hanover County, Wilmington, NC Public Schools*  
*U.S. Fish and Wildlife Service*  
*American Planning Association*  
*The Mediation Academy*  
*City of Albuquerque, et al*

## **WORKPLACE INTERVENTIONS (Representative Clients)**

### **(mediation, team facilitation, education and management coaching)**

*Cities of Albuquerque, Santa Fe and Rio Rancho, New Mexico*  
*Chaco Canyon Road Project, Federal Highway and Transportation Agency*  
*United Nations Development Office, Managua, Nicaragua*  
*Bureau of Land Management, multiple field offices*  
*Mecklenburg County, North Carolina, various departments*  
*Wilson and Company, Engineers and Architects*  
*University of North Carolina, Wilmington*  
*Public Service Company of New Mexico*  
*U.S. Dept. of the Interior, Solicitor's Office*  
*U. S. Fish and Wildlife Service*  
*Army Research Laboratory*  
*Law Access New Mexico*  
*State of New Mexico, multiple agencies*  
*U. S. Army multiple sites, et al*

## **CLIENT REFERENCES AVAILABLE BY REQUEST**